

Marcus Clements
Head of Consumer Policy
Rail Markets and Economics



Email:

12 March 2021

David Horne
Managing Director
London North Eastern Railway
By Email

Dear David,

Approval of London North Eastern Railway's (LNER's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting LNER's revised Accessible Travel Policy (ATP) for approval.

We have reviewed the ATP against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators". I can confirm that LNER's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

As part of the review process, we discussed the implementation of the new handover protocol, which requires that when passenger assistance is to be provided by station-based staff, at the boarding station staff call ahead to the alighting station to ensure it can be delivered. I welcome LNER's full commitment to this process, noting the concerns raised around delivery during busier periods.

Please provide a final proofed and branded version of all ATP documents by 9 April 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

As you are aware, ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'M. Clements', written in a cursive style.

Marcus Clements



Accessible Travel Policy

2021

This policy document is part of our overall Accessible Travel Policy. It provides more detail into our policies around accessibility and our processes and plans.

Other elements of our Accessible Travel Policy are:

- **Making rail accessible: helping older and disabled people** - a handy information leaflet
- **Train accessibility guide** - information on the accessibility of our trains, available on our website or as a separate document
- **Station accessibility guide** - a summary of the accessibility provision at all our stations, available on our website or as a separate document

You can download all of these from our website or they can be sent to you free of charge in alternative accessible formats from Customer Relations. There are several ways to contact Customer Relations:

Phone	0333 311 0006
Next generation text	18001 0333 311 0006
Website	www.lnr.co.uk/contact-us
By post	Freepost LONDON NORTHWESTERN RAILWAY CUSTOMER
Twitter	@LNRailway
Facebook	@LondonNorthwesternRailway

1) Commitments to providing assistance

a) Booking and providing assistance

If you book assistance in advance, we will arrange for station staff or a Senior Conductor to help you on and off the train at our stations. This will apply during the hours when trains are due to operate to and from our stations. These times are listed on the National Rail Enquiries website.

We try hard to make all journeys comfortable, safe and efficient, irrespective of your assistance needs. We participate in a system called Passenger Assist, the reservation system for customers who wish to book assistance. We make these reservations, free of charge, whether you are travelling on our services or those operated by other train companies on the National Rail network.

We are committed to maintaining and providing sufficient resources to, and continually improving performance of, the Passenger Assist system. We have a dedicated team to operate this booking service and these colleagues are trained in the needs of disabled travellers.

We have a robust quality control system in place, including monthly review meetings, for us to share and discuss feedback from customers and staff. A long-term evaluation programme is in place, including anonymous surveys conducted by phone and email, which covers the booking process and journey experience.

This programme helps us to continually improve performance and to raise suggestions for continuous improvement, such as proposing alternative routes if a customer had concerns about using larger stations as a result of an invisible impairment (e.g. autism or anxiety). Most members of our Stakeholder Equality Group use Passenger Assist to travel with us and their feedback is invaluable (see page 27 for more information).

To book assistance for travel, including connecting trains in your journey (and seat reservations with other train companies) we advise that you contact us by 10pm the day before travelling. However, if you are travelling on our train services only, you can book assistance with us up to 4 hours ahead for journeys on the same day.

If you are travelling with other train companies, you can book assistance up to 6 hours ahead for journeys on the same day from 1 April 2021. Over the next few years, the notice periods will be reduced to two hours' notice for travel the same day in the following phased approach:

From when	Until when	Notice period	Where applies
1 January 2021	31 March 2022	Up to 4 hours' notice	On our network only
1 April 2021	31 March 2022	Up to 6 hours' notice	Across the national network
1 April 2022	Until further notice	Up to 2 hours' notice	Across the national network

To allow appropriate arrangements to be put in place, please contact us 48 hours in advance for international travel.

When you book assistance in advance, our Passenger Assist team checks the accessibility of your start and departure stations (along with any connection stations) on the National Rail Enquiries website to ensure you will be able to complete your journey. If accessibility levels are not suitable (e.g. there is no step free access at a station) they can arrange alternative accessible transport for you or, if you prefer, consider a different route. We can advise you on the best route to meet your needs e.g. a smaller interchange station which is less crowded or has fewer platforms.

Your booking confirmation (including reference number) will be sent to you by email, or by post on request.

When your train reaches its final destination, you will be assisted off the train within 5 minutes where we reasonably can. This will be explained to you when you book assistance and in the booking confirmation.

We have been actively involved in exploring technology to improve the customer experience of passenger assistance, including running the trials for a new network-wide app. We are excited about the opportunities that technology like this will offer in the near future. In the meantime, all stations on the network can contact our stations by phone to ensure someone is available to meet and assist you at your destination and any connections. We provide a dedicated phone line for each station (staffed at all times our trains are running) to co-ordinate the delivery of assistance and a person who is responsible for ensuring those calls are answered. When stations are not staffed, these calls will be handled by our control team who will ensure on board staff can carry out any assistance.

When assistance has not been booked in advance, we will still try to provide the support required whenever possible and with minimum delay. However, please be aware that if assistance has not been booked there may be a short wait for staff to be available to assist you or to make arrangements.

We will provide clear and reasonable explanations for any such delay, for example needing to first assist passengers who have booked assistance or the Passenger Assist team needing to coordinate alternative accessible transport. If, in the future, we consider changing the staffing levels at our stations we will assess the risk of passengers not being able to access the assistance they need and, if necessary, implement measures to mitigate this risk. We will submit these assessments to the Office of Rail and Road (ORR) to review.

We have portable ramps that are fit for purpose on-board all our trains and at many of our stations to enable passengers (for example those using a wheelchair or those with mobility impairments) to get on or off the train, whether assistance has been booked in advance or not. Our staff are trained to know which ramps to use in which circumstances, and the local conditions for using the ramps safely to help you on and off the train.

As part of the booking process, the Passenger Assist team will notify you if any of the stations you plan to use on your journey will not be staffed. We will explain that our Senior Conductors can operate the ramp and/or assist you on or off the train.

By booking assisted travel in advance, to travel with us or another train company, we can help you make connections with other trains at our stations. As part of the booking process, we will check you have sufficient time to make any connecting train. We will help you when trains change platforms or announcements are made at short notice.

You can also refer to the stations pages on our website. In addition to the key information about stations (that you can also see on the National Rail Enquiries website) these pages will also provide supplementary photos and information to help you decide if that station is suitable for you to use.

At stations where we have staff in addition to those in working in the booking offices we can provide directions and, wherever possible, escort customers to a safe waiting place for connecting buses and/or taxis if the interchange is within the immediate station vicinity.

Where our train services connect with other modes of transport (such as buses, trams, London Underground or DLR) we will work with the operators of those services to provide, wherever possible, assistance which ensures a seamless onward journey for you. However, at London Euston station for example, assistance services are delivered by Network Rail (usually from train to concourse) so customers are advised to check their policy for further information. We will continue to work closely with Network Rail and other train operators to ensure that assistance is delivered consistently across our network.

We advise you to check the accessibility levels of onward connecting transport, particularly with local bus companies and also community transport organisations.

Where taxi ranks or bus stops are provided at stations these are clearly signposted. We include, where possible, the contact details of local taxi operators on our station information posters which are displayed at each of our stations.

Private hire vehicle companies who apply to provide services from our stations are asked what proportion of their fleet is accessible and about the provision of driver disability awareness training. This information is influential in the award of contracts, however we are mindful that many ambulant disabled people would prefer to use standard vehicles due to their mobility needs. Where access is regulated under contract, from the earliest opportunity we will require the taxi operator to provide wheelchair accessible vehicles and ensure a reasonable number of drivers are trained in disability awareness. In the meantime, we will continue to explore opportunities to work collaboratively with other operators who serve our stations and in our group company to improve the last mile experience of our customers, including access to taxis.

We actively work in partnership with taxi operators and community transport providers to develop creative 'last mile' solutions e.g. coupled with our ongoing Enterprise Coaching programme, we are looking to provide them with support by developing skills and capacity. This could include support with writing funding bids for accessible vehicles in areas where there is particular demand.

We have a database of community transport providers and are working in partnership with them to facilitate access to rail. This provides us with the opportunity to access a wider range of vehicles which can be used as rail replacement in times of planned disruption. These vehicles may also be more suitable to convey scooters safely.

To enable you to make informed decisions and for us to arrange assistance that results in successful and fuss-free journeys, we are committed to providing accurate and clear information about our stations on National Rail Enquiries. This will include information on assisted travel, whether staff help is available (including staffing hours) and a step-free access note. To ensure consistency and, in turn, reliability, this note will include the following wording to clarify the step-free status by category:

- **Category A:** “This station has step-free access to all platforms / the platform”.
- **Category B:** “This station has a degree of step-free access to the platform, which may be in both directions or in one direction only – please check details”.
- **Category C:** “This station does not have step-free access”.

As part of the information on the National Rail Enquiries station pages we will also clearly state:

- Availability of station and on-board staff to assist passengers, including times. Scope of assistance will be clearly outlined e.g. if Senior Conductors can only assist a passenger get on or off the train, or if staff are available to help get around the station.
- Whether a platform ramp is available and confirming that this is always available when assistance has been booked.
- What to do on arrival at a station when you need assistance, including the meeting point (e.g. ticket office or on the platform).

As part of your booking for assistance, the Passenger Assist team can let you know if there are any issues which might affect your journey, e.g. a lift out of order. We put a note on the National Rail Enquiries station pages of these sorts of issues at our stations (which may be temporary) as soon as possible but no more than 24 hours after we know about them.

Examples include:

- Stations have a physical feature which might prevent some disabled people from using it
- Significant temporary work affects station accessibility
- Changes to stations make them temporarily inaccessible (for example, if station lifts or toilets are out of order)
- Changes are made to the accessibility of our trains which might affect disabled and older customers' journeys

In addition to our Station Accessibility Guide and the National Rail Enquiries station pages, we will endeavour to provide, where relevant, any additional details we have about our stations that may be beneficial to our older and disabled passengers.

This information will be provided on the station pages on both our websites.

This information may include (but is not limited to) images of accessible features and information about the station or surrounding area, such as crowded areas or businesses where they may be able to visit for a safe space to wait.

If you need help with luggage within our station or station vicinity (e.g. station car park), to the platform and on and off the train please book assistance. The service is free of charge. If you haven't booked assistance, we will do our best to help, subject to staff availability. The weight, size and quantity of luggage must be safe for our members of staff to carry. Each piece of luggage cannot weigh more than 23kg. The National Rail Conditions of Travel state that, as a general rule, you may take up to three items of luggage onto the train.

Seats and wheelchair spaces cannot be reserved on our services but staff will help you to find a seat or use an on-board wheelchair space. As wheelchair spaces on the train are limited and cannot be reserved, these positions are available on a first-come-first-served basis. During the process for booking assistance, we will explain to you that we cannot reserve you a seat or space.

We operate a Priority Seat Card scheme. Whilst this does not guarantee a seat, it is a tool for customers to use to show fellow passengers that they have a real need to sit down. This scheme is optional and our staff will still help customers to find a seat whether or not they have a card.

We promote use of the JAM cards and Sunflower Lanyards. These schemes help people with non-visible impairments to indicate that they might need support from staff. We will be training our staff to look out for people using them at our stations and on our trains. For more information please visit www.jamcard.org and www.hiddendisabilitiesstore.com.

We are trialing the use 'assistance travel slips' on Birmingham suburban routes in partnership with Network Rail to reduce the risk of failed assistance. The member of station staff hands the slip containing the customer's journey details and assistance needs to the Senior Conductor when he/she assists the customer on-board. This intervention requires direct communication between the staff involved and acts as a reminder tool for the Senior Conductor (particularly at busy commuter times) thereby enhancing communication and improving reliability of the Passenger Assist service.

We welcome assistance dogs on our services. Staff assisting customers on-board a train will help ensure an assistance dog is comfortably and safely positioned (e.g. in the footwell of an empty adjacent seat).

b) Information provision

i) Accessible Travel Policy documentation is made available in different formats

Our information leaflet, which forms part of our overall policy, is called 'Making Rail Accessible: Helping Older and Disabled Passengers'. Copies of this leaflet are available on our leaflet racks and ticket offices at staffed stations that our services call at. We routinely monitor supply levels and staff are reminded to check the racks.

The leaflet is also available on our website as a PDF (in a screen-reader compatible format). We commit to providing this in alternative formats (including audio) on request within 7 days. You can request copies - in a range of formats - by contacting Customer Relations (see page 2 for contact details).

We share our leaflets with prominent locations in the community. In addition to using our extensive stakeholder database, our Stakeholder Equality Group which includes representatives of customers with hidden impairments, give us strategic advice on identifying valuable 'community hubs' for sharing this leaflet and other messages.

This policy document is available on our website and free of charge by post or email within 7 days on request to Customer Relations.

At all of our stations, there is a poster setting out useful information. This explains how to get a copy of our information leaflet and this policy document. The poster is positioned to be accessible to wheelchair users.

ii) Stations and rolling stock

We produce a station accessibility guide and a train accessibility guide to provide clear information about our facilities and services. You can access these via our website or we can send these to you in other formats within 7 days on request.

We are also committed to providing accurate and clear information about our facilities at stations and on trains on the National Rail Enquiries website.

All front line staff have access to a device (e.g. mobile phone) to be able to check the status of facilities for disabled and older customers via the National Rail Enquiries website. This means they can give up to date information on request.

iii) Passenger journey information

Where systems are fitted, we provide clear and consistent audio and visual information on platforms and station entrances about train departures and arrivals, including during disruption. If audio announcements are not available, we have customer information Help Points which enable you to speak to a person to get information. On the train, announcements are made in time to give passengers the time to prepare to get off.

We continually review facilities at stations and will be identifying potential schemes for improving access to information at individual stations.

We understand that barriers within the 'last mile' home from the station can have a significant impact on a customer's ability to travel by train. For this reason we have a comprehensive Station Travel Planning Programme in place. The programme's tools enable us to identify gaps in, and measures to improve, accessibility e.g. performing access audits on routes to/from our stations. We have already audited all the stations we manage, including the forecourt and environment surrounding around the station. The process also involves access to taxis and public transport.

Our Transport Integration Forum (TIF) is the overarching mechanism for stakeholder engagement and collaboration, with specific themes feeding in (e.g. bus integration, housing developers and stakeholder equality group). The TIF is attended by other operators and local authority representatives e.g. walking, cycling and accessibility officers.

When you are travelling with more than one train company, we will let the next station know that you are making connections.

Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to contact you if you provided a mobile telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or, if you prefer, rebook your journey.

We provide audio announcements on all trains, giving you information about any delays or changes to stopping patterns. We will provide clear audio and visual information to direct you to substitute transport where applicable. If you have booked assistance but have to travel on a different train to that on which you were originally booked due to service disruption, we will contact the terminating or interchange station staff to ensure that they are ready to assist you on arrival. If a train terminates en route, then our on-board colleagues will contact the station or operation control and advise them you require assistance. Our staff are trained and briefed on the importance of providing timely and accurate information and additional support that our older and disabled customers may need during times of disruption.

Our staff (including cleaning staff) are vigilant to any facilities being out of order, eg an accessible toilet. However, if you spot a problem please let us know so we can fix it as soon as possible and warn customers who might be relying on them. There are many ways to do this:

- Tell a member of staff in person
- Contact Customer Relations (including social media) – see page 2

When key accessibility facilities are out of order (e.g. accessible toilets or lifts) we put an alert on the station page of the National Rail Enquiries website. If we know the repair or works timescale, we will share this on the page. Our Passenger Assist team can see these alerts and discuss this with you as part of a booking for assistance. Our Customer Relations team also have access to this information to respond to enquiries. We will also put up notices at the station as appropriate.

To ensure the information and alerts we share about accessibility are clear and reliable, we perform an annual review of our language and tone of voice.

iv) Information points, help points and contact centres

At staffed stations, staff at the ticket office can give you all the information you need e.g. service updates, accessibility of our stations, contact details for Passenger Assist etc. At unstaffed stations you can speak to a person via a Help Point (usually located on the platform).

At our busiest stations (or quieter stations with high levels of customers needing passenger assistance) we have clearly marked information points which offer timetables, posters and information leaflets at heights which are suitable for wheelchair users and standing passengers. We will make information on the facilities, services and accessibility of all stations (as well as information on timetables, fares and connections) available at station ticket offices, over the telephone from our Passenger Assist team and on our website as well as the National Rail Enquiries website. Our stations pages of our website provide additional information and images to help you make informed decisions.

Wherever possible, leaflet racks and timetable displays will be placed so that wheelchair users and standing customers can use them. We have issued devices to all front-line staff (including those who work at our customer service points) so that they are able to provide accurate, up to date information to customers e.g. on delays and diversions. This also includes access to details about our services and those of other operators, accessibility of other transport available near the station and direct customers to appropriate sources of further information.

Meeting Points

Where you have booked assistance for a journey at a staffed station (unless agreed otherwise in your booking) please approach the ticket office to let us know you have arrived. At stations which do not have staff on duty, please wait on the platform in time for your train and our Senior Conductor will assist you on board.

If a station is not staffed, we always provide a way for you to speak to someone at times when our trains are running. Our station information posters display the freephone Passenger Assist number (who can provide service information) and the next nearest staffed station, as well as detail of local businesses near to the station that can provide additional facilities as and when they become available. You can also use a Help Point located on the platform. The textphone or Next Generation Text number is also clearly displayed.

v) Websites

We are committed to achieving Web Content Accessibility Guidelines (WCAG) standards for our website by 31 December 2021.

Following recent website audits by Shaw Trust, we will be working with our website provider throughout 2021 to improve the accessibility of both our websites, whilst incorporating regular audits ensure we are continuously improving in this area.

We will also liaise with our Stakeholder Equality Group to gain feedback on their experience of using our websites.

Our website is designed to work with screen readers, magnifiers and in-browser accessibility functions. A dedicated page on our website provides further information and guidance on assisted travel.

For consistency, we use the term 'Passenger Assist' to refer to the booking system for assistance and visitors to our website can access the dedicated page by a link from our homepage.

Our Accessible Travel webpage is a great source of valuable information if you have access needs. This will always include:

- A concise explanation of the Passenger Assist service in plain English
- Contact information to book Passenger Assist services (including freephone and Next Generation Text numbers)
- How to book tickets (including availability of discounts and railcards)
- Links to up to date train and station accessibility information documents
- Links to information on temporary reductions in accessibility and delays or disruptions
- Advice on any restrictions on the size of wheelchairs, scooters and mobility aids we can carry
- How to access any initiatives we operate e.g. Travel Support Cards, Priority Seat Cards, JAM cards and sunflower lanyards
- How to access 'Making Rail Accessible: Helping Older and Disabled Passengers' leaflet (including link to download the pdf) and how to request this in different formats
- How to give feedback, make a complaint or details for availability of compensation when booked assistance has not been given
- Links across to the stations pages where you can find further detailed information on station facilities and public transport provision

c) Ticketing and fares

We expect all customers to have a valid ticket or pass to travel before starting their journey. However, if for reasons of inaccessibility you are unable to buy a ticket at the station before your journey, you will be able to purchase a ticket either on the train or upon arrival at your destination without penalty and with any eligible discount applied.

Our ticket machines at stations are able to issue discounted tickets to holders of a Disabled Persons Railcard and a companion.

Ticket gates can impact on accessibility so, wherever possible, staff will be positioned nearby and can provide assistance. At least one wider gate is provided for wheelchair users, disabled customers, pushchairs etc. When a station is unstaffed or staff are not in attendance, gates are locked open.

When purchasing tickets in advance (whether online, by phone or ticket office) we will warn customers if they would not otherwise be able to use the ticket for accessibility reasons which we should reasonably be aware of e.g. a wheelchair user attempting to buy First Class tickets when we do not have a First Class wheelchair space. We cannot control the practices or advice given by third party retailers so, if you have needs, we advise you to contact us directly.

d) Alternative accessible transport

We aim for all of our customers to travel by rail but recognise that sometimes this may not be possible. In these cases we will coordinate alternative accessible transport for you at no extra cost to your ticket.

We will continue to work closely with our alternative transport suppliers to ensure that they are contracted to provide accessible vehicles whenever possible. This will include reviewing our list of suppliers on a regular basis and utilising service buses instead of coaches for shorter journeys where possible. In addition, we will also be encouraging operators to invest in service buses fitted with tachographs and seatbelts, allowing them to work on longer distance routes.

We will also continue to support our suppliers by providing them up-to-date information on the latest regulations for vehicle accessibility, as well as information about potential retrofits they may be able to undertake to improve the accessibility of their existing vehicles.

Where disruption is planned in advance, we will endeavour to use Public Service Vehicle Accessibility Regulation (PSVAR) compliant rail replacement transport for the services affected to meet the needs of passengers. We will review our contracts with rail replacement suppliers on an annual basis to ensure they can continue to provide the required supply of accessible vehicles for us.

Where services are delayed or disrupted without advance warning, information on any changes, including the use of alternative transport and its accessibility, will be disseminated via the same channels. At staffed stations, information will be provided to staff, and at unstaffed stations, you can use the station help points, our website or social media channels to get further information.

If you encounter an issue on your journey you can report this either to station staff, staff on the train or by contact our Customer Relations Team by phone, web form or social media.

On an individual case basis, we will consider:

- The customer's assistance needs
- The journey times involved
- The accessibility of trains and stations, including staffing levels
- The potential for staff from other locations to be deployed

We will offer an option, where reasonably practicable, that is most similar to the service provided to customers not requiring assistance. However, we will be led by your individual needs.

Alternative accessible transport (e.g. a taxi suitable for your needs) will be offered when a station is not physically accessible to you. Please see below regarding rail replacement services in cases of planned or unplanned disruption.

e) Scooters and mobility aids

We are able to carry wheelchairs (manual or powered), scooters and mobility aids up to a certain size. The reasons for these restrictions are due to maximum safe loading weights of the ramps, the width of on-board doorways and to meet turning circle needs inside the carriage and on the platform.

The maximum size dimensions are:

- 700mm by 1200mm
- 300kg (combined weight of passenger and wheelchair/scooter)

If a scooter or wheelchair is particularly large, staff may discreetly ask you to confirm the dimensions to ensure your safety on our services. You need to check these dimensions before travelling and are advised to contact your wheelchair or scooter provider for this information. For safety reasons, our staff need to decline support in individual cases where he/she is not physically able to provide the assistance needed but we will always do our utmost to support you with your journey.

Scooters which are foldable or can be dismantled to meet these dimensions, can be folded and carried on as luggage by you or a companion. Scooter users may travel in the scooter and are not required to transfer to a seat.

Please see below for arrangements regarding scooters in times of disruption.

f) Delays, disruption and emergencies

We recognise that disruption to facilities and services can have a significant impact on rail services to disabled people and on confidence levels of those travelling with us. We will therefore do everything we can to ensure disabled and older customers are able to continue their journey and are safe and comfortable.

Where alternative transport is being provided due to planned disruption, such as improvement works, we will include information on the accessibility of this transport in our communications. This will include (but is not limited to) social media posts, associated webpages on our website, press releases and station posters or leaflets. Where appropriate, we will also endeavour to include such information in station announcements.

Any passengers who books assistance during a period of planned disruption will be informed about any alternative arrangements, including the accessibility of such transport, at the time of booking. Any passengers who make a Passenger Assist booking before planned disruption information becomes available will be contacted at the earliest opportunity to discuss their arrangements.

For changes to station facilities at stations or on trains:

- We update the station pages of National Rail Enquiries website with issues affecting accessibility features of stations (e.g. out of order accessible toilets and lifts) to enable you to make informed decisions.
- We will warn you before assisting you on-board if the accessible toilet is out of order, giving you the option to wait for the next service or continue your journey if you prefer.
- If there are station staff available, we will help you make connections when trains change platforms or announcements are made at short notice.

Sometimes we need to provide rail replacement services e.g. during planned or emergency engineering works. We rely on a range of vehicles for this e.g. bus, coach, minibus, accessible and standard taxis. We understand that you may have access needs which can only be met by certain vehicles. We will discuss these needs with you in the event of rail replacement.

If rail best suits your access needs and there is a similar route operated by another train company which will get you to your destination, we will do our very best to get you on that service as a first option. During disruption we will ask other train (and sometime bus) operators to accept our tickets. However this will depend on how busy their trains are at the time and the specific routes affected. We will try to provide a solution that works for you.

Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to contact you if you provided a mobile telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or, if you prefer, rebook your journey.

We will always do our best to help in times of disruption even if we have no advance warning. If you are already part way through your journey when disruption occurs (e.g. the train terminates early) the Senior Conductor will arrange alternative accessible transport if necessary or coordinate the assistance for your delayed or altered journey.

If you are a scooter user we will source alternative transport based on individual considerations e.g.:

- An accessible taxi which can safely transport the scooter in one piece
- An accessible or standard taxi for scooters which can fold or be carried in components
- A community transport minibus

In the event that your scooter cannot be transported on buses or taxis (eg due to manufacturer's guidance) and/or you are not comfortable with this option, we will explore alternatives with you, such as:

- Supporting you to travel home and leaving your scooter at the station in a safe and secure place overnight
- Escorting you to a local business to wait in a warm and safe place until you can continue your journey by rail once the disruption passes.
- We will provide replacement facilities, where reasonable, when accessibility levels are compromised e.g. if access to station toilets is blocked off for several weeks we would look to hire portable toilets.

All our staff are trained in the procedures to be adopted in the event of an emergency on-board a train or at a station. Our policy is not to evacuate customers with mobility impairments or wheelchair users without appropriate support from the emergency services unless it is a life threatening situation. You will never be left on your own.

g) Station facilities

i) Left luggage

We do not provide left luggage facilities at any of the stations we operate. If this is introduced we will ensure the design accommodates our disabled and older customers including various heights, sizes and appropriate opening mechanisms for people who experience a range of access barriers. There are left luggage facilities at London Euston, Liverpool Lime Street and Birmingham New Street (operated by Network Rail).

ii) Disabled parking

Where we have car parks at our stations, we offer free car parking to Blue Badge holders. If a designated parking space is unavailable, Blue Badge holders may park free of charge in any other non-restricted parking space in the car park. The availability of car parking is shown on our Station Accessibility Guide. We use all reasonable endeavours to comply with the Department for Transport's (DfT) Code of Practice requirements in relation to the number of Blue Badge parking bays where practicable.

iii) Third party provided facilities

Where third parties provide facilities at our stations, for example retailers and coffee kiosks, we will ensure that the contracts we issue to them will include the requirement to comply with their duties under the Equality Act 2010. We will ensure that the location of these facilities does not impact on the accessibility of the station or other facilities.

iv) Replacement facilities

We will provide replacement facilities, where reasonable, when accessibility levels are compromised e.g. if access to station toilets is blocked off for several weeks, we would look to hire portable toilets.

v) Station entrances

We will not permanently close station entrances or gates if it would lead to a reduction in accessibility for disabled customers to any platform or facility at the station unless we have consulted with DfT, Transport Focus or London TravelWatch, our Stakeholder Equality Group and local access groups and received the approval of the DfT. We will also consider the impact on disabled customers if we need to restrict or temporarily close an access point during building works. We would apply to the DfT for permission to close an entrance or gate permanently.

h) Redress

If you book assistance to travel on one of our trains and it is not provided or has failed in some way, we will fully investigate what happened and will provide appropriate redress to you. Your complaints are dealt with on their individual merit and compensation can therefore vary depending on the nature and extent of the assistance failure.

For example, it might be appropriate to consider a full or partial refund of your travel fare or to offer you a complimentary ticket where no ticket was purchased. In addition, we recognise that in some cases your main priority might be to know that action has been put in place to stop failures happening again, e.g. enhancing the content of our staff training programmes. Our Accessibility Manager works closely with the team who investigate failed assistance and complaints relating to accessibility to consider whether process changes or training updates are needed. Any particularly emerging themes are raised with the Stakeholder Equality Group to consider what effective changes or initiatives can be put in place.

Any compensation will be in addition to your entitlement to Delay Repay (see our Passengers' Charter for further details). In our response, we will explain why the assistance was not provided and what steps we have taken to ensure it does not happen again.

We tell passengers how to let us know when their assistance fails - on our website, via social media and in our leaflet 'Making Rail Accessible: Helping Older and Disabled Passengers'. Staff can also provide the contact details of Customer Relations in person on request.

We aim to investigate and respond to your complaint within 10 working days. If you are dissatisfied with the response, contact us again and the complaint will be referred to a senior person who has not previously been involved in the case. They will respond within 10 working days. We do everything possible to deliver a high standard of service but if you are unhappy with the response you receive you have the right to appeal to the Rail Ombudsman.

To be clear, we are responsible for any complaint or claim for redress about failed assistance if you travelled, or were supposed to travel, on one of our trains.

If you travelled (or were due to travel) with one or more train company, you only need to make a single complaint or claim. If there were multiple assistance failures in one journey travelling with different train companies, we will coordinate a single response from us all. However, if one company managed the bulk of the assistance, we may refer the claim to that company so that they may respond to you directly. We will ask you for permission to pass on your claim before we do this.

Nothing in this policy affects our statutory duties, including the Consumer Rights Act 2015, the Equality Act 2010 or the EC1371/2007.

2) Strategy and Management

Our commitments

We are committed to ensuring that needs of disabled and older people (and indeed everyone with access and inclusion needs under the Equality Act) is understood and embedded in the way we do our business, both internally and externally.

In this section we outline how we make sure that:

- We embed provision of services to disabled and older customers (and people protected under the Equality Act) within our business and project planning and delivery.
- We adopt a culture of continuous improvement to enhance access to the railway for disabled people and those with access needs, including physical, operational and behavioural measures.
- Our staff and contractors have the resources, skills and confidence to deliver assistance to passengers and our wider customer base

We measure the success of our Accessible Travel Policy – not just in numbers but also how people feel about our approach to service delivery.

a) Strategy

West Midlands Trains is responsible for running both the West Midlands Railway and the London Northwestern Railway services. West Midlands Trains is part of Abellio Transport Holdings which also operates East Midlands, Greater Anglia, ScotRail and Merseyrail train services, bus services in London, along with transport operations in Germany, Netherlands and the Czech Republic.

All our companies operate within the same overall management framework known as the Abellio Way, which sets out how we deliver our operations to passengers and stakeholders.

We also have our own behaviour codes and messaging that we promote across staff at West Midlands Trains. Under the headings of 'Real, Proud, Open and Simple' we aim to demonstrate positive, inclusive behaviours at all times, reinforced through our own Equality, Diversity and Inclusion strategy. This strategy includes the principles of FREDIE (Fairness, Respect, Equality, Diversity, Inclusion and Engagement).

West Midlands Trains has now achieved Stage 1 Investors in Diversity status and is working towards achieving Stage 2 by the end of 2021. We have also signed up to be Disability Confident committed from 2019 to 2022. Disability Confident is a government scheme designed to encourage employers to recruit and retain disabled people and those with health conditions by:

- Challenging attitudes towards disability
- Increasing understanding of disability
- Removing barriers to disabled people and those with long-term health conditions
- Ensuring that disabled people have the opportunities to fulfil their potential and realise their aspirations.
- Improving employee morale and commitment by demonstrating that all employees are treated fairly.

From the first day of operations, we secured an accessibility specialist to advise at the early planning stages of our projects and obligations as a reflection of our commitment to inclusion. We recruited a full-time Accessibility Manager in the first year of operations who is responsible for the external facing accessibility issues that impact on our customers. This role works very closely with our internal Equality and Diversity expert within HR.

Our overall accessibility strategy is driven through a series of committed obligations that, when linked together, provide a significant uplift in the quality and standard of provision for disabled and older customers. This includes a great commitment to investment. Flagship schemes include:

- New fleets of trains and enhancements to existing trains
- New accessible stations, working with the West Midlands Rail Executive and other transport authorities.
- Provision of new lift schemes at key stations on the network, through Network Rail's Access for All programme, including Lichfield Trent Valley, Tring, Kings Langley and replacement of the lifts at Watford Junction.
- Provision of over £330,000 minor works improvements every year, including handrails, steps, and tactile guidance paving.
- Development of local community improvement schemes at stations, with access and inclusion playing a key part in the decision making on the bids we receive into our Customer and Community Improvement Fund each year.
- Delivery of front-line customer service training, of which equality and inclusion forms a key component.
- Development of community transport solutions, making more use of

accessible minibuses and taxis, and voluntary car schemes, to help people access their local stations.

- Development of over 90 station travel plans across our network. These travel plans look at the whole station including location and function, accessibility and attractiveness, the ability to generate more rail users and how the wider surrounding area can be improved to make it a better and more inclusive environment.

For more information about these initiatives, customers can contact the Accessibility Manager by email on accessibility@wmtrains.co.uk.

Our implementation priorities for the coming year

During 2021 there will be a number of projects ‘going live’ which will have a direct or indirect impact on accessibility. The projects are not limited purely to physical improvements on the network but also operational and behavioural measures that will also have a positive impact. Examples include:

- Introduce new trains on our network from 2021 onwards
- Complete the delivery of Station Travel Plan prospectuses for over 80 stations across our network including producing access audits for stations and the walking and cycling routes linking to them. This includes accessibility consideration for our community rail lines serving the Marston Vale and Watford-St Albans communities
- Ongoing promotion of partner schemes to assist older and disabled passengers, including the Hidden Disability Sunflower Lanyard Scheme and other localised initiatives (e.g Baby on Board and priority cards)
- Ongoing support for the Dementia Friends initiative within our staff beyond the end of our official charity partnership (which ended in Dec 2020)
- Working with community transport operators to support access to our stations and introduction of new minibus links
- Delivering a major accessibility and equality conference when circumstances allow
- Continued roll out of customer service training for front line staff and wider equality, diversity and inclusion training for managers and directors
- Achieving Investors in Diversity Stage 2 accreditation
- Maintaining Disability Confident accreditation
- Accessible planters at stations to enable disabled and older people to access gardening activities
- Support the wider industry with the roll out of the introduction of the Passenger Assist apps
- Produce a bespoke social media plan for engaging for older and disabled passengers
- Publish our Passenger Assist statistics on our websites

- Train more staff in the use of Diversity Impact Assessments alongside our wider accessibility training
- Make information on local business near to our stations available to our Passenger Assist and Customer Relations teams.

b) Management arrangements

The management arrangements are designed to ensure that positive approaches to meeting the needs of disabled passengers are an integral part of our business activities.

Our Accessible Travel Policy (ATP) is approved by our Board of Directors and endorsed and fully supported by the Managing Director and Executive Management team.

The Customer Experience Director has executive responsibility for our ATP and ensures that it is integrated into business plans and incorporated at the planning stage of all major projects through the early involvement of the Accessibility Manager and proper use of the Equality and Diversity Impact assessment process.

The Commercial Director also ensures that the requirements of disabled people are represented and that briefings are cascaded throughout the business as appropriate. Our management teams are responsible for the implementation and delivery of the day to day elements of customer service, including this policy.

All of our directors, managers and staff, including new entrants, who deal with passengers, receive appropriate disability equality training commensurate with the role they play in supporting passengers directly or developing accessibility in the organisation.

For example, in the last year, our Executive team has received bespoke disability equality training by an expert with lived experience of disability and the session explored the commercial benefits of accessibility as well as the consumer expectations of disabled people. As part of the course, the Directors also shadowed disabled and older customers on train journeys to observe barriers and staff protocols first-hand. Staff and managers that design or manage the upgrade and modification of our facilities and services also receive appropriate training, including bespoke sessions for property and project management teams that explore how to effectively perform equality impact assessments.

Our Accessibility Manager is responsible for:

- Leading engagement on accessibility issues
- Managing our Stakeholder Equality Group
- Influencing and developing the design of stations, trains and other projects
- Developing and implementing project-based Equality and Diversity Impact Assessments for both physical and operational initiatives
- Identifying and agreeing spending priorities
- Managing integrated transport products and services
- Representing access and inclusion issues within the organisation
- Developing door-to-door products and services
- Leading on our station travel plan programme, which looks at access and integration on a station-by-station basis.
- Facilitating improvements in accessibility measures, including working with local authorities and other partners that deliver 'last mile' provision to our stations, and preparing strategic funding bids.
- Developing training
- Ensuring access and integration is properly embedded into all our key events, including our stakeholder conference.
- Working collaboratively with other train operating companies, local authorities, West Midlands Rail Executive, Transport for London and other strategic partners.

Our plans and aspirations for access and inclusion include realistic budgets and resources to secure their success. Systems are in place for reviewing return on investment, to include financial and social factors. Planned investment in station facilities, technology and passenger assistance services, for example, are expected to deliver return on investment by increasing journeys made by existing and new types of passengers. All projects must have evaluation mechanisms built-in from the outset and so this is under constant review. All of these plans and processes are subject to rigorous Equality and Diversity Impact assessments which are either led or scrutinised by the Accessibility Manager.

c) Monitoring and evaluation

Monitoring and evaluating our performance in delivering services and facilities to all passengers, including disabled passengers - and then acting upon what we learn - is key to our commitment to a cycle of continuous improvement.

Our Stakeholder Equality Group (SEG) is our critical friend and also a source of new ideas and innovation. The group not only scrutinise our plans but are also empowered to tell us what we can do differently. See page 27 for more information about the group. We review achievements and opportunities at the end of each programme year at the SEG meeting.

Members of the SEG give individual feedback on their journeys and overall customer experience throughout the year, and therefore provide informal ‘mystery shopper’ feedback.

Our approach to monitoring and evaluation is to measure services and facilities on a regular basis throughout the year to provide accurate information regarding the quality of the current services and facilities and to identify gaps for improvement in future years. For example, as part of our customer satisfaction survey measurement tool we contact 10% of Passenger Assist users to evaluate the extent that the service met their expectations.

We collect data on the number of Passenger Assist bookings and ‘turn up and go’ requests we receive, deliver and fail to deliver (along with reasons). Every month we share this with the Office of Rail and Road (ORR) for them to monitor our performance. As part of our annual review, we also report to the ORR with details of key actions we have identified to improve our performance.

Every monthly rail period we review the feedback from our own stations’ staff about booked and ‘turn up and go’ assistance which have failed or not gone according to plan. Whilst these cases are low in number, analysing these is part of our ongoing improvement plan.

We also review the customer feedback from our Customer Relations team relating to accessible travel and use periodic reviews of this feedback to work with our Customer Experience team to target routes, locations and services that need attention.

Our station travel plan programme includes a detailed customer survey for each station. This involves key recommendations for improving access and inclusion in an action plan. Every station travel plan will be developed in close consultation with stakeholders and, as part the process, a workshop will be held which will include representation from local disability groups and other organisations representing the needs of older people and those with other inclusion barriers.

We will also take any key findings from our web based ‘Always Listening’ survey to look at ways to improve the service we offer to disabled and older customers.

We have established a process where any significant complaint or improvement suggestion is referred to the Accessibility Manager who speaks to the customer or his/her representative personally. This enables us to address any specific concern swiftly. In some cases, the customer has joined our SEG as a full or corresponding member to continue giving helpful feedback.

The service quality regime involves inspecting 60 stations and 160 vehicles in every four-week period. This means every station and every vehicle will be inspected at least four times a year on top of any qualitative feedback we receive through the channels above.

We also obtain first-hand insight from staff about ideas for improving the way in which they support passengers, particularly those with non- visible impairments.

We do this through regular internal communications to our staff on accessibility issues, and encourage staff to feed any comments or suggestions back directly. We will also be collating feedback in response to our new accessibility training, which will encourage our staff to consider the experience of passengers with a range of impairments.

d) Access Improvements

Trains

We are committed to complying with Technical Specification for Interoperability for Persons with Reduced Mobility (PRM-TSI) to ensure our trains meet accessibility standards. Over the course of the franchise, we are investing in brand new trains and to refurbishing our older, less accessible trains.

In 2020 we completed upgrade work on our Class 323 trains, which are used on the Cross City Line in Birmingham, to make these trains PRM-TSI compliant. This included installing accessible toilets and new passenger information systems on board.

We also stopped operating our last Class 153 trains, which were also not compliant with PRM-TSI. From the September 2020, all our trains have been PRM-TSI compliant.

Stations

When we install or refurbish our stations, we are committed to adhering to the Joint Code of Practice and other industry standards. We also undertake a rigorous Equality and Diversity Impact Assessment (EDIA) that takes account of both the positive and potentially negative impacts of the project. The EDIA process reflects on not just the physical design and mitigations needed but also how the finished project will operate and what this means for each of the protected characteristics (under the Equality Act 2010).

Access to and from stations

We are committed to using the Station Travel Planning process (which we call the 'Stations as Places' programme) to assess the barriers to using the rail industry beyond the station environment.

Customers need to make informed choices about how to travel. In particular, we understand that people with access needs have additional considerations when planning door-to-door travel.

As part of our Stations as Places programme, we have audited each station that we operate from an accessibility viewpoint, enabling the evidence to be used to help prioritise station improvements, minor access works and influence more significant projects such as station rebuilds and nominations for DfT's Access for All bids. These audits have also looked at the level of access from the station entrance of the forecourt across to bus stops, tram stops and transport.

We will be working in partnership with other train operating companies that run stations where our trains stop and agreeing to carry out similar assessments at these locations.

In addition, as part of over 90 detailed Station Travel Plans we have audited the quality and customer experience in using cycle paths and the wider pedestrian network, targeting key routes leading to hospitals, schools, tourist attractions and town centres.

We will use this evidence to develop access solutions with local councils and other stakeholders, and generate third party funding through wider partnership working with planning and highway authorities and developers.

The customer evidence collected from the Stations as Places survey will also be used to help negotiate adjusted or new bus services, potentially using taxi and community transport providers.

e) Working with disabled passengers, local communities and local authorities

We are committed to the continuous improvement of services and facilities for disabled people and recognise that everyone will benefit from a truly accessible railway. A key aspect is listening to and working with customers with access needs to ensure that the plans set out on page 22 reflect our customers' priorities and are not based on assumptions.

To that end, we established our Stakeholder Equality Group (SEG) significantly ahead of the franchise schedule to ensure consultation was embedded in our work from the outset. The SEG represents customers who experience a wide range of access barriers, including non-visible impairments, and other social factors such as age, gender and ethnicity.

The SEG has its own detailed terms of reference and now has over 40 members.

The group is comprised of:

- Customers with lived experience of access barriers, predominantly through disability, but also for wider social and economic factors under the Equality Act 2010
- Organisations that represent the people with access needs including invisible impairments
- Individual customers that have offered to give their time and input covering a particular area of interest
- Key members of staff that are present to help, listen and take suggestions into their own work areas
- Other stakeholders including West Midlands Rail Executive and other train operators

Examples of organisations who are currently involved include:

- Age of Experience
- Alzheimer's Society
- BID Services
- Birmingham Sight Loss Council
- Pocklington Trust
- Prince's Trust
- Retina UK
- Shaw Trust

The Accessibility Manager is responsible for the SEG, who has a link to both the Head of Corporate Affairs and the Customer Experience Director for wider support and development of initiatives across the business.

Around 20 people attend each meeting. Through the network of skills and customer insight present we set up 'task and finish' groups to focus on specific projects and consultations, ranging from station audits to input on new trains, ideas for training content and responding to national rail policy direction on inclusion.

Although the SEG is a franchise commitment, we have expanded its reach beyond the core aims originally laid out to try and achieve the depth and breadth of customer insight needed across such a diverse network.

The main aims of our SEG are to:

- Offer ideas and advice and provide constructive feedback on proposals, challenges and experiences;
- Review our progress on all accessibility matters, including meeting the needs of disabled people and other passengers with accessibility requirements;
- Consult with stakeholders on how to improve accessibility and provide regular access audits
- Use the feedback gathered through call back surveys to agree performance targets for Passenger Assist in relation to reliability, punctuality, quality and professionalism of the service
- Provide advice on policy, schemes, initiatives and approaches adopted by us to optimise the benefits of access for all in the spirit of the Equality Act 2010 and the requirements of the Public Sector Equality Duty; and
- Work seamlessly with our wider equality, diversity and inclusion aims and activities.

We actively promote the availability of the Passenger Assist service. One tool for this is our Travel Support Cards which display our contact details for station staff and Senior Conductors to distribute at their discretion when interacting with customers.

Another key tool for this is our leaflet “Making Rail Accessible: Helping Older and Disabled Passengers”. We display this at our staffed stations, on our website and promote the service by social media. Our members have valuable community links and this helps us share the leaflet and promote the message in places of influence.

A key member of our Stakeholder Equality Group is the Equality and Diversity Manager for Transport for West Midlands. This creates more cohesion and the opportunity to share best practice. We are striving to avoid a multitude of different approaches and accessibility initiatives by many transport providers all operating in the same region, as this is not helpful to customers.

For example, Just a Minute (JAM) cards allow disabled customers to control when and to whom they flag that they need more time or support for their journey via a series of prompt cards. The initiative is particularly valuable to people with hidden impairments such as learning difficulties and autism. JAM cards had already been adopted by Avanti West Coast and, through consultation with our Stakeholder Equality Group, we identified firm support to adopt this tool on our network.

Another example of joined-up working to test ideas and tackle barriers is the Calm Room at Crewe station. This provides a quiet dementia and autism friendly space within the busy station environment. Whilst Crewe station is not one which we manage, we were keen to support this pilot initiative by providing funding and to learn from the outcomes. As a result of the positive outcomes of this initiative, we plan to introduce some calm/dementia-friendly rooms at our own stations.

In addition to working with other train operators, we work closely with Network Rail to share best practice, for example building on Network Rail's diversity impact assessments with workshops for our property and project management teams.

Our Way to Work programme provides free travel for interviews and training to people who are unemployed, as well as a 3-month season ticket for anyone who is then offered a job including apprentices and newly qualified graduates. We actively promote this scheme to disability organisations to share the initiative with their members and network.

Following a year long partnership with Alzheimer's Society, we are striving to make our railway more dementia friendly. This includes supporting the charity to educate our frontline staff on best practice, encouraging all staff to become Dementia Friends and recruiting Dementia Friends Champions in different regions and roles around the network.

We provide an annual report to the Office of Rail and Road on our work with disabled passengers and local communities on our activities, collaborative working and the outputs of these.

f) Staff training

Our colleagues have a clear passion for delivering exceptional customer service – whether that is helping someone plan their journey or sitting with someone who is experiencing distress. We recognise that training is essential to protect and enhance the customer experience of disabled and older customers.

We are in the process of reviewing our existing training portfolio to include access, equality and inclusion matters that align with the Office of Rail and Road (ORR) training outcomes. We are also examining ways to tackle specific learning objectives for key staff in niche areas and are adopting a blended learning approach to positively reinforce equality considerations. This way the programme embeds the training outcomes required by the Office of Rail and Road. This will be developed with support of our Stakeholder Equality Group and customers with lived experience of access barriers, as well as paying attention to any changes in operational standards that need to be communicated.

By 31 December 2021 all new staff, including senior and key managers, will receive disability equality training as part of the corporate induction. This will take place in a classroom environment and be supplemented by activities through blended learning techniques. This will cover the following themes:

- Understanding disabled people's everyday challenges;
- Equality legislation
- Defining disability
- Recognising passengers who need assistance
- Railway Regulatory Framework

In addition, training for all frontline staff who deliver Passenger Assist services will also cover communication, accessibility at stations and providing safe assistance. We are reviewing the extent to which existing frontline staff can also meet these training outcomes and ensure any gaps are addressed by 31 December 2021, either through targeted training activities or refresher training.

In developing our new accessibility training programme, we will explore a blend of delivery channels, including classroom (or virtual classroom) sessions, e-learning, on-the-job learning and information through internal communications channels. We are committed to ensuring that this training goes beyond the classroom, and helps promote a culture of inclusivity, placing accessibility at the heart of our customer service.

Refresher training for staff will be implemented every 2 years, with particular focus on frontline staff who provide assistance and will evolve to reflect customer expectations and operational changes. This will be a blended learning approach, using face-to-face and online training. Refresher training provides the opportunity to raise 'hot topics' highlighted to us by the disabled community and respond trends in customer experience data by targeting specific themes.

We will ensure that, by 31 December 2021, our training package will be delivered to our colleagues, giving them the opportunity to hear directly from disabled and older people and encourage reflection and facilitated discussion in a safe space.

We understand that agency and temporary staff may have a direct impact on our customers' experience, so as part of our new accessibility training programme, we will be working to ensure that these staff receive appropriate customer service training. We will ensure this through our contracts with third parties and will be reporting on our progress with training to the Office for Rail and Road on an ongoing basis.

Our training package will include content to support our Customer Relations team to consider the role they play, with particular focus on communication barriers.

This will be delivered by 31 December 2021. We will also review and, if necessary, enhance the training delivered to our Passenger Assist agents.

We commission a specialist provider to source taxis for us when alternative transport is needed, particularly for disabled and older customers. We do not provide those taxi companies with training as, given the geographic area our network covers, this is not practicable but we emphasise the importance of this in our procurement processes and our ongoing service monitoring.

Part of our taxi brokerage process is assessing the extent to which drivers receive training e.g. through the local licensing authority. If any driver operates offensive, unsafe or discriminatory practices towards a customer, we would take appropriate action, which may include organising training or not using the driver again. We have a zero-tolerance policy against any taxi driver who refuses an assistance dog.

In the meantime:

- Accessibility and inclusion is included in our existing induction programme
- The programme is delivered to any staff who deal directly and indirectly with customers with a range of impairments
- All statistics, legislation and language in our training modules used is up to date
- All frontline staff who assist passengers receive appropriate training in equipment e.g. ramps and wheelchairs
- Staff who answer telephones are trained in communicating effectively with people who experience communication barriers

Who to talk to?

For any enquiries concerning the content of our Accessible Travel Policy, including our strategy and consultation, please contact:

Accessibility Manager
West Midlands Trains
134 Edmund Street Birmingham
B3 2ES
Email: accessibility@wmtrains.co.uk



MAKING RAIL ACCESSIBLE

Our Accessible Travel Policy

This booklet is available in other formats

If you would prefer a large print version or an electronic copy, call 03457 225 333 or visit [LNER.co.uk/AssistedTravel](https://www.lner.co.uk/AssistedTravel)

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A

Commitments to providing assistance

London North Eastern Railway (LNER) is a long-distance train operator running services between London, Leeds, York, Newcastle and Scotland, as well as other destinations inbetween. LNER is a wholly owned subsidiary of the Department for Transport (DfT).

This policy document has been designed alongside our customer leaflet – titled “Making Rail Accessible”. This Accessible Travel Policy is available on our website and our Making Rail Accessible customer leaflet can be found at all of our staffed stations as well as on our website. As all licensed train operators are required to do, this document explains our policies and our approach to providing assistance for customers with restricted mobility, a variety of disabilities and those requiring assistance, for example:

- Those with visual or auditory impairments or learning disabilities
- Those whose mobility is impaired as a result of arthritis or other temporary or long-term conditions
- Those with non-visible impairments which may not be immediately apparent to others
- Older people
- Those accompanying disabled children in pushchairs or wheelchairs
- Disabled customers requiring assistance with luggage.

The purpose of this document is to help you plan your journey when travelling with us, understand what services we offer and how we plan to meet your expectations when travelling with us. You will find information on a variety of areas including getting assistance with us and facilities that we have.

A1

Booking and providing assistance

Our Passenger Assist team

Our Passenger Assist team are available to help you book assistance as well as provide information on how your journey may be impacted due to changes such as engineering work. To book assistance or find our information about your journey, you can get in touch with the team by:

- **Phone:** 03457 225 225 (select option 3)
- **Text relay:** 18001 03457 225 225

You can book using the above methods between 08.00 – 20.00 Monday to Saturday, or 10.00 – 20.00 on Sunday, except Christmas Day and Boxing Day.

If you would like to make an assistance booking outside these hours or on Boxing Day, call National Rail Enquiries on 03457 48 49 50 and you will be directed to an available call centre.

Passenger Assist System

We are part of Passenger Assist, a national system that all train operating companies are part of. This system allows operators to make arrangements as required at all points along the journey for anyone who has a disability and requires assistance.

We are committed to using this system and will provide assistance to anyone who books in advance. We will provide this assistance ourselves at all of our managed stations and also at London King's Cross and Edinburgh Waverley. At other stations, the train company who manage the station will provide the same assistance.

Regardless of whether you are making a simple journey or one that involves changes, we will book the assistance for you in one transaction – even if your journey involves more than one train company. Our team will check the station accessibility information, which will also be available on the National Rail Enquiries station web pages, as well as arrange assistance to directly connecting modes of transport (eg. buses, underground, metro and trams).

We will discuss your individual requirements when you get in touch to make sure we can provide assistance that best suits your needs. Once booked, we will give you a Passenger Assist reference number and send a confirmation email (or post on request when there is adequate notice to send). Keep this with you when travelling so that staff on stations and trains can identify your booking.

When you book assistance, we can also sell you tickets for your journey. We will redirect your call to the team who sell tickets and then we can book your assistance in line with your journey.

You can also book assistance on our website when buying train tickets or from one of our travel centres at any LNER staffed station and at both London King's Cross and Edinburgh Waverley stations.

When alighting from a train, particularly at a station where that train ends its journey, we will help you leave the train as soon as possible. Sometimes we cannot get to you immediately, but you will be assisted off the train within five minutes of the train's arrival time.

You do not have to book in advance to receive assistance. While we strongly encourage this, we understand that you cannot always plan in advance. Please arrive at the station as early as possible and let a team member know if you need assistance, and we will do everything that we can to get you on the train you wish to travel on where possible.

Whenever assistance has been requested (both booked in advance and turn-up-and-go) we have processes in place to ensure that we can assist you in the way that you require – as well as give you confidence that you will get what you need. When your journey starts at one of our stations, one of our team will make sure that your assistance can be delivered at your destination. How we do this will vary slightly depending on where you are going to:

- **If you are travelling to a staffed station:** We will always contact the station you are travelling to, to make sure they have all the information they need to assist you. We will let them know of any changes to your assistance (such as where you are sat if it differs from your booking). If you have requested turn-up-and-go assistance, we will call your destination station to provide them with the details they need to assist you.
- **If you are travelling to a station that is not staffed:** To make sure you can get assisted off the train, we will inform the train manager or conductor on the train you are travelling on when we help you to that train. If you are requesting turn-up-and-go assistance, and are travelling to an unstaffed station, our team will make sure that you can get the assistance you need and discuss your arrangements with you before assisting you onto the train.

To make sure that any calls that need to be made to our stations are answered in a timely fashion, ensuring your assistance can be delivered, we will appoint a phone number for each of our stations to be for the purposes of Passenger Assist – and this number will be made available to all train operators. A member of our team at each station will be responsible for ensuring the phone line is staffed and able to be answered at all times that trains are running.

We are working with the rail industry to identify technological solutions to make this process faster and give customers more confidence and will look to introduce this to replace the need to call ahead once available to us.

Recommended booking notice period

To make sure we can give you the assistance you need and inform you about any potential issues with your journey, we recommend booking in advance. To do this please let us know, where possible, by 10pm the night before you plan to travel, or 6 hours before travel if you are travelling on the same day as you are booking. You can book assistance with us between 08.00 and 22.00 which are our current contact centre opening hours.

- **By April 2022** we will further reduce that notice period to 2 hours before your train departure time.

We will work with the ORR and our industry partners to ensure that we can meet these deadlines and continue to make it easier for disabled customers to travel by rail.

To support us delivering this we will be utilising a new Passenger Assist app for our staff. This will enable us to help customers who would like to request assistance at shorter notice. We will work with the ORR to understand how limited availability of seats and wheelchair spaces will be incorporated into this aspect of our policy. We will ensure we are in a place to accept bookings with this shorter notice period, however we will still recommend that you book as far in advance as possible to guarantee a wheelchair space or seat.

As LNER services are currently reservation only you must have a seat reservation before boarding one of our trains.

Assistance at part-staffed or unstaffed stations

All LNER managed stations are staffed whenever trains are running, and all of our trains have staff onboard at all times. Sometimes, your assistance may involve leaving or joining one of our trains at a station operated by another train operating company that is not staffed. In these instances, our train crew will assist you on or off the train.

We can also book assistance for journeys that do not involve either our trains or stations and this may include journeys that involve unstaffed stations. For information on how another train operator will assist you in these circumstances, please see the relevant operator's Accessible Travel Policy or website.

If you do not have pre-booked Passenger Assist and wish to depart from an unstaffed station, the train crew will assist you onto the train. Our onboard train crew will look for customers on the platform who may require assistance.

Ramps

If you require a ramp to board one of our trains, we will be able to help you with this at all stations we stop at. If the station is staffed, there are platform ramps available that our staff can deploy to help you board. If the station is not staffed the onboard ramp can be used by the train manager.

We will be able to provide a ramp whether you have booked in advance or are travelling without pre-booking. Please let our staff know as soon as you can that you need a ramp so that they can be prepared to assist you.

Changes in arrangements

When things change, such as during disruption, our staff will do everything they can to help you continue your journey. We will communicate news of any disruption, including (when known) information on alternative transport and where this can be found. They will look out for anyone that might need some additional support during disruption.

Our staff will help you transfer between platforms if the platform changes as soon as they can, taking into account other safety-critical duties, such as train dispatch.

At unstaffed stations operated by other train companies, our train manager will be able to assist you on or off trains operated by LNER but will not be able to help you out of the station. You can find out more information when booking assistance from one of our advisors about specific stations.

Assistance with onwards travel – trams, buses and taxis

We'll help you between trains and other modes of transport, such as trams, buses, metro trains, underground trains and taxis, within the boundaries of our stations.

We specify in our contracts with taxi and bus companies that provisions are made for disabled customers whenever possible, and we prioritise companies with accessible vehicles in our negotiations. Staff at our stations can help disabled customers to arrange their own accessible taxi where necessary. We also have information posters at our stations that give details of other transport operators which serve the station.

Station facilities and services

We will keep information regarding our services up to date at all times and customers requiring assistance will be able to find information on limitations or restrictions to access. Our Service Delivery Team keep this information live and liaise with our Estates Team to ensure information is correct and up to date.

This information will also be provided and kept up to date on the National Rail Enquiries website, including the Station Journey Planner regarding accessibility, including:

- Level of accessibility from station entrance to platforms
- Staffing hours and assistance availability
- Meeting points for assistance
- Ramps for train access
- Accessible waiting rooms, toilets and set-down and pick-up points.

This information is also available on our website at [LNER.co.uk/Stations](https://www.lner.co.uk/Stations), or National Rail Enquiries website at nationalrail.co.uk/Stations which also includes stations not served by LNER.

Station information on the National Rail Enquiries website is kept up to date at all times. When any planned work impacts a station we manage, we will update National Rail Enquiries accordingly before that work begins.

We will monitor live facilities changes and any outages are reported to our Service Delivery Team and updated on the National Rail Enquiries website as soon as is possible. We also commit to ensuring the information we provide on our stations through National Rail Enquiries is in the format set out in the Accessible Travel Policy guidance from the ORR, in relation to step-free access categories, assisted travel and staff help available.

Alterations to facilities

If facilities we operate become unavailable, such as due to a fault, we will update our system as soon as possible (and within 24 hours) of the fault being identified. This information will also be included when planning a journey through the National Rail Enquiries website. Where this impacts the ability to carry out assistance you have requested, and where we also have your contact details, we will aim to contact you in advance to let you know about the facility being out of order, and how we can best proceed.

If the availability of a facility onboard a train impacts your ability to travel, such as an accessible toilet, we will do everything we can to let you know. This information is displayed on our website and also through our Twitter channel (@LNER) when known. Where possible, our team will proactively contact you to help rearrange your journey. This may not be possible as sometimes these facilities go out of use at short notice while in service.

Where possible, we will give you an estimate of when the facility will be available again. This will not be possible for facilities on trains because trains operate many different services every day. However, our maintenance teams will always aim to not send trains into service with any facilities out of use.

Assistance with luggage

If you require assistance with your luggage we will be happy to help you. Please, where possible, book assistance in advance. We do not have staff dedicated to carrying customers' luggage and if you have not booked assistance in advance our staff may need to attend to safety-critical duties before they can help you.

Please be considerate of the weight and size of your luggage, as well as how much luggage you bring with you. We ask that you refer to National Rail Conditions of Travel luggage policy which sets out that luggage items should not exceed 30 x 70 x 90cm and you are allowed up to three bags. Please note that space on some of our trains is limited so be considerate of what you bring with you.

Alternatively, and for larger items, LNER are partnered with Carry My Luggage who provide delivery services for luggage throughout the UK. This door-to-door service can remove the inconvenience of travelling with large or heavy items of luggage, meaning you can enjoy your journey.

Prices start from £30 and as an LNER customer you're entitled to a discount of 15% on your Carry My Luggage booking. To take advantage of this discount visit [carrymyluggage.com](https://www.carrymyluggage.com) or call 0845 009 0362 and quote LNER101 (T&Cs apply.)

Seats on trains

All LNER trains are currently reservation only so you must have a seat reservation before boarding one of our services. You can reserve a seat or wheelchair space up to 5 minutes before you travel, and can do this by contacting us, using our website or visiting one of our Travel Centres. This will help us to ensure that everyone travelling on our trains can get a seat and travel comfortably.

Every coach on all of our trains have priority seats for disabled people, those with reduced mobility, who are pregnant or less able to stand. These seats are identified by signage above the seats on our trains. These priority seats have additional legroom to make them easier to use.

We also have reservable wheelchair spaces on all of our trains. To reserve a wheelchair space, or a priority seat, please get in touch with our Passenger Assist team:

- **Phone:** 03457 225 225 (option 3)
- **Text relay:** 18001 03457 225 225

The majority of our trains also have call for aid devices in the wheelchair spaces as well as in the accessible toilet. You can press this if you need staff assistance and are unable to get their attention. The only wheelchair spaces that do not have these are our older electric trains in First Class. Where this is the case, there will be at-seat service frequently from staff so it will be easy to get staff attention.

Assistance Dogs

Assistance dogs are very welcome on all of our trains and stations free of charge and can travel in any part of the train. We will help you get access to the most suitable seating to make the journey comfortable for both you and your assistance dog - give our Passenger Assist team a call to arrange this.

A2

Passenger information and promotion of Assisted Travel

We want all of our customers to be able to travel independently as easily as possible and understand that information provision is key to that. We will always aim to provide accessible, accurate, relevant, consistent, up to date and easy to understand information to ensure assurance and confidence at every stage of the journey - as well as planning your journey.

Our Accessible Travel Policy leaflet for customers – Making Rail Accessible

Our Accessible Travel Policy leaflet, entitled 'Making Rail Accessible' will be available from the following:

- On display on leaflet racks and provided at travel centres/ticket offices at all staffed stations called at by our train services. This will be available at a height suitable for wheelchair users to access
- Available online on our Assisted Travel page as a PDF
- Available online on our Assisted Travel page as a Microsoft Word document
- Provided in alternative formats on request within seven working days
- Available on request via our website, phone and text relay.

We will also work with local prominent areas where public services are provided to have this displayed to improve awareness of the accessibility of our service and our policies to the wider community. We intend to link this to our areas of promotion and marketing campaigns – such as where we are introducing new services – however we intend to determine the strategy for how we effectively reach out to the public who do not currently travel as part of our customer panels.

Stations and train accessibility information

We will keep our rolling stock (train) and stations accessibility information up to date and available to customers. Our rolling stock information will be available on our Assisted Travel page on our website. It will be available as a PDF but you can request a copy in an alternative format to reach you within seven working days at no extra cost to you.

Our stations information will be available through our Stations' pages on our website as well as from the National Rail Enquiries website. If you want to print this information, you will be able to do this by printing the website page which has been designed to conform with accessibility standards for websites (WCAG).

Alternatively if you contact our Customer Solutions team we will send you the information you need in a format that is accessible to you:

- **Phone:** 03457 225 333
- **Email:** customers@LNER.co.uk

We would encourage all customers to visit the dedicated station page on the National Rail Enquiries website for up to date information regarding all stations, including those not operated by LNER.

If you are at a staffed station, our staff will be able to access the National Rail Enquiries website for you on their mobile device (mobile signal, Wi-Fi coverage or network availability permitting).

We also offer a dedicated step-free map which shows each station on the network that our trains call at. This is available on our website, and at the back of our Making Rail Accessible leaflet.

Passenger journey information

All of our stations and the stations we stop at have Customer Information Screens which display details of the next train to depart the station, as well as its calling points. In addition, our stations have a public address (PA) system which provides audio details of the information displayed on the screens.

All our trains have Passenger Information System (PIS) which provides visual updates of the journey. All LNER trains have a train manager onboard who will provide audio updates, especially during disruption. On our electric trains, information regarding calling points, next stop and other standard journey information will be made by the train manager. On our Azuma trains, this information is automatically linked to the PIS screens. If you are unable to hear the PA announcements from our onboard crew they will do their best to walk through the train to provide information to all passengers.

If there are any changes to working facilities at stations, this will be posted as an alert message on the corresponding National Rail Enquiries station page. We will do our best to display signage at stations that are affected, such as a lift being out of service, to make all customers aware. If you are on a station or train and notice that something is out of order, please make station or onboard staff aware in the first instance. Contact us via Twitter (@LNER) or our Customer Solutions Team if you are on a train and unable to get the train crew's attention.

If on part of your journey engineering works are taking place and alternative transport will be required, our team will discuss your requirements and make sure we can provide an alternative that is suitable for you.

LNER will always arrange for rail replacement vehicles that are compliant with relevant government requirements, which includes compliance with the accessibility requirements of the Public Sector Vehicle Accessibility

Regulations (PSVAR) or operation under a special authorisation certificate granted by the Government. Where we are in a situation where none of the vehicles we are able to provide for a specific time of engineering works are compliant with the requirements of PSVAR, we will use our social media channels and station alerts on National Rail Enquiries to let customers know in advance. We are unable to provide information about which specific vehicles will be assigned to scheduled replacement transport services as this can vary due to changes on the day as well as unplanned disruption. You can get in touch with our team if you have any concerns or need to discuss your individual requirements.

If any facilities have been changed from what you expected or booked, our staff will work with you to find the best travel solution for you.

Information points, help points and contact centres

At many LNER stations, our Customer Information Points will be the meeting point for Passenger Assist, while a few others may use the Travel Centre as a meeting point.

All stations have a designated meeting point that is marked to show where you need to go to get Passenger Assist. We have invested in large signs that are black with clearly contrasting yellow text on them – to make them easier to use for people with a visual impairment – that clearly mark the “Assistance meeting point”.

For the majority of the day our information point and/or travel centre will be open and it will be easy to find a member of staff if you need any assistance or information. Outside of those times, information will be available at the information point on how to get hold of a member of staff should you need assistance. This information will be accessible at a height that is suitable for wheelchair users.

Information on the services LNER operate and services operated by train companies that run through stations we manage can be found in our Travel Centres and Information Points on our stations. Information about fares, timetables and connections can also be found here. You can also book Passenger Assist at one of our Travel Centres face to face.

If you need information about the accessibility of other forms of transport from the station (such as the underground, metro, trams or buses), our staff will do the best they can to help you. Our station staff have smartphones and will be able to help you find this information to help you plan your journey.

Should you want to plan this in advance, you can visit the National Rail Enquiries station pages where there is information on connecting transport options and how to find out more about their services. Our Contact Centre team can help you look up this information if you need any help.

We will make sure that information regarding the services we provide is kept up to date and continuously made available to other train companies and station operators – including information regarding delays, diversions or other events that may impact your journey.

If you require live train running information on the day of travel then please:

- Speak to a member of station staff
- Follow us on Twitter: [@LNER](#), or
- Visit our website: [LNER.co.uk](#)

Leaflets regarding our services and those of other train operators who serve the station are also available and placed at varying heights to be accessible to you.

We also provide posters on our stations which give you information about local services/transport available from that station.

Information regarding all national train services is also available by contacting National Rail Enquiries

- **Call:** 03457 48 49 50
- **Online:** [nationalrail.co.uk](#)
- **Text Direct:** 0345 60 50 600
(for people who are hard of hearing or deaf).

Websites

We have developed our website considerably and have achieved the industry-recognised Web Content Accessibility Guidelines (WCAG), which define how to make web content more accessible for disabled people; we are continuing to enhance this service to the best standard to make our website as easy as possible to use. The full LNER website has been designed to work with screen readers, magnifiers, voice over software and in-browser accessibility functions.

To help you find the information you need we also provide a link on the homepage of the LNER website to our Assisted Travel page, which explains the Passenger Assist service in a clear and concise manner, using plain English and avoiding the use of industry jargon.

Our Assisted Travel page contains everything you need to help with the process of booking assistance and purchasing a ticket to travel (including details of any national discounts available to disabled passengers or persons with reduced mobility).

The page also contains information on what we offer onboard and at our stations to make your journey easier, including accessibility information, staff availability, opening hours of our Customer Contact Centre and blue badge parking spaces. This is directly linked to our stations page which will inform you of any disruption to facilities that may impact your journey.

It also informs you of any restrictions on the use of wheelchairs, power chairs and scooters. In addition, there is a link to enable you to access the 'Making Rail Accessible' customer leaflet and details of how to obtain it in accessible formats.

We also provide guidance on how you can provide feedback or make a complaint and we include information on the availability of redress for when assistance has not been delivered as booked. Where other information is located elsewhere, we provide a connecting hyperlink on the Assisted Travel page.

A3

Ticketing

We sell tickets for a variety of journeys including different ticket types and different train operators. We are committed to providing you with information on tickets and journeys both accurately and impartially, regardless of the train operators involved in your journey.

The types of train we operate and how accessible they are is known to both our travel centre teams on our stations and our Passenger Assist team at our contact centre. They have information to ensure that will make sure you are not offered a ticket you cannot make use of (for example, due to no wheelchair spaces in First Class).

If you are unable to buy a ticket at your starting station because you are unable to access ticket selling facilities, you are able to purchase your ticket onboard our trains or at the destination station. You will still be able to use your Disabled Persons Railcard or receive relevant discounts.

Discounts

We participate in a number of national schemes offering discounted fares as follows:

If you are visually impaired

Visually impaired customers travelling with a companion who do not have a railcard are entitled to the following discounts on Anytime/Day tickets:

First Class or Standard Anytime Single or Return	34% off
First Class or Standard Anytime Day Single	34% off
First Class or Standard Anytime Day Return	50% off

These concessions do not apply if you are travelling alone and do not have a railcard.

To get these discounts you will need a document confirming your disability issued by a recognised body such as social services, local authority, guide dog ownership certificate, RNIB or Blind Veterans UK.

These discounts are only available from staff at our travel centres or onboard and cannot be purchased online or from Ticket Vending Machines.

If you are a wheelchair user and remain in your wheelchair for a rail journey

If you remain in your wheelchair throughout the journey and do not have a railcard, you are entitled to the following discounts on Anytime/Day tickets:

First Class or Standard Anytime Single or Return	34% off
First Class or Standard Anytime Day Single	34% off
First Class or Standard Anytime Day Return	50% off

This discount also applies to one companion travelling with you.

Disabled Persons Railcard

If you have a disability you may be eligible for a Disabled Persons Railcard. There are two types of this railcard – a one-year and a three-year. You are entitled for a discount of up to a third on most rail tickets. As well as that, one adult travelling with you can get the same discount. You can find out about this railcard and how to get one at:

- **Website:** disabledpersons-railcard.co.uk
- **Email:** disability@raildeliverygroup.com
- **Call:** 0345 605 0525
- **Minicom/Textphone:** 0345 601 0132
(for people who are hard of hearing).

Senior Railcard

If you are aged 60 or over you are eligible for a Senior Railcard. There are two types of this railcard – a one-year and a three-year railcard. You are entitled for a discount of up to a third on most rail tickets. You can find details about this railcard and how to get one at:

- **Website:** senior-railcard.co.uk
- **Email:** railcardhelp@railcards-online.co.uk
- **Call:** 0345 300 0250
- **At stations:** You can use your birth certificate as proof of age.

Other railcards are available that may be more suitable to you. You can visit railcard.co.uk for further information.

Please be aware that Freedom Passes and the associated discount to London Boundary Zone 6 are not valid on LNER services.

Ticket machines

LNER stations have self-service Ticket Vending Machines which will allow you to purchase a variety of tickets. These machines follow the Department for Transport joint code of practice. Tickets can be purchased including those with a Disabled Persons Railcard or Senior Railcard discount (this includes companion tickets for people booking tickets with a Disabled Persons Railcard).

Ticket gates

Some stations on our network have ticket gates which can only be opened with a valid ticket for travel. When these gatelines are in operation, there will always be a member of staff present who you can speak to if you require assistance getting through the gates.

When no staff are available to operate the ticket gates at any station, gates will be locked in the open position so that customers can pass through.

All of our ticket gatelines have at least one wider accessible gate for wheelchair users and customers using other mobility aids.

Purchase of advance tickets

Where advance tickets are available for purchase, whether that be from a website, ticket office/travel centre or other method, we always suggest that you check with the operator in terms of the accessibility of any facilities which you may require on their trains.

This may relate to things such as the provision of wheelchair spaces in First Class which not all trains offer. If you are travelling on a train not operated by LNER, please check this information before purchase.

All LNER trains offer wheelchair spaces in First Class. Our 5 and 10 coach Azuma trains do not offer wheelchair spaces in Standard; but your Standard ticket will be valid and you will be upgraded to First Class at no extra cost. You will be entitled to the full First Class complimentary offer as part of this upgrade and may bring one companion with you automatically.

If you are travelling with more than one person, we may upgrade more than one companion, but this will depend on the individual situation and will be at the discretion of either the booking team or station staff on the day. Companions will also be entitled to the full offer.

Booking assistance when purchasing tickets

When you buy a ticket from one of our travel centres using a Disabled Persons Railcard, our staff will be able to book assistance for you over the desk at the same time and will suggest this to you.

You can also book assistance by asking when purchasing your ticket if you do not have a Disabled Persons Railcard.

Our website will let you know about Passenger Assist when booking using a Disabled Persons Railcard.

A4

Alternative accessible transport

All stations that LNER manage are accessible but some other stations we call at may not be. This may be due to:

- The station itself is inaccessible, for example because of a physical constraint
- Where for any reason, substitute transport is provided to replace rail services, for example due to planned engineering works; or
- Where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

Further details of this station accessibility is available on our website at [LNER.co.uk/Stations](https://www.lner.co.uk/Stations)

Even if the station you wish to use is inaccessible to you, we will ensure you are able to travel to and from that station at no extra cost. We will do what we can to make as much of that journey by rail, however for parts of the journey where that is not possible, we will arrange alternative accessible transport (such as a taxi).

We will take individual requirements into consideration as well as the journey time, accessibility of trains and stations used and staffing of those stations to best adapt to your requirements. Wherever possible we will do what we can to give you an alternative that most closely offers the experience of those who do not require assistance.

We will discuss your requirements at the time of booking assistance which you can do by contacting us:

- **Call:** 03457 225 225 (option 3)
- **Text relay:** on 18001 03457 225 225

If services become inaccessible to you because of disruption, you can contact us using these numbers or speak to a member of station staff.

Where no staff are available on stations that aren't managed by LNER, you can use the station help points where available or call our team. We will then arrange suitable transport to get you to your destination.

When there are delays, disruption or emergencies and we provide rail replacement services or taxis, we will ensure these are as accessible as possible. For taxi operators licensed by LNER and replacement bus companies, we will liaise with them to ensure their drivers have undertaken disability awareness where possible and outline this in our training section towards the end of this policy.

When we need to provide rail replacement vehicles during disruption, we will always provide vehicles that are compliant with relevant government requirements. This includes compliance with the accessibility requirements of the Public Service Vehicle Accessibility Regulations or operation under a special authorisation certificate granted by the Government. We will provide vehicles that are accessible wherever possible and will only use vehicles that are not accessible (while still complying with government requirements) when no more accessible vehicles are available in the relevant geographic area. We will annually review our contracts with our rail replacement provider to consider any changes necessary to improve the accessibility of rail replacement services.

Our rail replacement provider will arrange vehicles as far as in advance as possible to ensure that as many accessible vehicles can be sourced as are available. In situations where accessible vehicles are unavailable or limited, we will endeavour to provide alternative accessible transport (such as taxis) for customers who require them – making sure that, during planned disruption, wait time for these alternative vehicles are similar to the wait time for other vehicles.

A5 Wheelchairs, mobility scooters and mobility aids

We provide wheelchair spaces on all our trains for wheelchair users. You are welcome to use these spaces if your wheelchair fits within the following dimensions:

Width	700mm
Length	1200mm

If your wheelchair does not fit within these dimensions, then unfortunately you will not be able to travel on our trains.

Our trains have a different number of wheelchair spaces depending on the type of train. We currently operate Electric trains and Azuma trains. Provision is as follows:

Train type	Standard wheelchair spaces	First Class wheelchair spaces
Electric	2	1
Azuma 5 coach	N/A	2
Azuma 9 coach	2	2
Azuma 10 coach	N/A	4

On our Azuma 5 and 10 coach trains, there are no wheelchair spaces in Standard. Any customer travelling on these services with a Standard ticket will be upgraded to First Class at no extra cost.

Customers using mobility scooters do not require a permit to travel on LNER trains. Our restrictions for mobility scooters are the same as those for wheelchairs in terms of dimensions. You may travel on your scooter by travelling in the wheelchair space on our trains but this is the only place scooters can go on our trains and must not be stored in vestibules or obstructing aisles as these are emergency exit routes.

If your scooter is not within those measurements but will fold, then you are permitted to store this item as luggage. Please speak to station staff about arranging this upon arrival at the station. The above policy is only applicable to trains operated by LNER. We ask that you transfer from your scooter to a seat where possible as this is safer however this depends on what will be more suitable for your individual requirements.

Please be aware that other train operators may require a permit to use a scooter on their trains. Please ensure you check with all operators whose trains you are using, through their website and/or Accessible Travel Policy and what their policy is on mobility scooters before travelling.

A6

Delays, disruption to services, and emergencies

We understand that disruption to both facilities and services can have a huge impact on both accessibility and confidence when using the railway and we do everything we can to minimise this. When disruption does happen, we will make sure that you can continue your journey wherever possible and we will not leave you stranded.

At times when our facilities or services are disrupted, we will give you notice on our website and other communication channels. If the disruption means your original arrangements are no longer valid, we will do our best to make contact with you and re-book any required assistance through Passenger Assist. We will request a contact number from you when you book assistance which will help us to contact you in case of disruption.

We have staff onboard all of our trains and they will do their best to help you plan your adjusted journey if things do go wrong.

Our staff are trained to help all customers, including those with non-visible impairments, as much as possible and will agree with the customer how best they can assist. They will communicate news of any service disruption and provision of alternative transport to you via the Customer Information Systems or, where possible, in person.

This provision of information includes providing you with audio and visual information when you need it. If you then require any additional assistance (for example, changing platforms) or you could not understand the information, our staff will be happy to help. Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist you.

Sometimes a train's departure platform must be changed, and often at short notice. Such a change will be shown on the customer information screens and will be announced as soon as possible. At staffed stations when a platform change occurs, our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as quickly, safely and comfortably as possible.

When significant disruption occurs, local managers will be informed and help at the stations to make sure there is a visible staff presence and plenty of people there to help. These staff will be able to help with providing information and offering help with luggage, among other tasks.

If we have to alter or cancel your train because of disruption, we will provide you with accessible substitute transport where applicable. This will be done without additional charge to you. Our rail replacement team has contractual arrangements with bus and taxi operators across the LNER network, including securing (wherever possible) the provision of accessible vehicles. This team deals with both planned and unplanned disruption.

When train services are replaced with replacement road transport we will do everything possible to secure accessible vehicles from local operators. When this is not possible, we will book a taxi that is accessible to you.

Our frontline employees, supported by our rail replacement team, have the authority to do all that is reasonably practicable to arrange suitable substitute services for you in such circumstances.

When the level of accessibility of facilities at a station or on a train is less than that normally provided (for example as a result of a breakdown, alteration or removal of facilities) we will aim to provide you, wherever possible, with equivalent replacement facilities. If we have your contact details we will do our best to contact you by telephone or email to make you aware of the disruption

and to assist you with making alternative arrangements (such as re-booking or re-routing assistance).

We will also provide you with information of the disruption to facilities through our website and advise our staff at stations, on trains, in travel centres and at our contact centre to provide you with an estimated time for when the facilities will be functioning again, where known.

Emergency procedures

In the event of an emergency station and/or train staff will supervise and co-ordinate any action needed. They will identify the quickest route for evacuating their location. They will also identify alternative routes and contingency arrangements if predetermined routes are not available.

All of our staff have received disability awareness training and in the event of an incident will discuss with any customer who requires additional assistance what action is most appropriate. In accordance with the nature of the incident our staff are trained to take into account your needs, especially if you have reduced mobility, a visual impairment, are deaf/hard of hearing, or require some additional support.

Every station has a Local Station Emergency Plan detailing evacuation routes for all customers, stating whether the route is suitable for wheelchair access. If you are a wheelchair user and you are in an area where no safe evacuation route exists, a place of safety will have been pre-identified for you (accompanied by a member of staff at staffed stations) to await rescue by a member of the emergency services. All local station emergency plans are shared with the local emergency services.

A7

Station facilities

We operate a number of stations along the East Coast Main Line at Peterborough, Grantham, Newark North Gate, Retford, Doncaster, Wakefield Westgate, York, Darlington, Durham, Newcastle and Berwick-upon-Tweed.

For more information about major stations we call at such as London King's Cross, Leeds, Edinburgh Waverley or Glasgow Central, please contact Network Rail.

Additionally, we call at stations operated by Northern, Govia Thameslink Railway (GTR), East Midlands Railway (EMR), TransPennine Express and ScotRail.

We provide information on all these stations and the facilities they provide on our website: [LNER.co.uk/Stations](https://www.lner.co.uk/Stations)

If you want any more information about a station we do not operate or the company's policy, please visit the website of the operator who manage the station you are using for more information.

Left luggage

Fully accessible Left Luggage facilities are available at London King's Cross, Leeds, York, Edinburgh Waverley, Glasgow Central, Aberdeen and Inverness.

Blue Badge Parking Spaces

We want it to be as easy as possible for customers to travel to our stations by car and information on our car parks can be found on our website.

Most stations have a tarmac or concrete surfaced car park with designated parking spaces available for Blue Badge holders (although charges apply).

We have done all that is reasonably possible to locate these spaces as close as is possible to the station, providing easy access. These spaces are marked with the International Symbol for Access on the ground.

We enforce railway byelaws accordingly to ensure that anybody who does not have a blue badge does not use these spaces. Our station teams will monitor the use of the spaces and we will issue penalty notices accordingly for misuse of these spaces by making frequent checks of the car parks. If you wish to report abuse of blue badge parking, please report it to the station team.

Third-party provided facilities

We will do all that is in our power to ensure services and facilities provided by a third party on our network are as accessible as possible. This requirement is included in relevant contracts and enforced by our Estates Team. Our station teams will monitor the services and facilities provided by third parties to ensure that they are not located where they will cause an obstruction.

We will work with our tenants and third parties to ensure that beyond their own responsibilities under the Equality Act, we make reasonable efforts to provide as accessible a facility as possible.

Replacement facilities

We will provide reasonable replacement facilities for you that are accessible, where possible, when the level of accessibility of facilities at a station is less than that normally provided. This may be due to a breakdown, alteration or removal of facilities, for example.

Station entrances

We understand the importance of easy access to stations and as such our Estates team will always consider the impact to accessibility if there is a need to restrict or temporarily close access to a station by a certain entrance. We will comply with the Code of Practice regarding mandatory standards for unobstructed progress during building works.

We are committed to ensuring that all station entrances are kept in use and not permanently closed during times that the station is open. When necessary, due to refurbishment or security for example, we may have to close these points of access. We will consult with the DfT, London TravelWatch, Transport Focus and local disability groups, as applicable, and any such changes to access will not be made until approved by the DfT. If the closure is semi-permanent then alternative arrangements will be put in place for the duration of any required works.

A8 Redress

When you have booked assistance and it has not been delivered we will provide you with compensation for your journey. When your assistance was booked for travel on one of our trains we will offer you a full refund for the cost of the journey. If you were travelling on another train company's service, please contact that company who will arrange for appropriate redress.

To make a claim for redress, please contact our Customer Solutions team through the contact details set out at the end of this document. You can get in touch with us by email, phone or your other preferred contact method as below. Please do let us know as soon as possible if something has gone wrong so that we can quickly investigate this and understand what went wrong.

We are happy to assist you with your claim as much as we can. We will coordinate the response to your complaint if there are multiple train companies involved and provide you with a full explanation, including why it happened and what mitigating actions we intend to take as a result. We will coordinate the response between all operators involved, including if this was a multi-leg journey.

We will always comply with the Consumer Rights Act 2015 and in line with National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra cost caused by a service failure. An example may be the cost of a new plane ticket if you miss a flight. This does not affect your legal right to make claims under the Consumer Rights Act 2015, although you must not seek to recover the same money twice (for example, from both our complaints process and the Consumer Rights Act 2015).

Your feedback is invaluable in helping us to improve our services in the future here at LNER. If you're not happy in any way, we'll take your comments or complaints very seriously and do everything we can to make things right. We aim to resolve all complaints to your satisfaction, quickly and effectively, without the need for involvement for third parties.

If you are not happy with the response you have received from us, you can appeal to the Rail Ombudsman.

You can appeal to the Rail Ombudsman if:

- you are unhappy with our final response to your complaint which will be contained in a letter or email (this is sometimes known or called a 'deadlock letter');

or

- we have not resolved your complaint within 40 working days of receiving it;

and

- no more than 12 months have passed since we sent you a final response.

If you wish to find out more about the Rail Ombudsman, please see details below.

- **Website:** railombudsman.org
- **Call:** 0330 094 0362
- **Textphone:** 0330 094 0363
- **Email:** info@railombudsman.org
- **Twitter:** [@RailOmbudsman](https://twitter.com/RailOmbudsman)
- **Post:** FREEPOST - RAIL OMBUDSMAN

There are some complaints that the Rail Ombudsman will not be able to look into, for example if it is about the way one of our services has been designed, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established. If that is the case, they will contact you to let you know.



B

Strategy and management

B1

Strategy

LNER are continuously developing our ongoing strategy on Accessibility and Inclusion that sets out how we intend to continually improve the provision of all aspects of our services to disabled customers.

Using customer and employee feedback we developed where the biggest opportunities for improvement existed. Since the first LNER Accessibility strategy was developed, our key priorities have and continue to be:

- **People empowerment and awareness:** Making sure our staff have the knowledge and skills to deliver amazing customer experience to everyone
- **Passenger Assist:** Creating seamless end-to-end journeys for customers who require additional assistance
- **Customer engagement:** When things go wrong we learn from our mistakes and listen to our customers.

As well as these priority areas, we are committed to continually improving our service provision for customers with disabilities in all aspects of our service. In line with feedback from customers, including our customer panel, we will identify projects that can reduce barriers faced by disabled people when travelling with us, as well as processes to ensure high standards are followed across our business for the accessibility of both physical and digital projects. We will also work across LNER to become a 'social model of disability' centric business, focussing on how we can reduce the barriers our customers face and be customer-centric in all we do.

We work closely alongside industry colleagues including Rail Delivery Group (RDG), the Office of Rail and Road (ORR), Network Rail, local authorities, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Community Rail Partnerships and Rail Ombudsman, as well as other stakeholder organisations to further improve our service provision. We also work closely with other Train Operating Companies to encourage partnership working and the sharing of best practice to create a consistent journey experience for all.

Our Accessible Travel Policy fulfils our obligations under our Passenger and Station Licenses, the DfT's Design Standards for Accessible Railway Stations: A Code of Practice 2015 (The Code of Practice), the ORR guidance and the requirements of legislation including the Human Rights Act 1998 and the Equality Act 2010.

We ensure that new facilities are designed to meet the standards of the PRM-TSI, as will all projects which replace and/or renew existing facilities.

Whilst we will do everything in our power to meet these standards as a minimum, we shall consult with the DfT at the earliest stage should this not be possible so we can consider alternatives that are suitable and seek dispensation from the Code of Practice.

Improving access to LNER services

LNER is committed to maintaining the current standards of accessibility and continually seeking ways to further improve this to our services for all. We will do this by engaging with our customers and stakeholders as well as organisations representing disabled people so that we can identify areas of improvement and anticipate customers' needs.

As part of the annual review of our Accessible Travel Policy we will review our policies that impact customers with disabilities and incorporate customer feedback as applicable.

Some of the ways over the next year that we will improve our service are:

- **Station wayfinding review:** We are undertaking an external audit of the wayfinding on our route – with a focus starting at York, following a major improvement project at the station recently – to identify opportunities to improve the signage and wayfinding around our stations to make navigating easier for everyone.
- **Station wheelchair replacement:** We will replace our station wheelchairs across our managed stations to more robust and comfortable models that also allow for the transportation of luggage, making the overall experience for customers that need them a more pleasant one when going through our stations.
- **Sunflower Ambassadors:** Following the success of the Sunflower Lanyard and its adoption by all train operating companies, we will continue to work with our sunflower ambassadors to identify opportunities for focussed improvement and find ways to better engage with our people and our customers.

- **Passengers Assist Improvement Programme:** We will take part in the national passenger assist improvement programme, managed by Rail Delivery Group, which will give staff better tools to manage Passenger Assist and improve the reliability of the service we offer. It will additionally introduce a new customer app in 2021 giving customers more control over their assistance bookings.
- **Customer Forums:** LNER will take part in the formation of a new customer panel working in partnership with four other train operators (TransPennine Express, Hull Trains, Northern and Grand Central) – this forum will be known as the Rail Accessibility & Inclusion Forum for the North (RAIFN). This will support the LNER route wide Customer Panel that we introduced in 2020 to ensure our wider route is considered when engaging with customers on potential future improvements.
- **East Coast Upgrade:** We are working with industry partners including Network Rail to deliver a significant improvement project for London Kings Cross. Over the next year we will be undertaking work to increase the number of tracks into Kings Cross which will allow us to increase the number of services per hour. As a result, we will have more accessible Azuma trains running more frequent services along our route.
- **Streamlining the Passenger Assist booking process:** We will work with our web and digital teams to find ways to make booking assistance even easier and faster for our customers, streamlining the process to make booking a journey with assistance as simple as one without, particularly for our recurring customers.

B2

Management arrangements

Ensuring that accessibility to all aspects of our operation are continued and further enhanced forms part of our Accessibility and Inclusion Strategy which is fully supported by the LNER Executive team and Board.

The accountability for ownership and development of our Accessible Travel Policy is with our Customer Experience Director. Our Customer Experience Director will act as a sponsor to the development of accessibility projects and has overall accountability for compliance to this policy.

Our Accessible Travel Policy forms part of our Passenger License (Condition 6: Provision of Services for Disabled People) and Station License.

To ensure the Accessible Travel Policy is incorporated into business and project planning, all new projects must assess the impacts on disabled people and whether the opportunity to improve accessibility has been considered during project conception. If a project does not satisfy these criteria then the project will not be approved.

All major projects that do not go through a business approval process will involve our Accessibility and Inclusion Manager as a stakeholder to give relevant sign-off to the project. This process forms part of the measurements and data we use to assess return on investment, and allows us to also assess this for improvements for disabled people.

Our Accessibility and Inclusion Manager, as part of our Customer Experience Strategy team, is responsible for ensuring the implementation and delivery of the Accessible Travel Policy across the business as well as ensuring ongoing compliance.

All management level staff at LNER attend a corporate induction which includes our disability equality training. This training includes reminding all staff of responsibilities to disabled people, LNER's policies and the law.

All projects relating to stations and facilities must meet certain criteria before being approved. This includes that the project must be in line with the Joint Code of Practice as well as comply with the Equality Act.

B3

Monitoring and evaluation

To ensure that we maintain performance against our Accessible Travel Policy and deliver everything that we commit to, we will monitor against several Key Performance Indicators every period, including:

- Total number of customers who booked assistance over the period
- Total number of customers who requested turn up and go assistance over the period
- Ratio of customers who booked assistance versus customers who requested turn up and go assistance
- Total number of no-show customers who had booked assistance
- Total number of assistance failures over the period
- Total number of complaints relating to Passenger Assist over the period
- Total number of complaints relating to general accessibility over the period.

We will use our customer panels to gather feedback about the services we provide and where these can be improved, as well as any issues with what we currently deliver. This engagement will allow us to build action plans to implement changes in line stakeholders' satisfaction.

Our policy and use of data will be reviewed regularly and a report with the findings will be submitted to the ORR. This will include details of achievements of objectives, new initiatives to improve our service to disabled people and any difficulties we have encountered with the implementation of this policy.

Our Customer Solutions Centre will handle any complaints and/or feedback received from customers in relation to both Passenger Assist and the general accessibility of our trains or stations. They will provide a detailed response to the customer and ensure that any assistance failure is investigated. Information on this investigation will be used to inform the customer what went wrong and what we are doing to address this. As required, the Accessibility and Inclusion Manager may be consulted to provide information to support this response. When assistance has failed as the result of LNER, local managers will take action accordingly to prevent such an incident recurring.

We will regularly review this policy and a report on findings will be sent to the DfT and the ORR. This will include details of the achievement of objectives, new initiatives to improve our service to disabled customers and any challenges we faced in implementing this policy.

B4

Access Improvements

We are committed to ensure compliance with PRM-TSI and the Joint Code of Practice when refurbishing our trains or installing or refurbishing facilities at our stations. Where compliance is not achievable after every effort has been made, we commit to applying for derogations against PRM-TSI and/or the Joint Code of Practice.

We have several projects completed and ongoing to improve access to our services:

Trains

We have introduced a fleet of 65 brand new Azuma trains. These trains are fully compliant with PRM-TSI and will be replacing (and expanding) our entire train fleet. As a result, LNER now has a fully compliant fleet.

We have carried out works to our electric trains to ensure that they are compliant under PRM-TSI. This has involved the fitting of new information screens in every coach.

Stations

LNER manage 11 stations along our route and we have done lots of work to make these as accessible as possible. The majority of our stations are fully step free and accessible and we have done work to improve this.

The only exception to this rule is Newcastle which is step-free, but has a steep ramp to the footbridge which leads to some platforms (though access to all LNER platforms is accessible), and Retford.

We will be fitting a new lift at Retford which will make the one platform that currently requires a barrow crossing (a type of crossing over the track requiring staff assistance) fully accessible.

In addition to work improving the physical access to train services on our stations, we have also undertaken:

- Automated the doors to all universally accessible toilets and 'changing places' toilets on our stations to create easier access using a radar key
- Introduction of sunflower lanyards for our customers to have more confidence on the station and use our network independently knowing staff will recognise that they may need extra support
- Modification of customer information touch screens to include accessible display mode that is easier to use for those with visual impairments

- As part of our First Class Lounge refurbishment at London King's Cross, and coming next year to the new First Class Lounge at York station, we have made more accessible spaces for wheelchair users, as well as the existing seating areas where we have lowered some of the work desk spaces to make them accessible to a wheelchair user, which allows access to both the option of a casual or work environment with power sockets.

We have developed new station maps that are more realistic to scale to help our customers understand the layouts of our stations. We will continue to look at ways to develop these to give a more immersive experience and allow customers to better plan their station journey and understand what is around them.

The introduction of the new lift at Retford will make the station fully accessible to customers which will make connections between our services and local trains possible for customers.

B5

Working with disabled passengers, local communities and local authorities

We understand the importance of involving disabled people in decision making in all aspects of what we do. We are working towards a number of ways in which we engage with customers with disabilities to do this which includes:

- LNER participation in the Rail Accessibility & Inclusion Forum for the North (RAIFN) which is a cross-operator forum between LNER, TransPennine Express, Northern, Hull Trains and Grand Central. The purpose of this panel is to encourage not only engagement with disabled people but cross-operator projects and solutions to better the wider travel experience for customers in the north. The RAIFN will be introduced in 2021.
- We have introduced the LNER Accessibility forum covering our wider route and allowing customers to be involved in reviewing upcoming projects to ensure planning at the earliest stage as well as identifying areas for improvement across LNER.
- We have an online customer panel made from a diverse spectrum of customers including disabled people. This ensures wider representation and feedback for projects within our business
- LNER are part of Wavelength – a new customer feedback tool being used across the industry to understand customer views on our service.

We will work on the promotion of the accessibility of our services and Passenger Assist across our route. This will include:

- Social media promotion of new initiatives around accessibility including Sunflower Lanyard, Passenger Assist pre-order and more
- Continually reviewing and improving our Assisted Travel website page to provide better information around our projects and more useful Q&A sections, aligning to the most common questions searched by our customers
- Attendance at local authority events across our route to present our offering to business and councillors to help spread the word about what we offer for customers.

We will continue to do the above while also promoting our Accessible Travel Policy – specifically the “Making Rail Accessible” customer leaflet – in prominent public locations across our route as well as on our stations.

We will especially push for this promotion in areas such as Lincoln and Harrogate, where we have recently increased the number of services we operate. This will match our intended increasing customer numbers who may not already know about what we offer.

LNER plan to research the options for accompanied journeys or travel training as part of the previously used ‘Try-a-train’ events that other train operators have run.

The Sunflower Lanyard initiative that LNER participate in is a national scheme that spans wider than the railway. We chose this scheme to encourage seamless end-to-end journeys for our customers on the basis that the lanyard is also recognised in major UK airports, supermarkets, shopping centres and by a variety of other industries. We are delighted that all other train operators have joined us in 2020 in recognising the Sunflower Lanyard to help customers have more comfortable journeys regardless of who they travel with.

We will report to the Office of Rail and Road (ORR) on the work in this area on the whole that we have undertaken and the progress that this has led to.

B6 Training

Staff training is a key part of ensuring customers with disabilities can access our services. As part of this policy, LNER are committed to the following:

- By 31 July 2021 all new staff, including all management staff, will receive disability awareness training as part of their induction. This will be in a classroom based setting and delivers the following outcomes:
 - Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion
 - Equality Legislation: exploring and understanding the Equality Act 2010
 - Defining Disability: an introduction to the various definitions of disability and the appropriate terminology
 - Recognising passengers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance
 - Railway Regulatory Framework: understanding regulations and policies that are relevant within the railway industry
 - Passenger Assist: how it works for disabled passengers and staff role in delivering the service. This will be delivered as a redesign of our existing “Welcome to” induction training.
- Additionally, by 31 July 2021, all frontline staff who interact directly with passengers at any time as part of their duties, will receive training as part of their induction that covers:
 - Communication: finding a way to communicate with disabled people with patience, respect and dignity
 - Accessibility in stations: the identification of accessible features at the station where staff work as well as at the key destination stations across the network
 - Providing safe assistance: duties and process to ensure that both staff and passengers remain safe at all times This will be delivered as a redesign of our existing “Welcome to” induction training.
- By December 2021 we will have provided refresher training to all existing frontline staff to meet the requirements as set out above This will be delivered through a combination of our Training Engagement Days which all our station and on train staff participate in every 12 weeks, and e-learning modules

- We will provide refresher training within two years of receiving disability awareness training and a minimum of two years thereafter. This will be provided as above
- We have, and will continue to involve disabled people in the creation of our disability awareness training. We have done this through the creation of videos and lived-experiences being presented as well as use our customer panels to approve our training content on a recurring basis.
- By 31 July 2021, where we reasonably can, agency staff and contracted staff who are working on a temporary basis that have direct interaction with customers will receive a version of disability awareness training that will cover Passenger Assist, Communication and Providing safe assistance as a minimum. This will be added as part of their existing inductions.
- Our Customer Solutions Centre staff who provide information or advice directly to customers will receive disability awareness training as part of their induction which covers a minimum of Passenger Assist and Communication. This will be added as a combination of their all-business “Welcome to” induction as well as Contact Centre specific induction training.

We will update the ORR frequently throughout the delivery of this training to keep them informed on our progress against these commitments.

We understand that the importance of awareness training during disruption spans wider than just our own business, and that how well drivers of alternative accessible transport are trained can impact their ability to interact with our customers. It is important to us that as they are providing a service, they have received as much training as possible to be able to do that.

To do this we have engaged with all of our existing contracted taxi operators that use our station taxi ranks and our replacement coach providers and asked them what the training they provide consists of.

- **Replacement coaches:** At the time of submitting this policy we have received a response from the majority of our coach operators. Our findings have been that the majority of companies we use have drivers who have received some standard of disability awareness training.

The main source of this training across these companies forms part of the drivers’ qualification card (also known as CPC course) which includes refresher training on a number of modules.

Further to this, a number of our operators are instructing drivers to partake in online courses to widen their awareness. It is therefore highly likely that the driver of a replacement coach provided for us will have had some level of disability awareness training.

We will continue to seek this information from the operators that we have not heard from and commit to it forming part of our procurement process for new operators as a requirement.

- **Taxis:** At the time of submitting this policy, we received a response from taxi operators licensed at six of our 11 managed stations.

From the information received, we have been able to collate the following:

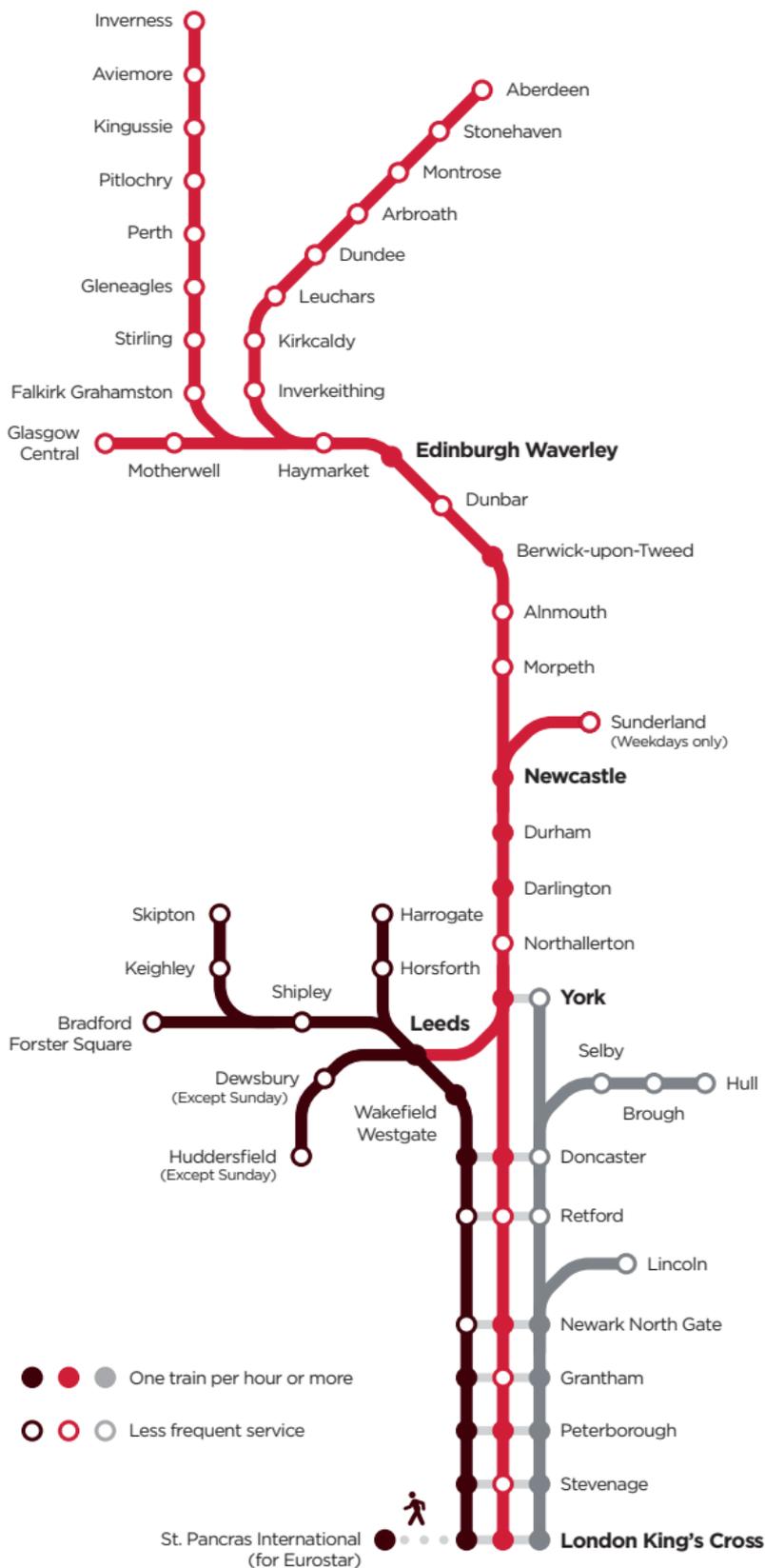
- All drivers received safeguarding training which incorporated disability awareness as part of local authority training licensed to use the station rank at York, Retford, Doncaster and Grantham
- Drivers of wheelchair accessible vehicles at the above locations as well as Peterborough and Wakefield have received training on assisting customers who require the use of these vehicles
- All vehicles used at Peterborough and Doncaster are fully accessible vehicles and these drivers have been trained as above.

We will continue to source data for stations not included above that we license taxi operators at to ensure that we can provide accurate information to customers.

At the time of submitting our Accessible Travel Policy we have verified that any statistics and terminology used in the training of our staff are up to date and appropriate.

Until the above deadlines and while we are implementing changes to our training, we ensure that all frontline staff who assist passengers at any time have the appropriate training to safely use any equipment required such as ramps and wheelchairs. Staff also receive training presently around communicating with people who have a disability and how this may vary. This includes speaking clearly to help communicate with customers who may have difficulty speaking, hearing or understanding for those who answer telephones.

Our services



MAKING RAIL ACCESSIBLE

Helping our older and
disabled customers



This booklet is available in other formats

If you would prefer a large print version or an electronic copy, call 03457 225 333 or visit [LNER.co.uk/AssistedTravel](https://www.lner.co.uk/AssistedTravel)

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1

Introduction

Welcome to London North Eastern Railway (LNER). We are a long distance, high speed train company running trains between London, Leeds and West Yorkshire, York, Newcastle and Scotland.

This leaflet is to explain what assistance is available to customers who want to travel with LNER, using our trains and stations.

The following pages contain information on:

- How you can book Passenger Assist
- What assistance we can provide - and what we cannot
- Where you can get more information if you can't find it here

It is important to us that all of our customers can have an enjoyable experience throughout their journey that is also safe and comfortable - and it is our goal that everyone feels confident to travel with LNER.

If you do not travel by train often and you are disabled, have reduced mobility, or feel you may need some extra support during your time with us, we expect you have some questions about what we can offer you. As such, this leaflet has been made to help answer those questions - and at the end of this leaflet, information on where you can find out more is included.

We commit to ensuring that all customers who require assistance can make full use of our rail network as far as possible and we intend to do this by making it as straightforward as we can to use our stations and trains, make our infrastructure accessible and provide the support you need, as and when you need it.

This leaflet reflects our Accessible Travel Policy - you can find the full copy of this with our policy and procedures included on our website at [LNER.co.uk/AssistedTravel](https://www.lner.co.uk/AssistedTravel) or by calling us on 03457 225 333 and we will send you a copy. You can also request a copy of this leaflet and/or our Accessible Travel Policy in a format that is accessible to you.

Please note that calls to telephone numbers given in this leaflet may incur a charge. For more information, please refer to your phone service provider.

Passenger Assist

We are part of Passenger Assist – a national system that all train companies support which allows us to make necessary arrangements to assist our customers who are disabled (or have restricted mobility) as best we can.

We are committed to this system and we have a dedicated team who will help you book assistance – you can give them a call on 03457 225 225 (option 3) or text relay on 18001 03457 225 225. They can also redirect you to the team at National Rail who can help you purchase a ticket over the phone.

You can also book assistance from travel centres at any station LNER manage, as well as London King's Cross and Edinburgh Waverley.

2

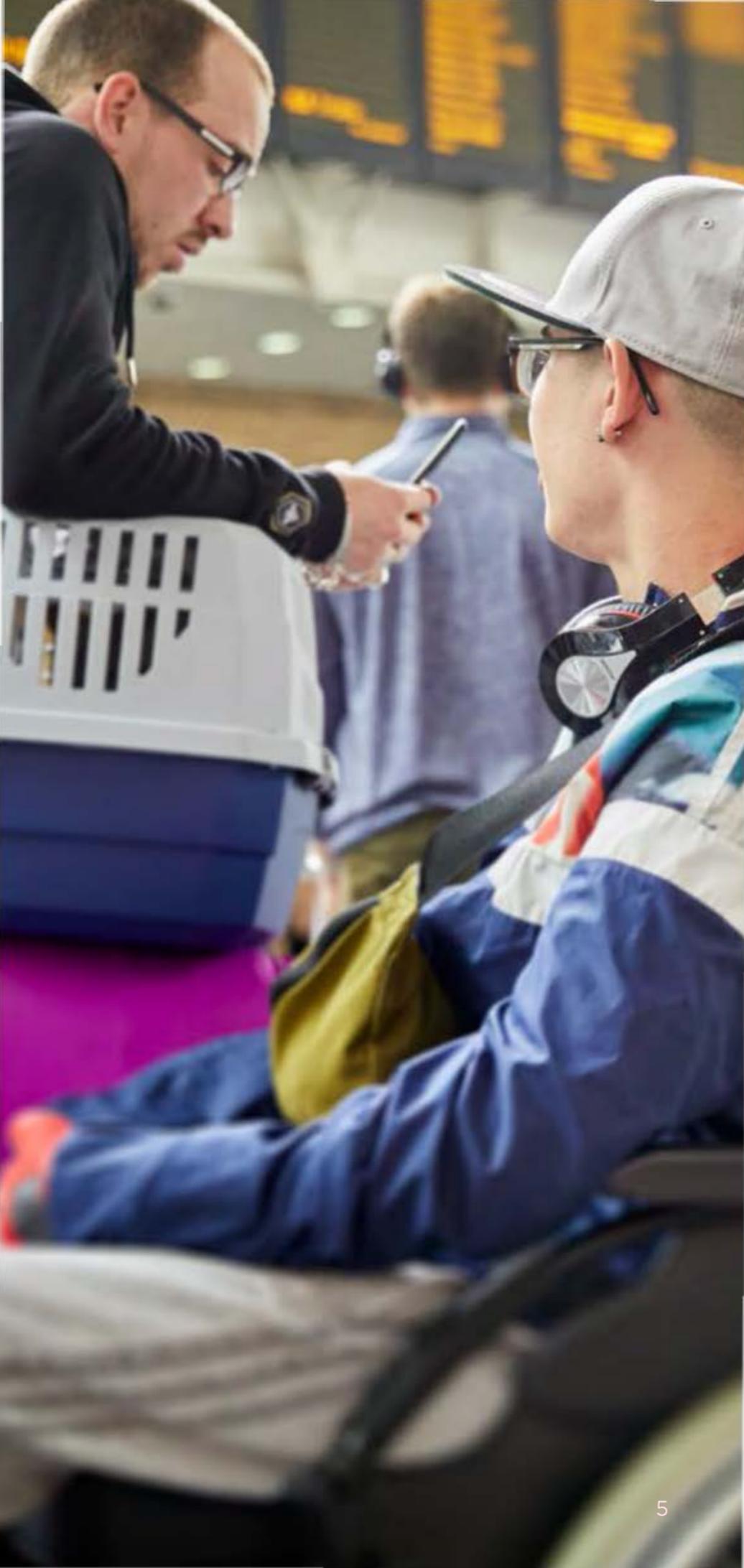
Assistance: what is available and how to get it

For immediate travel

Planning in advance isn't always possible so do not worry – you can turn up at any station that is accessible to you and request assistance onto a train from a member of our staff. If the station does not have staff (which means it will be managed by another train company as all LNER stations are staffed) you will still be able to board LNER services. All LNER trains have onboard train managers who will look out for people needing assistance at stations. Stations that are not staffed may offer help points to speak directly to the operator who manage the station. To find out whether this is the case, please check the station on the National Rail Enquiries pages at nationalrail.co.uk/Stations. Please also check the level of step-free access as some of these stations have no access to some or all platforms.

We will do everything we can to make sure that you can be assisted as your needs require to the journey you wish to take (or provide alternative accessible transport at no extra cost if reasonably practicable when a train service is not an option), though please do be aware that it may take longer to make arrangements if you have not booked in advance.

The stations managed by LNER are Berwick-upon-Tweed, Newcastle, Durham, Darlington, York, Wakefield Westgate, Doncaster, Retford, Newark North Gate, Grantham and Peterborough. Staff will be available to help you at all of our stations at all times trains are operating.



When travel is being arranged in advance

If you're planning your journey in advance, you can book assistance through LNER (as well as any other train company) for both direct journeys as well as those involving multiple connections and train operators on the National Rail Network. We will be happy to help you arrange this journey.

To make sure we can give you the assistance you need, and inform you about any potential issues with your journey, we recommend booking in advance. To do this, please let us know, where possible, by 10pm the night before you plan to travel or 6 hours before travel if you are travelling on the same day as you are booking.

You can book assistance with us between 08.00 and 22.00 which are our current contact centre opening hours. We will be working to reduce this to 2 hours notice for same-day travel by 1 April 2021.

Whilst all LNER stations are staffed, our trains stop at some stations which are either part-staffed or managed by other train operators and may be unstaffed. When booking assistance to or from these locations we will do everything we can to ensure you get the help and assistance you need. If that station is not accessible to you we will provide you with alternative accessible transport, such as a taxi, to the nearest or most convenient accessible station – this will be at no extra cost to you.

If you are unable to book assistance in advance, just let us know when you arrive at one of our stations. We will always help you get to your destination but please arrive with as much notice as possible (ideally at least 20 minutes before your train) so we can arrange for someone to help you. If we are unable to help you onto the train you want to catch at short notice, we will get you onto the following train.

Ways to book assistance for your journey

- **Call:** 03457 225 225 (option 3)
- **Text Relay:** 18001 03457 225 225
- **Online:** [LNER.co.uk/AssistedTravel](https://www.lner.co.uk/AssistedTravel)
- **In person:** You can book assistance at any LNER Travel Centre – these are at all LNER managed stations, and at London King's Cross and Edinburgh Waverley

The levels of assistance we are able to provide

There are a number of ways we may be able to help you when you are travelling with us – some of which are:

- Help with planning your journey
- Assistance with getting on and off the train – for example if you require guiding due to a visual impairment or if you are a wheelchair user and require a ramp
- Help with luggage
- Getting through the station, to your platform and boarding the train
- Boarding the train if you are a wheelchair user, scooter user or have a different mobility aid – likely involving the use of a ramp
- Making a seat reservation or reserving a dedicated wheelchair space (please make sure you do this in advance to guarantee a reservation as our trains can be very busy)
- Making a reservation for a train operated by another company (please note not all train companies offer reservations)
- Assistance to and from connecting services and onward transport within the station area
- Buying tickets
- Checking the accessibility and facilities available on the train and at the station.

We have made sure that our staff are trained to help all of our customers and provide the best possible assistance – that includes customers with both visible and non-visible impairments.

Please be aware that while we will do all that we can to assist you throughout your journey, we will not be able to accompany you throughout your journey – though we do have staff onboard all LNER trains who you can ask if you need any assistance. We are unable to provide personal care such as help with eating, taking medication or using the toilet and please ask that if you need this support when travelling, you should travel with a companion.



Sunflower Lanyards

LNER were the first train operator to introduce the Sunflower Lanyard initiative. You can get a Sunflower Lanyard from us, free of charge, if you have a non-visible impairment. By wearing a Sunflower Lanyard, you are telling our staff (discretely) that you have a non-visible impairment and may need some extra help.

Our staff will not know what your disability is, how it impacts you or what help you need, but our staff have been trained to spot anyone wearing one and approach them if they need help.

You can get a Sunflower Lanyard by:

- Visiting any LNER staffed station and asking a member of staff at the Customer Information Point or Travel Centre
- Emailing customers@LNER.co.uk with your postal address and we will send you one in the post
- Call us on 03457 225 333 and we will send you one in the post.

Since LNER introduced the Sunflower Lanyard initiative to rail, all other train operators have joined us in recognising the lanyard. You are able to use a lanyard obtained from LNER with any train company, as well as in a number of other locations such as some supermarkets and airports. You can use Sunflower Lanyards that you received from other businesses on LNER as well as these are universal.

For more information, visit the Assisted Travel page on our website or speak to a member of our staff.

What to expect: our commitment to passengers at every stage of the journey

Before you travel

We will provide you with the information you'll need to plan ahead, as well as make sure you understand the accessibility of your journey. Information about planning your journey and tickets can be obtained through the following options:

- **By phone:** Call us on 03457 225 333
- **At a Travel Centre:** Visit one of our staffed travel centres. You can find these at Edinburgh Waverley, Berwick-upon-Tweed, Newcastle, Durham, Darlington, York, Wakefield Westgate, Doncaster, Retford, Newark North Gate, Grantham, Peterborough and London King's Cross
- **Online:** You can find journey information and purchase tickets on our website at [LNER.co.uk](https://www.lner.co.uk)

If you need help planning your journey or any other advice then please have a look at our website. If you cannot find what you are looking for, give our customers solutions team a call on 03457 225 333 who will be happy to help.

Buying your ticket

Our team will be happy to help you purchase a ticket. We will be able to book your assistance when you come into a Travel Centre at the same time as buying your ticket. You can also book assistance when buying tickets online. Our Assisted Travel team can redirect you when booking assistance for you to book your tickets over the phone.

We have ticket gates at some stations which means you will often need a ticket to get onto the station platform. On LNER services you should always buy a ticket before you board the train unless you are unable to purchase at the station because accessible ticket buying facilities are not available. The ways you can buy a ticket are:

- **By phone:** Call us on 03457 225 333
- **At a Travel Centre:** Visit one of our staffed travel centres. You can find these at Edinburgh Waverley, Berwick-upon-Tweed, Newcastle, Durham, Darlington, York, Wakefield Westgate, Doncaster, Retford, Newark North Gate, Grantham, Peterborough and London King's Cross

- **Online:** You can purchase tickets on our website at LNER.co.uk
- **Using a Ticket Vending Machine:** You can find Ticket Vending Machines at our stations and Travel Centres. You can buy a ticket here using a debit or credit card and often cash. You can also collect tickets you've bought online. If you need help using these machines, speak to one of our station team.

If you are not able to buy in advance because facilities at the station you are boarding from are not accessible, you will still be able to buy a ticket on one of our trains. You will also be entitled to fare reductions that you could have received when purchasing a ticket at a station (such as a Disabled Persons Railcard discount).

Discounts and railcards

We participate in a number of national schemes offering discounted fares as follows:

If you are visually impaired

Visually impaired customers travelling with a companion who do not have a railcard are entitled to the following discounts on Anytime/Day tickets:

First Class or Standard Anytime Single or Return	34% off
First Class or Standard Anytime Day Single	34% off
First Class or Standard Anytime Day Return	50% off

These concessions do not apply if you are travelling alone and do not have a railcard.

To get these discounts you will need a document confirming your disability issued by a recognised body such as social services, local authority, guide dog ownership certificate, RNIB or Blind Veterans UK.

These discounts are only available from staff at our travel centres or onboard and cannot be purchased online or from Ticket Vending Machines.

If you are a wheelchair user and remain in your wheelchair for a rail journey

If you remain in your wheelchair throughout the journey and do not have a railcard, you are entitled to the following discounts on Anytime/Day tickets:

First Class or Standard Anytime Single or Return	34% off
First Class or Standard Anytime Day Single	34% off
First Class or Standard Anytime Day Return	50% off

The same discount will apply to one companion travelling with you.

Disabled Persons Railcard

If you have a disability you may be eligible for a Disabled Persons Railcard. There are two types of this railcard – a one-year and a three-year. You are entitled for a discount of up to a third on most rail tickets. As well as that, one adult travelling with you can get the same discount. You can out about this railcard and how to get one at:

- **Website:** disabledpersons-railcard.co.uk
- **Email:** disability@raildeliverygroup.com
- **Call:** 0345 605 0525
- **Minicom/Textphone:** 0345 601 0132 (for people who are hard of hearing).

Senior Railcard

If you are aged 60 or over you are eligible for a Senior Railcard. There are two types of this railcard – a one-year and a three-year railcard. You are entitled for a discount of up to a third on most rail tickets. You can find details about this railcard and how to get one at:

- **Website:** senior-railcard.co.uk
- **Email:** railcardhelp@railcards-online.co.uk
- **Call:** 0345 300 0250
- **At stations:** You can use your birth certificate as proof of age.

Other railcards are available that may be more suitable to you. You can visit railcard.co.uk for further information.

Please be aware that Freedom Passes and the associated discount to London Boundary Zone 6 are not valid on LNER services.



Wheelchairs and mobility scooters

We provide wheelchair spaces on all our trains for wheelchair users. You are welcome to use these spaces if your wheelchair fits within the following dimensions:

Width	700mm
Length	1200mm

If your wheelchair does not fit within these dimensions, then unfortunately you will not be able to travel on our trains.

Our trains have a different number of wheelchair spaces depending on the type of train. We currently operate Electric trains and Azuma trains.

The space provision is as follows:

Train type	Standard wheelchair spaces	First Class wheelchair spaces
Electric	2	1
Azuma 5 coach	N/A	2
Azuma 9 coach	2	2
Azuma 10 coach	N/A	4

On our Azuma 5 and 10 coach trains, there are no wheelchair spaces in Standard. Any customer travelling on these services with a Standard ticket will be upgraded to First Class at no extra cost.

Customers using mobility scooters do not require a permit to travel on LNER trains. Our restrictions for mobility scooters are the same as those for wheelchairs in terms of dimensions. You may travel on your scooter by travelling in the wheelchair space on our trains but this is the only place scooters can go on our trains and must not be stored in vestibules or obstructing aisles as these are emergency exit routes.

If your scooter is not within those measurements but will fold you are able to store this item as luggage. Please speak to station staff about arranging this upon arrival at the station.

Be aware that other train operators may require a permit to use a scooter on their trains. Please ensure you check with all operators whose trains you are using, through their website and/or Accessible Travel Policy, what their policy is on mobility scooters before travelling. The above policy is only applicable to trains operated by LNER.

Help at the station

Station facilities

We are responsible for 11 stations on the rail network and we will continuously improve the facilities available at those stations. This includes, but is not limited to, lifts, ramps, escalators, accessible counters, induction loops at ticket counters and elsewhere, toilets and accessible toilets, waiting room and shelters, and accessible seating. You can find information about these facilities and what is available at our stations on our website as well as (for our stations and for those of other train operators) at the National Rail Enquiries website: nationalrail.co.uk/Stations

We work with other train operators to ensure that facilities and also maintained and improved at other stations we stop at that we do not manage.

At a staffed station

When you arrive at a station, if you need assistance, please make yourself known to station staff. At an LNER station, staff will be available at the Information Point or in the Travel Centre. The meeting point for Passenger Assist at all LNER stations is the Customer Information Point, or the Travel Centre at smaller stations.

You can find the location of the meeting points at stations (including at LNER stations whether this is Customer Information Point or Travel Centre) on our website at LNER.co.uk/Stations or from the National Rail Enquiries website at nationalrail.co.uk/Stations

We recommend you arrive at the station at least 20 minutes prior to the departure of your train (some stations may advise more than this – you will be told when booking assistance). If you arrive by car or taxi, we can help you from the station car park drop-off area or a blue badge parking space. We can't help if you are outside the station.

We can also carry luggage onto the train – maximum two items up to 23kg each. Please try where possible to book this in advance through our Passenger Assist team. You can also bring a small item with you free of charge if you are able to carry it independently.

When the train arrives, we will make sure you are boarded with any luggage that you may have. We will help you to a seat or to a wheelchair space as required. All staffed stations have portable ramps and, where this is not one, we keep ramps onboard our trains. We will deploy these for you if you need step-free boarding. If you think the ramp would make boarding easier for you, let the team know when booking assistance (or let a member of station staff know on the day as early as possible).



At stations without any staff

While all LNER stations are staffed, some stations we call at may either be unstaffed or only staffed when the ticket office is open. When using a station where there are no staff available, our Train Manager will provide assistance to you getting on and off the train. The Train Manager will generally be located towards the back of the train and will be checking the platform while the train is stopped.

Please note, a Train Manager cannot assist you in getting to or from the car park or other assistance on the station because of the limited time that trains stop at stations.

Getting off the train

When you get to your stop, we will make sure you can get off the train. Where appropriate, we will make sure a member of our team is there to help you to the next part of your journey.

Inaccessible stations

All LNER stations are accessible however some of the smaller stations we call at that other train companies manage are not. In these circumstances, we will provide alternative transport (such as a taxi) – at no extra cost to you – to take you to the nearest accessible station if, for example, you are a wheelchair user and are unable to access the station due to no step-free access.

You can find information on the level of step-free access at stations on our website at [LNER.co.uk/Stations](https://www.lner.co.uk/Stations) or from the National Rail Enquiries website at nationalrail.co.uk/Stations

Ticket gates

Some stations on our network have ticket gates which will need to be opened with a ticket. These gatelines will always have a member of staff present when in operation who you can speak to if you require assistance getting through the gates. When no staff are available to operate the ticket gates at any station, we will lock the gates in the open position so that customers can pass through.

All of our ticket gatelines have at least one wider accessible gate for wheelchair users and customers using other mobility aids.

Help on the train

Our staff will take everyone's individual requirements into account and do what they can to provide assistance that best suits your needs. Please ask any member of our onboard team if you need assistance and they will do all that they can to help.

Seat reservations

All LNER trains are currently reservation only meaning you must have a seat reservation before boarding. You can reserve a seat or wheelchair space up to 5 minutes before you travel, and can do this by contacting us, using our website or visiting one of our Travel Centres. This will help us to ensure that everyone travelling on our trains can get a seat and travel comfortably.

Every coach on all of our trains has priority seats for people with reduced mobility, who are pregnant or less able to stand. These seats are identified by signage above them on our trains, and have additional legroom to make them easier to use.

We also have reservable wheelchair spaces on all of our trains. You can reserve a wheelchair space, or a priority seat, by getting in touch with our Passenger Assist team on 03457 225 225 (option 3) or text relay on 18001 03457 225 225.

All wheelchair spaces in Standard are accompanied by two companion seats. These seats can only be reserved in the same way as the wheelchair space to ensure they are available for your companion(s). In First Class wheelchair spaces have either one or two companion seats depending on the space - this is because of the seating layout of the train.

Our Passenger Assist team will do what they can to ensure you are sat with your companion(s). These seats are non-reservable except through Passenger Assist and treated as priority seats, so we will ask someone who hasn't booked assistance to give up these seats if needed for someone who has.

As our 5 coach and 10 coach Azuma trains only have wheelchair spaces in First Class, any wheelchair user travelling on one of these services will automatically be upgraded to First Class and entitled to the full complimentary offer. You will also be able to take one companion with you.

Our booking team or station team will use their discretion if you are travelling with more than one companion to ensure that you are not split up however this will be determined based on your individual circumstances. Companions will also be entitled to the full offer.

We will ensure that priority space of the wheelchair space is enforced at all times. Should you need one of these spaces, our onboard or station staff will make sure the space is clear for you to use when you board.

The majority of our trains also have call for aid devices in wheelchair spaces as well as in the accessible toilet. You can press this if you need staff assistance and are unable to get their attention. The only wheelchair spaces that don't have these are in First Class on our older electric trains. Where this is the case, there will be a frequent at-seat service so it will be easy to get the attention of staff.

Audio and visual information

To help you know where you are along your journey and what is going on throughout, all of our trains will have both audio and visual announcements.

Our entire fleet of trains have automatic information screens that will display information about the calling pattern of the train, safety information and information in the event of disruption. Our Azuma trains have automatic audio announcements that replicate this visual information. While our older electric trains do not have automatic pre-recorded automatic announcements, the Train Manager will use the Public Address (PA) system to make manual announcements.

If the information is unclear or you think you missed something important, ask a member of our onboard crew.

Train facilities

You can find out information about the different facilities available on our trains on our website, including the availability of priority seating, number of wheelchair spaces, and accessible toilets by train type at [LNER.co.uk/AssistedTravel](https://www.lner.co.uk/AssistedTravel)

Assistance on arrival

When you get to your destination, staff will help you to get off the train as soon as possible. If the staff cannot get to you as the train arrives, they will help you off the train in any event within five minutes of the train's arrival time.

If things do not go as planned

Delays and disruption

Sometimes things outside of our control mean that there may be disruption to your journey. If this does happen, we will assist you to make sure the experience is as stress-free as possible, as well as provide compensation should booked assistance not be successful. We will do everything we can to ensure you are able to continue your journey and that you are not left stranded.

We will make sure to keep you up to date through our website, social media and announcements (both on the train and at the station).

If the disruption means that your original assistance is no longer possible for whatever reason, we will do what we can to get in touch with you before you arrive so that we can help you re-plan your journey and re-arrange that assistance. If necessary, we will arrange alternative accessible transport for you should you no longer be able to travel by rail – this will be at no extra cost to you.

Our staff, both on the station and on the train, will help you as required and have been trained to assist all of our customers. They will communicate disruption either over public address systems or in person. Many of our staff also have smart devices so can help you re-plan your journey and check the accessibility of that journey if the route is different from the one you had originally planned to take.

Emergencies

In the event of an emergency, station and/or train staff will safely carry out any evacuation as needed. Staff will keep you informed and advise of what will be happening throughout the process. All our trains and stations have evacuation plans that take into account the needs of disabled passengers and our staff and emergency services are aware of these.



Redress and compensation

We will make every effort to ensure your experience using Passenger Assist is positive. If something goes wrong and assistance is not delivered, we will provide you with compensation for your journey. When your assistance was booked for travel on one of our trains, we will offer you a full refund for the cost of the journey. If you were travelling on another train company's service, please contact that company who will arrange for appropriate redress.

To make a claim for redress, please contact our Customer Solutions team through the contact details set out at the end of this document. You can get in touch with us by email, phone or your other preferred contact method. Please do let us know as soon as possible if something has gone wrong so that we can quickly investigate and understand what went wrong.

We are happy to assist you with your claim as much as we can. We will coordinate the response to your complaint if there are multiple train companies involved and provide you with a full explanation including why it happened and what mitigating actions we intend to take as a result.

We will always comply with the Consumer Rights Act 2015 and in line with National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra cost caused by a service failure. An example may be the cost of a new plane ticket if you miss a flight.

This does not affect your legal right to make claims under the Consumer Rights Act 2015, although you must not seek to recover the same money twice (for example from both our complaints process and the Consumer Rights Act 2015).

Your feedback is invaluable in helping us to improve our services in the future here at LNER. If you're not happy in any way, we'll take your comments or complaints very seriously and do everything we can to make things right. We aim to resolve all complaints to your satisfaction, quickly and effectively, without the need for involvement for third parties.

If you are not happy with the response you have received from us, you can appeal to the Rail Ombudsman.

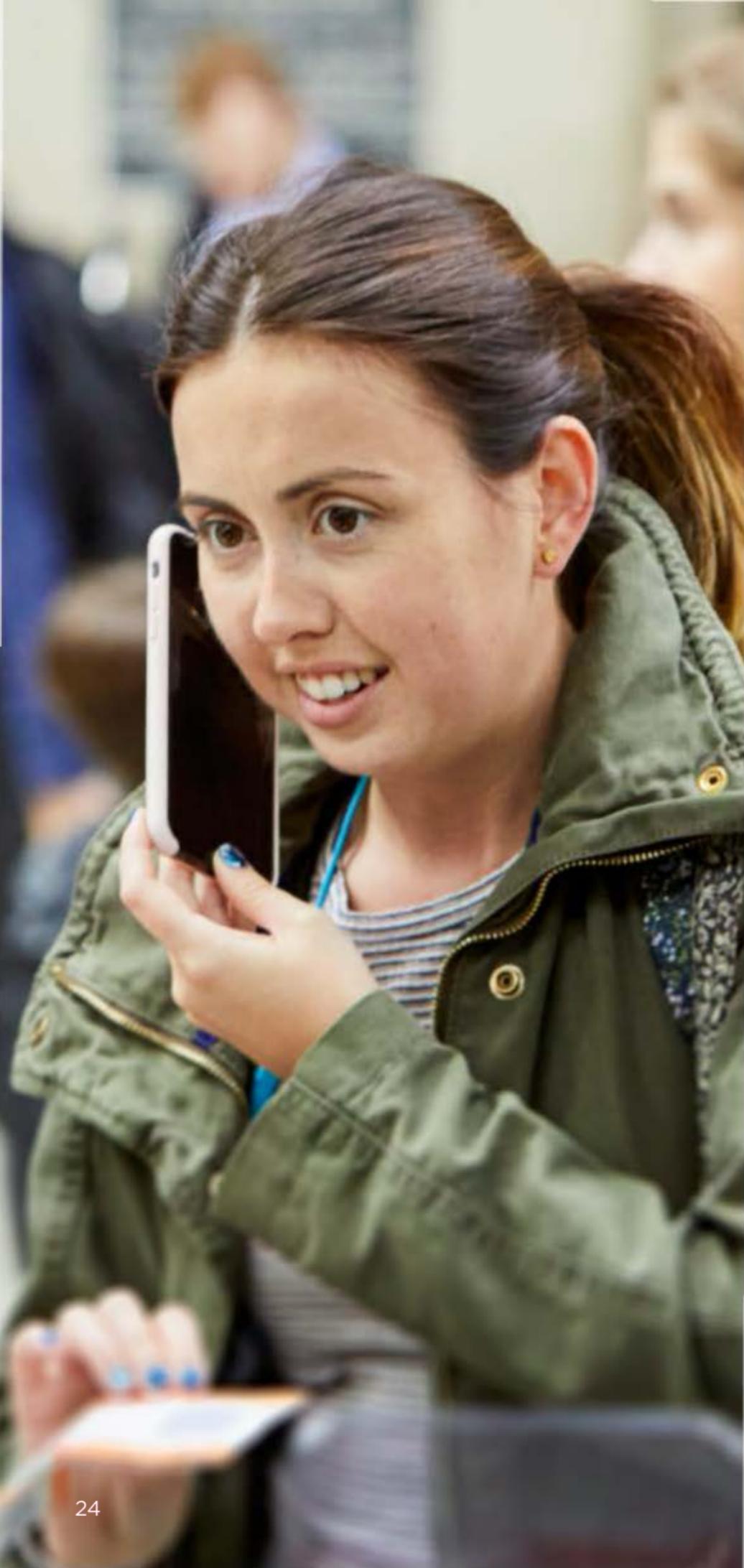
You can appeal to the Rail Ombudsman if:

- you are unhappy with our final response to your complaint which will be contained in a letter or email (this is sometimes known or called a 'deadlock letter');
- or
- we have not resolved your complaint within 40 working days of receiving it;
- and
- no more than 12 months have passed since we sent you a final response

If you wish to find out more about the Rail Ombudsman, please see details below.

- **Website:** railombudsman.org
- **Call:** 0330 094 0362
- **Textphone:** 0330 094 0363
- **Email:** info@railombudsman.org
- **Twitter:** [@RailOmbudsman](https://twitter.com/RailOmbudsman)
- **Post:** FREEPOST - RAIL OMBUDSMAN

There are some complaints that the Rail Ombudsman will not be able to look into, for example if it is about the way one of our services has been designed, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established. If that is the case, they will contact you to let you know.



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Where to get more information and how to get in touch

Large Print or Easy Read versions of this leaflet

Get in touch with our team at 03457 225 333 and they will arrange for it to be sent to you within seven working days.

Our Accessible Travel Policy

This document sets out in more detail our commitments and standards of service provision, as well as relevant policies and practices, with regards to disabled people using the rail network. It is available both online at [LNER.co.uk/AssistedTravel](https://www.lner.co.uk/AssistedTravel) and in Large Print and Easy Read formats by calling our team on 03457 225 333.

Stations and trains accessibility information

Train information is available on our website and to download from [LNER.co.uk/AssistedTravel](https://www.lner.co.uk/AssistedTravel)

Our stations information is available on our website at [LNER.co.uk/Stations](https://www.lner.co.uk/Stations) and on the National Rail Enquiries website at nationalrail.co.uk/Stations

Day of travel queries or issues:

- **Call:** 03457 225 333
(Open Monday to Sunday from 07.00 to 22.00)

Passenger Assist service contact details

- **Call:** 03457 225 225
(Open Monday to Sunday from 07.00 to 22.00)
- **Text Relay number:** 18001 03457 225 225
(Open Monday to Sunday from 07.00 to 22.00)

How to contact us via social media

- **Twitter:** [@LNER](https://twitter.com/LNER)
- **Facebook:** [LNERRailway](https://www.facebook.com/LNERRailway)

How to get involved and help us to improve our accessibility and inclusivity

Send us an email at [customers@LNER.co.uk](mailto:customers@lner.co.uk) and tell us how you would like to be involved.

How to provide feedback or make a complaint

In the first instance, call our team on 03457 225 333, email customers@LNER.co.uk or contact us by post at

London North Eastern Railway
FREEPOST RTUH-TUGH-GCLZ
Cramlington
NE23 1WG

Your feedback is invaluable in helping us to improve our services in the future here at LNER. If you're not happy in any way, we'll take your comments or complaints very seriously and do everything we can to make things right. We aim to resolve all complaints to your satisfaction, quickly and effectively, without the need for involvement for third parties.

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- we have not resolved your complaint within 40 working days of receiving it;
- and
- no more than 12 months have passed since we sent you a final response.

If you wish to find out more about the Rail Ombudsman, please see details below.

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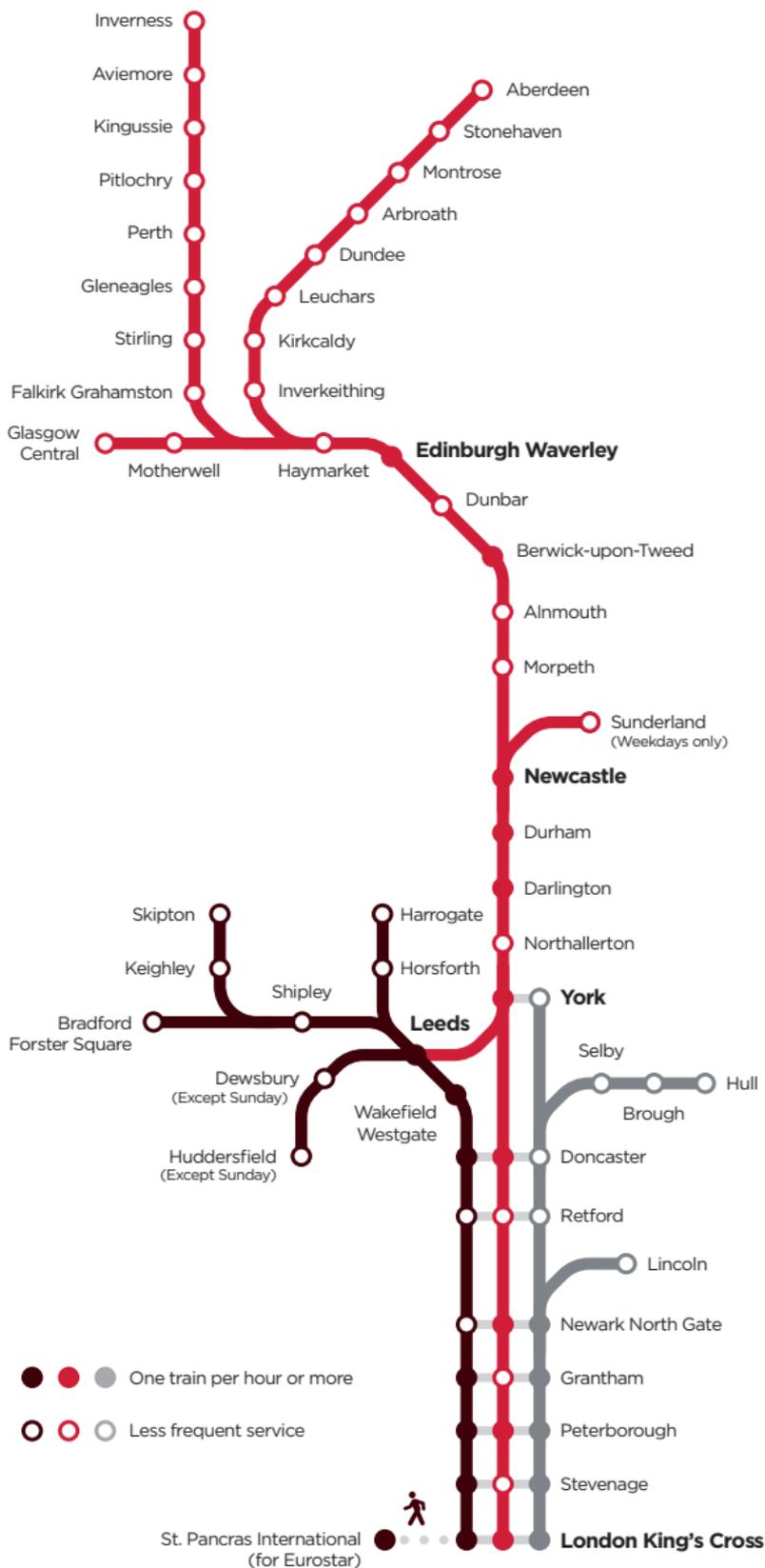
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Step-free station map



Our services



LNER Rolling Stock information

Train type	Graphic of train	Routes predominantly operated	Wheelchair spaces	Scooter/Mobility aid acceptance	Details	Accessible toilet	Standard toilet	Boarding ramp	Priority Seating	Aural information	Visual information	On-train staff to provide assistance
Electric	PICTURE	London - York London - Newcastle London - Edinburgh	STD - 2 1ST - 1	Yes	Travel in wheelchair space if within 700x1200mm Can be folded and stored as luggage	1 in STD 1 in 1ST	Yes	Yes - Available on request from staff	Yes	Yes - Manual	Yes	Yes
Azuma 9 coach	PICTURE	All routes	STD - 2 1ST - 2		Travel in wheelchair space if within 700x1200mm Can be folded and stored as luggage	1 in STD 1 in 1ST				Yes - Automatic		
Azuma 5 coach		London - Lincoln	1ST - 2		Travel in wheelchair space if within 700x1200mm	1 in STD 1 in 1ST						
Azuma 10 coach		London - Leeds London - West Yorkshire	1ST - 4		Travel in wheelchair space if within 700x1200mm	2 in STD 2 in 1ST						

LNER Stations information

Station	Staffing	Step-free category	Note	Blue badge parking	Seating	Toilets	Accessible Toilets	Ticket machines	Ticket office	Passenger Assist Meeting Point	Customer Information Systems	Secure Station Accreditation	Catering
Berwick-upon-Tweed	YES (all times)	A	This station has step-free access to all platforms	YES	YES	YES	YES	YES	YES	Meeting point is Travel Centre on main concourse	YES	YES	YES
Darlington	YES (all times)	A	This station has step-free access to all platforms	YES	YES	YES	YES	YES	YES	Meeting point is Customer Information Point on main concourse	YES	YES	YES
Durham	YES (all times)	A	This station has step-free access to all platforms	YES	YES	YES	YES	YES	YES	Meeting point is Customer Information Point on Platform 2	YES	YES	YES
Doncaster	YES (all times)	A	This station has step-free access to all platforms	YES	YES	YES	YES	YES	YES	Meeting point is Customer Information Point on main concourse	YES	YES	YES
Grantham	YES (all times)	A	This station has step-free access to all platforms	YES	YES	YES	YES	YES	YES	Meeting point is Customer Information Point on Platform 1	YES	YES	YES
Newcastle	YES (all times)	B	This station has step-free access to all platforms except platforms 5, 6, 7 and 8. These platforms are accessed via a very steep bridge and staff assistance is advised	YES	YES	YES	YES	YES	YES	Meeting point is Customer Information Point on main concourse	YES	YES	YES
Newark North Gate	YES (all times)	A	This station has step-free access to all platforms	YES	YES	YES	YES	YES	YES	Meeting point is Travel Centre on main concourse	YES	YES	YES
Peterborough	YES (all times)	A	This station has step-free access to all platforms	YES	YES	YES	YES	YES	YES	Meeting point is Customer Information Point on main concourse	YES	YES	YES
Retford	YES (all times)	B	This station has step-free access to all platforms except platform 3. This platform requires a barrow crossing over the track which needs staff assistance	YES	YES	YES	YES	YES	YES	Meeting point is Travel Centre on main concourse	YES	YES	YES
Wakefield Westgate	YES (all times)	A	This station has step-free access to all platforms	YES	YES	YES	YES	YES	YES	Meeting point is Customer Information Point on main concourse	YES	YES	YES
York	YES (all times)	A	This station has step-free access to all platforms	YES	YES	YES	YES	YES	YES	Meeting point is Customer Information Point on main concourse	YES	YES	YES