

Marcus Clements
Head of Consumer Policy & Compliance
Telephone 020 7282 2000
E-mail DPPP@orr.gsi.gov.uk



03 October 2018

Leo Goodwin
Managing Director
First TransPennine Express Limited
[by email]

Dear Leo

Review of First TransPennine Express Limited (Trading as TransPennine Express) Disabled People's Protection Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Provisions: Passenger)

Thank you for submitting your draft Disabled People's Protection Policy (DPPP) for review. A copy of your approved DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

I confirm that we have reviewed your DPPP against the 2009 Guidance "How to write your Disabled People's Protection Policy: A guide for Train and Station Operators" (the Guidance) and can confirm that your revised DPPP meets the requirements of Condition 5 of your station licence and GB Statement of National Regulatory Provisions: Passenger (SNRP).

We welcome the following, which we believe are likely to be positive for passengers:

- Your commitment to **reduced timescales for assistance booking** to two hours for passengers making direct journeys between two of your own managed stations¹;
- The provision of **free car parking** for blue badge holders; and
- Your use of **assistance cards**, which allow passengers with communication difficulties and hidden disabilities to communicate their assistance needs to staff.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance.

¹ We recognise that you have not been able to secure the introduction of a 2-hour notice period for booked assistance travelling on your services to or from Northern and Network Rail managed stations, as envisaged in your franchise agreement, and that this is the subject of franchise variation discussions with Rail North; if this situation changes, we would expect a revised DPPP to be submitted to us for consideration.



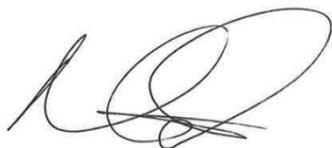
The main areas where you clarified your policy during our review were:

- **The provision of accessible taxis:** The guidance states that operators must commit to providing information about the availability of accessible transport from the station, such as accessible taxis and that where taxi access to stations is regulated under contract with the station operator, the terms of the contract must include the requirement for the taxi operator to provide wheelchair-accessible vehicles. You have confirmed that, through your contracts with taxi companies, there is the ability to source an accessible vehicle at short notice from all of your permitted taxi ranks. You have included this information in your DPPP document.
- **The provision of luggage assistance:** The guidance states that operators must ensure that staff will be available to help where this assistance has been arranged in advance. You have confirmed in your DPPP that luggage assistance will be provided for disabled customers free of charge within the boundary of the station and into the station car park and that passengers can take up to three items of luggage in line with the National Rail Conditions of Travel. As discussed during the review of your policy we have some concerns around the level of staff discretion in relation to assisting with luggage with reference to weight, and how you will ensure consistency of practice. We may consider revisiting this aspect of your DPPP if we receive information that indicates that the discretion is being exercised in a way that is undermining the objective of the commitment.
- **Rolling stock replacement programme 2018-19:** The guidance states that each operator's passenger document needs to be widely available to passengers, that operators must ensure that copies of the passenger document are provided on leaflet racks and at ticket offices at all staffed stations called at by their services, and also that disabled passengers should be confident that the information they are given is accurate and consistent. You have confirmed in your DPPP that during the period of rolling stock change, print versions of your passenger-facing document will continue to be available from those stations where your services call. In addition, information about each additional fleet will be made available on your website, in supplemental leaflets at your stations, or from your Assisted Travel Team.

You have informed us that you have carried out an audit of your stations to ensure that the information provided in the stations matrix in your DPPP document and online on both the National Rail Enquiries and Stations Made Easy sites is correct. We welcome this work as it is important that passengers have access to accurate and consistent information before travelling.

In addition to this, we expect all supporting information, such as that provided on your website and on your trains, to be consistent with the information provided in your DPPP.

Yours sincerely

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

Marcus Clements

Making Rail Accessible

Guide to Policies and Practices



Contents

1. Our Strategy	4
2. Management Arrangements	4
3. Monitoring and Evaluation	5
4. Access Improvements	5
5. Working With Others	7
6. Staff Training	7
7. Emergency Procedures	8
8. Communications Strategy	8
9. Car Parking	9
10. Contact Us	9

Introduction

Our Routes

TransPennine Express (TPE) is operated by FirstGroup PLC.

We provide Intercity rail services connecting key Northern cities and towns on the following routes:

North TransPennine

Services between:

- Manchester Airport / Liverpool and Newcastle, Middlesbrough, Scarborough and Hull via Manchester Stations, Huddersfield, Leeds and York

South TransPennine

Services between:

- Manchester Airport and Cleethorpes via Manchester Piccadilly, Stockport, Sheffield, Doncaster, Scunthorpe and Grimsby Town.

North West and Scotland

Services between:

- Manchester Airport and Edinburgh / Glasgow via Manchester Piccadilly, Preston, Lancaster, Oxenholme, Penrith and Carlisle.

Our Trains

We operate two different types of rolling stock: four car Class 350s (North West and Scotland Only) and, three car Class 185s (all routes). During 2018 and 2019, we will introduce three brand-new fleets of trains to our network, offering increased capacity and comfort, and improved journey times across the North of England on more routes.

Throughout this period of change, print versions of our Making Rail Accessible – Helping Older and Disabled Customers guide will continue to be available from those stations where our services call. Information about each additional fleet will be made available on our website at tpexpress.co.uk, in leaflets at our stations, or by calling our Assisted Travel Team who will be able to talk you through the features of these trains, and send you a fleet specific supplement to accompany our Making Rail Accessible guide.

Our Stations

We manage 19 stations, and serve a large number operated by other Train Operating Companies or by Network Rail.

The majority of the stations we operate have level access and many other accessible features, as do many stations at which we call that are operated by others, however at some stations access is still provided by staff operated barrow crossings. We are making efforts during our franchise to see these crossings replaced with lift access, recognising the benefit these offer to all customers.

We will also look for ways to deliver other access improvements in conjunction with our industry partners and stakeholders including, but not limited to, Network Rail, other Train Operating Companies (TOCs), the Department for Transport (DfT), Passenger Transport Executives (PTEs) Integrated Transport Authorities (ITAs) and local authorities.

Our Policies

Station and train accessibility information is detailed in our passenger document: Making Rail Accessible: Helping older and disabled passengers, which is available at staffed stations, on our website and through our Assisted Travel Team.

This policy has been produced based on guidance contained in: Design Standards for Accessible Railway Stations – A Code of Practice, issued by the Department for Transport and Transport Scotland in 2015; and How to Write Your Disabled People's Protection Policy, published in November 2009.

Issuing and complying with a Disabled Persons Protection Policy (DPPP) is a condition of our passenger and station operator's licences as required and approved by the Office of Rail and Road (ORR).

This policy and our passenger document set out our commitment and the measures that we are taking to meet the needs of disabled passengers as well as the reasonable adjustments we are making to comply with the Equality Act 2010.

We will review the documents on an annual basis at the end of each anniversary year from their approval date. Customer comments and feedback on our DPPP are very welcome, and will be considered when these documents are reviewed. Feedback is logged by our Assisted Travel team who specialise in this area and comments are passed to the relevant manager for investigation. Data from this feedback is included in our periodic board report and is reviewed by our Executive team. We also continually review our stations and trains accessibility information to make sure that our customers are provided with accurate information.

1. Our Strategy

Welcome to 'Making Rail Accessible: guide to policies and practices', part of our Disabled People's Protection Policy (DPPP). We know how important it is to get customers from A to B simply and with the least possible fuss. That is why we are committed to making reasonable adjustments that will improve access to the trains and stations which we operate, to benefit all, including older and disabled passengers.

Our strategy is clear and simple – we recognise the needs and concerns of older and disabled passengers when using public transport and our goal is to provide services that are as accessible as possible.

Our trains are some of the most accessible in the UK, and our stations are largely accessible, but we are committed to continuous improvement. Our planned improvements are outlined in section four of this document. We are also committed to looking at ways we can continue to make it easier for older and disabled passengers to access our services by working with organisations such as the DfT, Rail North, Transport Scotland, Transport Focus, PTEs and ITAs, Local Authorities, Local Access Panels and other groups in order to identify the requirements of our passengers, and seek external funding to deliver improvements. We have active links with Disability Rights UK, RNIB, Action on Hearing Loss and Dementia Friends, as well as with many local advocacy groups, and have formed a Joint Inclusivity Forum, along with Arriva Rail Northern and Hull Trains, to act as a critical friend for discussion of accessibility improvements.

We take guidance from the Rail Delivery Group (RDG) on the latest industry improvements, and follow this guidance to adopt best practice wherever possible to improve the service we provide to our customers.

Our Sustainable Development Strategy recognises the importance of working positively with the communities that we serve and this takes the form of social, environmental and charitable engagement and support. Our Sustainable Development Plan details the approach we will take to deliver this strategy.

We will continue to monitor all aspects of our policies to make sure that they are current, reflect our efforts and build on best practice within the industry. We welcome feedback on this policy which is kept under regular review.

Disability awareness is an integral part of our business activity. Our Strategy Director has overall responsibility for the company's DPPP, and will ensure that the policy is integrated into business plans at the planning stages of all projects.

The Transport Integration Manager will work closely with all of the teams within our business to develop and ensure delivery of our policies and procedures with regards to accessibility. This includes ensuring that accessibility issues are considered for any changes made to our services or network. This will include involving passengers and advocacy groups in design and navigation exercises regarding train interiors, ensuring that they are easy to get on and move around. We undertake assessments of our trains and stations to ensure that we are compliant from a safety perspective but can also offer the best service possible for passengers with different access needs.

Where our DPPP 'Helping Older and Disabled Passengers' document says we will provide a service or meet a standard at stations, on trains or in our customer service, we have quality control systems in place to ensure that these are provided.

Our policies are designed to meet the requirements of our DPPP and DfT Code of Practice and our quality systems ensure these requirements are met and continuously improved.

Our quality systems operate at all levels:

- There are 18 business objectives in our Business Plan, each with a set target to drive improvement.
- Our station staff carry out quality checks and report any issues to the Service Desk for resolution.
- Our on-board staff carry out quality checks and report any issues to our Maintenance Controllers to resolve any immediate issues, or report faults to our train maintenance depots for resolution.
- Our Complaints Handling Process analyses and channels all feedback, whether praise, suggestion, comment or complaint, back to the responsible manager to be followed up for action and monitoring.
- Our customer tool, available via our app, allows customers to notify us of faults they see. These are routed directly to the Service Desk. Disability awareness training and customer service training, coupled with regular briefings to our employees, mean we can meet our obligations to disabled and older customers and help them enjoy their journeys with us. Our staff are all trained to recognise our 'Blue Assist' on trains and stations, which helps improve communication for those who may need assistance when travelling.

TransPennine Express hold a series of regular cross-functional meetings. Our Customer Experience Management Group meets regularly to review customer results and progress against actions to improve customer service, including changes to processes and staff training to deliver accessibility improvements. The responsibility for making physical changes to stations to improve accessibility lies with the Strategy directorate, and changes are discussed at a number of relevant forums. We evaluate the business case for accessibility improvements using such tools as the Passenger Demand Forecasting Model (PDFM).

We record all instances of customer contact with our Assisted Travel team including praise and complaints broken down by the reason.

Our Franchise Agreement commitments include:

- monitoring of reservations for seating accommodation for and/or the provision of assistance to, persons with disabilities which are made through the Passenger Assistance service;
- Record whether such seating accommodation and/or assistance is actually provided, and provide records to the Secretary of State, when requested.

From August 2017, along with other train operating companies, we introduced a new approach to recording the delivery of passenger assistance.

TransPennine Express collates data on the number of pre-booked assistance requests at our stations, how many of these are successfully delivered, and any instances whereby assistance is not provided. We also collate data on the number of unbooked assistance requests, and any instances where this assistance has not been provided and the reasons why.

This data is submitted to the Office of Rail and Road on a periodic basis, and we are working closely with them, Rail Delivery Group and other train operators to improve the accuracy of this data, and introduce more efficient methods for its capture.

In addition to our own monitoring, we encourage customers using our Assisted Travel Service to give feedback. They can do this via an email survey which is sent with the Assistance Booking confirmation, or by contacting the Assisted Travel team. The information we receive is recorded and used together with all the information from other sources to measure and improve our performance of this service.

We undertake a 5% call back of all calls to the Passenger Assist team and a 5% follow-up survey after the journey to take feedback on our customers' experience. This information is analysed and evaluated every period in order to address any immediate priorities and integrate long term needs into our planning. It is also analysed to inform training needs.

We set ourselves targets to reduce the number of complaints about accessibility issues as part of our customer experience business objective and monitor our progress against this on a four weekly basis. In 2016/17, there were 26.8 million journeys on our services and we received 0.41 complaints per 100,000 passenger journeys relating to accessibility issues, this is slightly ahead of our target of 0.35 complaints per 100,000 passenger journeys. For 2017/18 we have a target of 0.30, and we are currently showing an improvement on the 2016/17 results year-on-year. When setting our targets for 2018/19 we will consider the number of complaints received in relation to accessibility, and set our target to ensure we continually strive to improve our service.

As the figures show, complaints related to accessibility are typically few on our network, but we are committed to learning from these events and improving our service to disabled and older customers. We have set ourselves periodic targets to ensure that complaints in this category remain low, and we will publish our performance against these targets in our Customer Report every six months.

We also follow best practice in the industry by undertaking:

- quarterly customer satisfaction surveys;
- complaints monitoring regarding assistance as well as all other complaints monitoring;
- feedback and service development exercises with local access groups and our joint inclusivity forum;
- analysis of Passenger Assist booking data to track trends in assisted booking and to monitor growth and usage;
- work with local disability charities to spread knowledge and understanding of Passenger Assist, the DPPP and the accessibility of rail.

4. Access Improvements

We will comply with Rail Vehicle Accessibility Regulations (RVAR) and the Persons with Reduced Mobility - Technical Specification for Interoperability (PRM-TSI) and the Code of Practice when installing or refurbishing rolling stock and facilities at stations. If for any reason we are unable to meet these standards, we will apply for derogations and/or dispensations after reasonable endeavours have been made to comply.

We also follow RDG's 'Guidelines for Development Management for Stations' and the DfT Design Standards for Accessible Railway Stations in planning new works, including considering the Equalities implications of all plans.

Since our stations are largely accessible, we have the opportunity to focus on small but significant accessibility improvements.

Throughout our franchise, we will manage a minor works programme, investing a minimum of £100,000 per year in small scale physical alterations or additions to improve accessibility of our Stations. The schemes will be reviewed and consulted annually to ensure that they take into account changes in legislation, best practice and operational changes.

Since the start of our Franchise in April 2016, we have delivered improvement works including:

- replacing benches at several of our stations with new seating which is easier for customers to lower into and raise out of.
- installed low counters at Scunthorpe Station to improve access at the booking office
- installed new accessible toilets at Hull Paragon interchange
- installed tactile paving and dropped kerbs to the taxi rank at Hull Paragon interchange

Our plans are developed with consideration of customer feedback, industry improvements and opportunities, and the adoption of best practice, with the aim of delivering a consistent level of service across our network.

We will work with partners Rail North and with operators of stations at which we call to seek match-funding for NSIP schemes, such as more level boarding of trains. We will draw on our engagement with local stakeholders to prioritise investment. Our plans will be published in our six monthly Customer Report.

We will continue to provide free alternative transport where a disabled customer wants to travel to an unstaffed station.

We will work closely with other train operators and Network Rail to ensure details of station and train accessibility are kept up to date, and reflect any changes to the facilities.

Our Passenger Assist team is trained to discuss individual needs with passengers to ensure that the appropriate assistance is provided, with as much of the journey by rail as possible. The team's calls are recorded and monitored for performance.

We have also made changes to our assistance booking process, to allow customers to request assistance with a reduced period of notice, recognising that change is required within the industry to enable spontaneous travel for disabled customers.

5. Working with Others

We recognise the importance of working in partnership in order to make continuous improvements to the accessibility of our stations and trains for people with disabilities. As a result, we will continue to work and consult with organisations such as Department for Transport, Rail North, Transport Scotland, Transport Focus, Passenger Transport Executives/Integrated Transport Authorities, local authorities and advocacy groups, including our Joint Inclusivity Forum, in order to anticipate the requirements of all our passengers, including those with disabilities.

We will also work with other train operating companies and the Rail Delivery group (RDG) to introduce a degree of consistency across the industry where possible. Our Joint Inclusivity Forum with Arriva Rail Northern and Hull Trains, which is attended by a number of representatives from disability groups based in the North of England acts as a critical friend to challenge the operators on current practice, and keep us informed of any new technology or approaches from other industries which could be adopted, with the aim of improving services for disabled customers.

We will also work with other transport service providers and advocacy groups to make sure that the needs of disabled passengers are incorporated into any jointly planned integrated transport initiatives, and we are open to consultation with any groups wishing to contribute to this process.

TransPennine Express also promotes accessibility by partnering with the charity Blue Assist, who have helped promote this scheme in consultation with groups representing those with various disabilities. This scheme is designed to help people easily explain the help they need using a simple blue card, with space for them to write on. A mobile phone app is also available, which can speak the words typed out. Our staff are trained to recognise Blue Assist cards and will offer any assistance that passengers may reasonably require, whether relating to a mobility issue or other need. Cards are available at all staffed TPE stations.

We are committed, through the provision of training, to ensure that accessibility issues are understood both by staff, who deal directly with passengers, and by all those in management.

All frontline staff have received disability awareness training, and it forms part of the initial training received by any new employees we recruit or existing employees who move into customer service roles.

Our disability awareness training has been developed with help from Action on Hearing Loss, RNIB and Dementia Friends, and encompasses a mixture of online modules, classroom and experiential learning to enable our employees to better understand the needs of disabled customers who use our services. This includes accounts from customers, discussion of national statistics, helping staff to understand some of the issues faced by disabled customers who travel by train, and an introduction to British Sign Language. Staff have the opportunity to further this knowledge with additional British Sign Language courses.

Further training, including the use of ramps and other equipment such as induction loops, is provided as part of ongoing coaching and mentoring by local managers. Wider training on our customer culture and customer service also helps staff to perform their duties confidently and to assist older and disabled passengers.

We support our employees to gain NVQs in customer service, further demonstrating our commitment to service excellence.

We routinely produce staff briefings on aspects of accessibility or changes to legislation in order to keep our staff informed and able to provide the best possible service for our disabled passengers.

Any staff who answer telephones will be trained in communicating clearly with people who may have difficulty speaking, hearing or understanding.

The number of staff who have received training during the year is reported to the ORR when we submit our DPPP for review.

Our staff are trained in evacuation and safety procedures to ensure that the needs of all our customers are considered at all times and particularly at times of emergencies. Our policy is not to move disabled passengers before the emergency services arrive, unless they are in a life-threatening position. Our policy applies to both our station and train environments.

If an emergency takes place on-board, the conductor will take responsibility for the safety of all passengers, and if there is another member of staff on-board, the conductor will appoint them to assist passengers to exit the train when it is safe to do so. If there is no member of staff to assist, the conductor will ask another passenger to assist. If any passengers use a wheelchair, again the conductor will appoint a member of staff or another passenger to stay with them until the emergency services can evacuate passengers safely from the train.

Likewise, at our stations, we have identified a number of strategically placed disabled people's refuge points, where disabled customers can wait until the emergency services can perform a safe evacuation away from the station.

As part of our ongoing communication strategy, copies of our Making Rail Accessible – Helping Older and Disabled Customers, is available at all staffed stations that we serve. It is also available from our website for download, and can be obtained by writing to us at:

**Assisted Travel Team
TransPennine Express
Customer Relations
Admail 3878
FREEPOST
Manchester M1 9YB**

Both parts of our DPPP are available in other formats such as Audio, Large Print, Braille and Easy Read and Audio on request within seven working days from the date we receive the request.

8.1 Telephone

We provide free telephone and minicom numbers for our disabled customers to allow them to contact us to arrange their travel, including making advance requests for travel assistance.

Customers with reduced mobility can also use these numbers to give us feedback, buy travel tickets, make enquiries on accessibility of our stations and trains, make reservations, and arrange onward travel with other train operators or to obtain a copy of our policy and customer documents.

During times when our Assisted Travel team is busy or the office is closed, clear automated recorded information is activated informing customers when the next advisor is likely to be available or the opening times of the Assisted Travel team.

8.2 Website

At TransPennine Express we aim to be open and accessible to all, and this is why our website has gone through extensive testing to ensure that it is available and accessible to as many customers as possible. We have ensured our website is usable by all modern text-to-speech browsers and that it is accessible by customers with colour-blindness. For those customers with poor eyesight, you will find that our website fonts resize easily to make the text larger or smaller. Please consult the help section of your device's web browser to find out how to change the text size or turn on text-to-speech functionality.

8.3 Signage

We have good working relationships with local authorities and use our regular meetings and communication structure to ensure that stations within their areas are clearly signposted, and that nearby places of interest are clearly signposted from our stations. We will follow the guidance in the Code of Practice, Royal National Institute for Blind People Sign Design Guide and Rail Safety and Standards Board's Wayfinding good practice guide where possible.

We offer free car parking to disabled passengers who display an International Blue Badge holder's permit in the car windscreen. We ensure that parking for Blue Badge holders is in accessible locations close to the station and that spaces are of the correct size. If designated parking spaces are unavailable for any reason, disabled customers displaying an International Blue Badge holder's permit may park for free in our pay and display car parks.

We monitor the use of these spaces to ensure that they are sufficient to meet demand, and to discourage non-Blue Badge holders from parking in them. If people are found to be parking illegally, we will issue a Parking Charge Contravention Notice (PCCN). If we find that the spaces assigned are not sufficient to meet demand, we will, wherever possible, introduce an appropriate number of additional spaces.

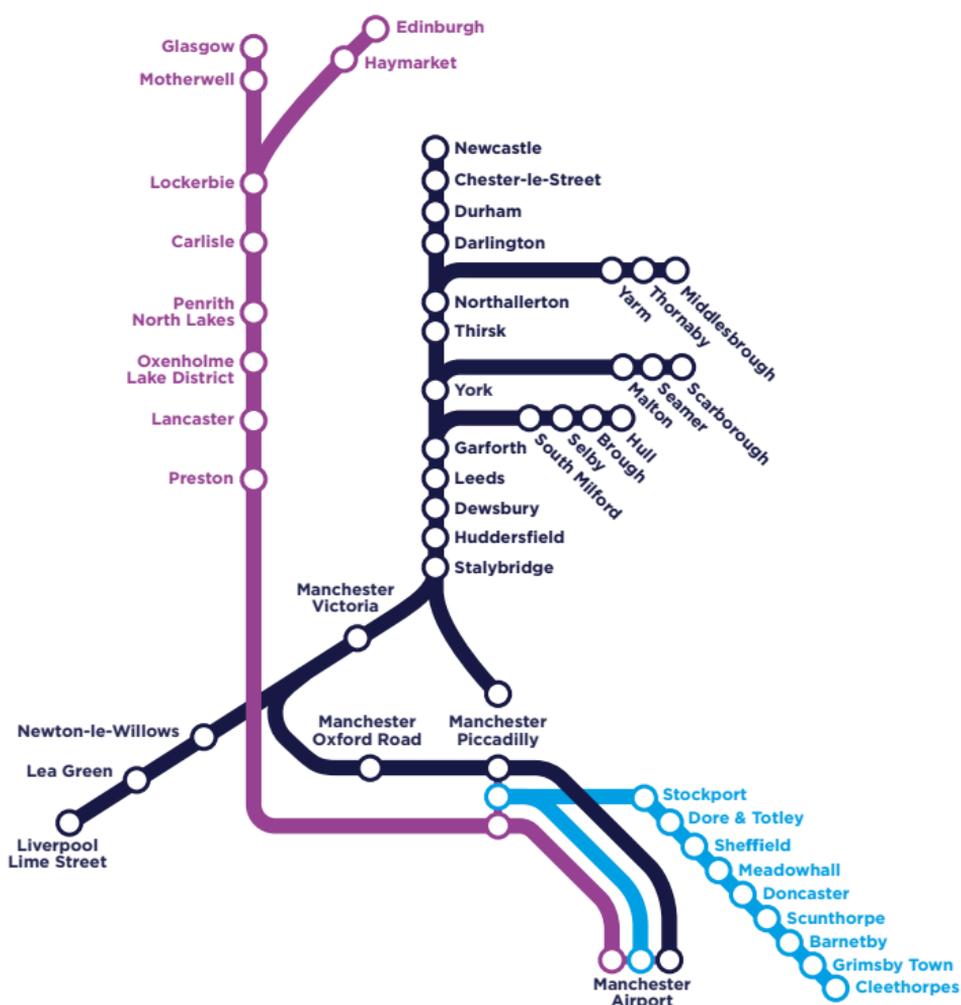
All of our car parks have closed circuit television (CCTV) which is linked to our Control Centre. These are monitored 24 hours a day, seven days a week. All of our station car parks are accredited with the Park Mark for safer parking.

The provision of pick-up and set-down points for cars and taxis is reviewed frequently, to ensure that where provided, these are as close to our station entrances as reasonably practicable.

We welcome feedback on our DPPP. Our contact address is:

**Assisted Travel Team
TransPennine Express
Customer Relations
Admail 3878
FREEPOST
Manchester M1 9YB**

Route Map



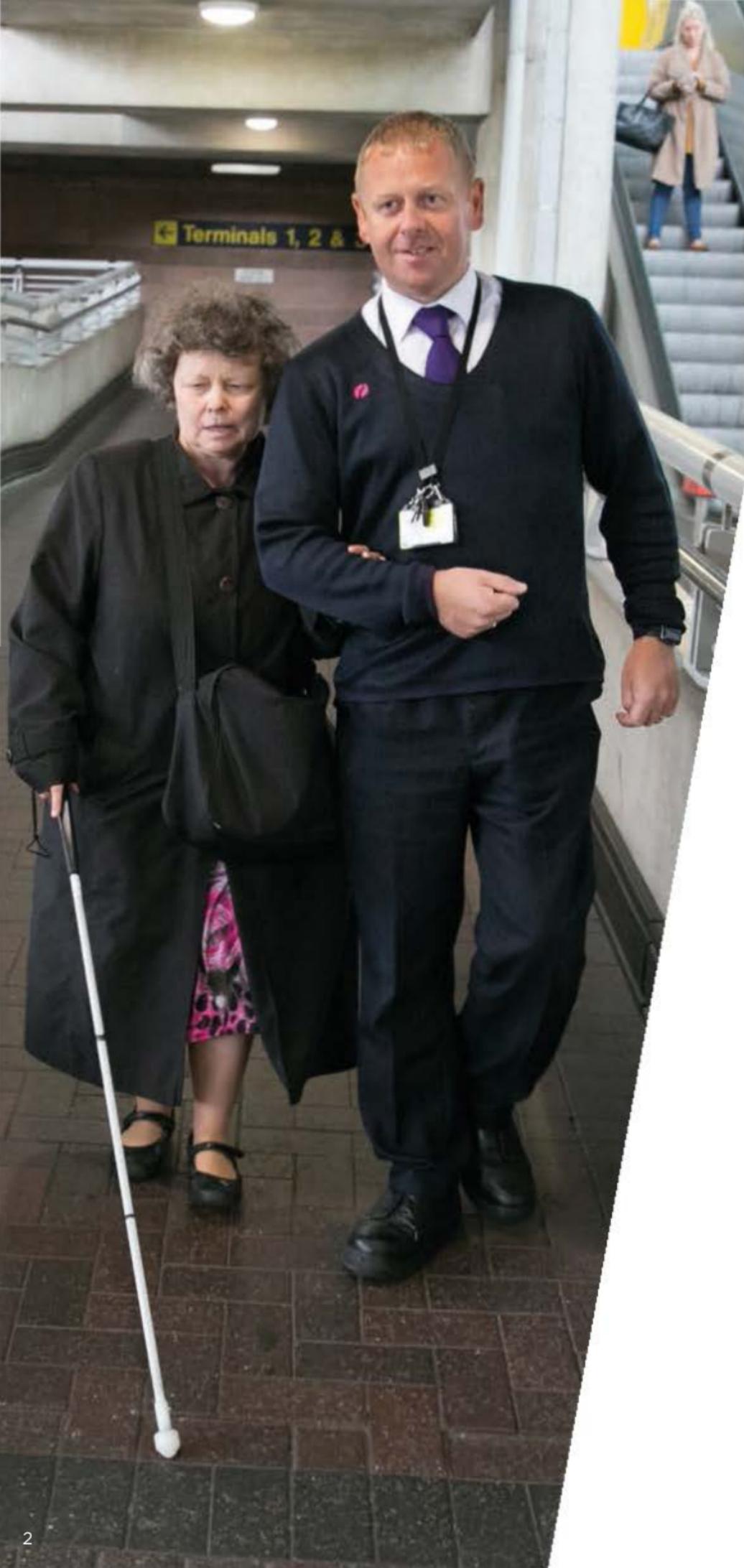
Buy online at tpexpress.co.uk



Making Rail Accessible

Helping older and disabled passengers





Introduction

TransPennine Express (TPE) is operated by FirstGroup PLC.

We provide Intercity rail services connecting key Northern cities and towns on the following routes:

North TransPennine

Services between:

- Manchester Airport / Liverpool and Newcastle, Middlesbrough, Scarborough and Hull via Manchester Stations, Huddersfield, Leeds and York

South TransPennine

Services between:

- Manchester Airport and Cleethorpes via Manchester Piccadilly, Stockport, Sheffield, Doncaster, Scunthorpe and Grimsby Town.

North West and Scotland

Services between:

- Manchester Airport and Edinburgh / Glasgow via Manchester Piccadilly, Preston, Lancaster, Oxenholme, Penrith and Carlisle.

Contents

1. Policy Summary	5
2. Assistance for Passengers	6
3. Alternative Accessible Transport	9
4. Passenger Information	9
5. Tickets and Discounts	10
6. At Stations	11
7. On The Train	13
8. Making Connections	24
9. Disruption to Facilities and Services	25
10. Contact Us	26
11. Alternative Formats	26
12. Station Accessibility Information	26

1. Policy Summary

At TransPennine Express, our goal is to provide exceptional customer service for all our customers, making it easy for them to use TPE services and tailoring their experience to their needs. We recognise that public transport can often be the only travel option for disabled customers, so it is particularly important we deliver excellent customer service for this group, acknowledging that rail can be a lifeline which provides freedom for many people with disabilities to be independent.

We take this responsibility seriously, and will continue to work with Transport Focus, Rail Delivery Group (RDG), the Disabled Persons Transport Advisory Committee (DPTAC), the Department for Transport (DfT), Rail North and the Office of Rail and Road (ORR) to improve our offering, to ensure it meets the highest standards and delivers against the needs of our disabled customers.

As a commitment to our customers, we have worked closely with a number of disability charities to deliver disability awareness training to all of our frontline staff, enabling them to provide the best possible levels of assistance for those with both visible and hidden disabilities.

Our **'Making Rail Accessible'** document is part of our Disabled People's Protection Policy (DPPP). It is split into two parts:

Policy Document: Making Rail Accessible – Guide to Policies and Practices

Our policy document sets out our plans and strategic direction. We consult our disabled and elderly passengers while we are developing our plans, through our Joint Inclusivity Forum and through local representative groups. We actively contact customers after an assistance booking to gain their feedback to drive service improvements. If you have suggestions, please contact us at tpexpress.co.uk/help.

Passenger Document: Making Rail Accessible – Helping Older and Disabled Passengers

This document tells you what services we provide to help people who may experience difficulties accessing the railway, especially our older and disabled passengers, how to book assistance, and what to expect when travelling with us.

Both of these documents are available to download from our website in both PDF and word format, or can be requested from our Customer Relations team. They are also available in alternative formats (see section 11).

Print versions of our Making Rail Accessible – Helping Older and Disabled Customers are available from those staffed stations where our services call.

Throughout 2018 and 2019, TransPennine Express will be introducing additional fleets of trains in quick succession. During this period of change, print versions of our Making Rail Accessible – Helping Older and Disabled Customers will continue to be available from those staffed stations where our services call. Information about each additional fleet will be made available on our website at tpexpress.co.uk, in leaflets at our stations, or by calling our Assisted Travel Team who will be able to talk you through the features of these trains, and send you a fleet specific supplement to accompany our Making Rail Accessible guide.

2. Assistance for Passengers

Booking Passenger Assistance

We provide an Assisted Travel service which enables disabled and older people to arrange, in advance, the assistance they require at every point on their journey where they need it.

From **Autumn 2018**, we will be introducing our new 2 Hour Passenger Assistance service. See below for information on how to take advantage of this new reduced notice period booking service.

Our new 2 Hour Passenger Assistance service is available to customers who are making a **direct** journey on TransPennine Express train services **between two TransPennine Express managed stations**, and allows assistance bookings to be made anytime up to a minimum of 2 hours before travel.

The stations we manage are:

- Barnetby
- Dewsbury
- Hull
- Middlesbrough
- Scunthorpe
- Stalybridge
- Brough
- Grimsby
- Malton
- Northallerton
- Seamer
- Thirsk
- Cleethorpes
- Huddersfield
- Manchester Airport
- Scarborough
- Selby
- Thornaby
- Yarm

How to Book

Booking by Phone

Our 2 Hour Passenger Assistance service can only be booked by calling the TransPennine Express Assisted Travel team.

0800 107 2149

0800 107 2061 (Minicom)

When booking assistance with 2 hours notice, lines are open 24 hours per day, 7 days per week, including Bank Holidays, except Christmas Day.

It is not possible to purchase tickets at the time of booking using our 2 Hour Passenger Assist service. Tickets should be bought via alternative methods. We make sure that we provide sufficient resource to maintain and improve this service, and provide regular training to our advisors to ensure they are suitably skilled to deal with your requests.

Booking Online

We are unable to take bookings for 2 Hour Passenger Assistance via our webform.

Seat Reservations

Seat reservations cannot be provided at this notice, however by booking assistance, you gain the benefit of station staff being notified of your requirements in advance, and in place to assist you.

If due to seats or wheelchair user spaces being unavailable you are unable to travel on the service you have booked, and no alternative service is available within the next hour, alternative transport will be provided:

To the nearest station where alternative TransPennine Express services are available to your destination

Or

To your destination station.

If you are travelling between stations which are not managed by TransPennine Express, or your journey involves a change.

Passenger Assistance is available on all journeys, including those which involve changing trains, and those which start or end at stations managed by other train operating companies or Network Rail, and can be booked up to 24 hours in advance of travel.

Please note for bookings made with less than 24 hours' notice or on the day travel, whilst we can book assistance, we may not be able to offer a seat reservation and cannot guarantee that assistance will be in place.

How to Book

Booking by Phone

Passenger Assistance can be booked through any train operating company, but it is best to call the assisted travel team of the train operating company who manage the station where your journey starts or on whose trains you will be travelling.

0800 107 2149

0800 107 2061 (Minicom)

Lines are open 06:00 to 23:00, 7 days per week including Bank Holidays, except Christmas Day.

Booking Online

Passenger Assistance can be booked by completing our webform at: **tpexpress.co.uk/travelling-with-us/assisted-travel**

Our online form lets you choose which type of assistance you require for each part of your journey. Our Assisted Travel team may call you to confirm certain aspects of your assistance booking.

You will receive a confirmation email from the Passenger Assistance system once your assistance booking has been made.

Seat Reservations

Seat reservations can be made where available.

When assistance has been booked in advance, we will ensure that passengers are assisted off a train at its final destination as quickly as possible and within a maximum of five minutes wherever reasonably practicable.

Unbooked Assistance

We recognise that you may not always be able to book assistance before you travel, or may not know exactly when you are travelling and want some flexibility. Our station teams are happy to help any customers who need assistance, including when it has not been booked in advance, and will try to provide the assistance required whenever possible and with minimum delay.

Types of Assistance

We are part of the national 'Passenger Assist' system which is used by all train operators. This allows any train operating company to access a shared Knowledgebase containing details of all station opening times, facilities and staff availability. This means that we can book all of your assistance at once, even if your journey involves you travelling on trains run by more than one operator.

Our Assisted Travel team will ensure that the assistance requests are passed to all the people you need to help you throughout your journey.

Booking Assistance allows you to:

- Arrange assistance with boarding and alighting trains, or for transferring between connecting train services.
- Arrange for staff to help you with your luggage
- Arrange for staff to help you with climbing stairs
- Request help entering or exiting the station from the taxi rank or drop off point (where we have staff availability)
- Request a portable ramp for boarding or alighting;
- Request a station wheelchair to assist with transferring between the platform and the train or moving around the station;
- Book staff assistance to provide guidance around the station;

You can also:

- Purchase travel tickets;
- Make seat reservations, including the booking of dedicated wheelchair spaces (where available)
- Make onward travel reservations on services operated by other train companies where reservations are available;
- Check the accessibility and facilities on our trains and at our stations;
- Request any other assistance that might be needed during your journey.

To help you understand what assistance you may require along your journey, we have included a summary of facilities available at the stations we manage, and where to find information about the stations where our services call, at the back of this document. You can see the full list of all facilities available at every station on the National Rail Enquiries website at nationalrail.co.uk/stations_destinations

Not all assistance to access our services is provided by TransPennine Express staff. At some stations, Manchester Piccadilly for example, assistance is provided by Network Rail. However, all assistance can be booked through our assisted travel team.

We will ensure that the information on the knowledgebase which relates to TransPennine Express services and stations is updated prior to any changes taking place.

Please be aware when booking assistance that there are limitations regarding the size and manoeuvrability of wheelchairs and mobility scooters governed by safety aspects which may prevent you from travelling on our services. *Please see section 7.2 for more details.*

Travelling to/from an unstaffed or inaccessible station

The majority of stations which we manage are fully accessible, however at some of our stations staff assistance is required to make them accessible, especially where barrow crossings are in place between platforms. Our advisors are able to use knowledgebase to identify if a station is unstaffed at the time you need to use it, and they will discuss the individual circumstances with you and will make suitable arrangements to help you make as much of your journey by rail as possible.

If your assistance needs require it, we can provide alternative transport such as a taxi, at no extra cost to you, to take you to the most convenient accessible or staffed station, where a member of staff will be on-hand to assist you. Where practicable we will send a member of staff to an unstaffed station to assist.

If you have not booked assistance in advance, and you wish to travel from one of our stations which is unstaffed at the time of travel, a welcome poster will be displayed at the station entrance containing the Freephone number for our Assisted Travel team. This team can arrange alternative transport to the nearest accessible station or where possible, organise for a member of onboard staff to assist you on or off the train, if you are able to get to the platform.

Assistance Cards

We recognise the benefits to many customers, often with hidden disabilities, of using an assistance card to communicate your requirements to our staff and recognise that there are multiple versions of cards available within the rail industry and wider transport industry.

Our staff have been trained to recognise assistance cards and offer any help and support that customers may reasonably request whether relating to a mobility issue or other need.

TransPennine Express currently use BlueAssist as our primary assistance card.

Blue Assist

Blue Assist is a simple way of asking for assistance, for people who have difficulty travelling. Write out a card with your question or request and present it to a member of our staff, who will be happy to help. A mobile phone app is also available, which can speak the words typed out.

Complaints and Compensation

We will regularly review how the Passenger Assist system is working along with other train operators through our work with Rail Delivery Group (RDG) and we will work towards making any necessary improvements.

If you have booked assistance for your journey with TransPennine Express and we have not been able to provide this to you, we will pay you compensation. You will be compensated for 100% of the cost of your single ticket or 50% of the cost of your return. Please contact our dedicated Assisted Travel team on 0800 107 2149 to make your claim (remember to have your assistance booking reference to hand).

We monitor the quality of assistance provided by other operators and Network Rail to be sure that it meets the standards that we expect. If there is a failing by another provider when you have booked through us, we will make sure that they deal with your complaint.

We will ensure that you make as much of your journey by rail as possible. If however, you cannot access a train service because of a physical feature of our station, we will provide alternative accessible road transport, at no additional cost, to or from the nearest or most convenient accessible station.

When you book assistance to or from one of these stations, or if you haven't booked assistance and call the Freephone number on the welcome poster at the station, our team will discuss with you the type of alternative transport you require so that we can ensure that the type of vehicle provided meets your needs.

Alternative Accessible Transport During Disruption / Engineering Works

Where our services are disrupted at short notice, we will provide alternative accessible transport to take disabled passengers and anyone travelling with them to the nearest or most convenient accessible station, so that they may continue their journey. This will be provided at no extra cost, as long as you and your party have a valid rail ticket for that journey. However, if we find that there is a quicker method of travel e.g. travelling on the next train, we will make the necessary arrangements to move your booked assistance to the relevant service.

When a train service is replaced by road transport due to planned engineering works, an accessible bus service is normally provided. Where the bus service is not accessible, we will provide another means of accessible transport.

If a train terminates short of its destination, the on-board staff will make the necessary arrangements for assistance with your onward travel.

We know it is important for you to be confident that information we give you is accurate and consistent.

4.1 Website

We will ensure that accessibility information displayed on our website is accurate and up to date, and will work with Rail Delivery Group to ensure the same information is displayed consistently on the National Rail Enquiries website.

We will update online information within 24 hours of notification of any changes. It is the responsibility of our Customer Information Manager to ensure this is done.

As we are set to undertake some major improvement works at a number of our stations, we will ensure that the information on both websites reflects the progress of works where it affects the accessibility of the station.

4.2 Station

Staff at stations can provide you with up to date station accessibility information on request, including where a facility may have gone out of service at short notice, and will help to plan any necessary changes to your journey.

Print versions of our Making Rail Accessible – Helping Older and Disabled Customers are available from those staffed stations where our services call.

Throughout 2018 and 2019, TransPennine Express will be introducing additional fleets of trains in quick succession. During this period of change, print versions of our Making Rail Accessible – Helping Older and Disabled Customers will continue to be available from those staffed stations where our services call. Information about each additional fleet will be made available on our website at tpexpress.co.uk, in leaflets at our stations, or by calling our Assisted Travel Team who will be able to talk you through the features of these trains, and send you a fleet specific supplement to accompany our Making Rail Accessible guide.

4.3 Other Sources

The Rail Travel Made Easy website, which is produced by the Rail Delivery Group (RDG) and is designed to help disabled passengers, and others who might encounter practical difficulties, to make use of the help and resources available for planning a barrier-free train journey in Great Britain is a good source of accessibility information. Visit railtravelmadeeasy.co.uk today to find out more.

5.1 Buy a Ticket

Tickets for travel are available for purchase at staffed stations, at stations with self-service ticket vending machines, on train or by contacting our Assisted Travel team. Please note that tickets cannot be purchased through the Assisted Travel Team when using the 2 Hour Passenger Assistance service.

Where it is difficult for you to purchase a ticket due to your disability or accessibility problems, you will be able to buy tickets on board the train or at your destination. You will still receive any fare reductions that you are entitled to, and no penalties for ticketless travel will be applied in this scenario.

5.2 Railcards

Disabled Person's Railcard

If you have a Disabled Person's Railcard, you can receive a discount when you buy your tickets online or at the ticket machine. At the ticket office, you just need to show your railcard when you buy them. You also need to carry your railcard with you when you travel for when your tickets are checked.

Disabled Persons Railcards are available to people with a range of disabilities. They are valid for one year or three years and they give you and your companion discounts on standard and first-class tickets across the UK.

If you don't already have a Disabled Person's Railcard, you can find out more and apply by going online to disabledpersons-railcard.co.uk, by calling National Rail Enquiries on **03457 48 49 50** or **03456 05 06 00** (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office. You will need to supply proof of disability as part of your application.

As well as great savings on train fares across the UK for you and any adult companion, you'll also get access to money-saving deals on hotels, theatre tickets and top tourist attractions.

Senior Railcard

If you have a Senior Railcard, you can get a discount when you buy your tickets online or at the ticket machine. At the ticket office, you just need to show your railcard when you buy them. You also need to carry your railcard when you travel for when your tickets are checked.

Senior Railcards are available to anyone over the age of 60. They are valid for a year and give you a third off standard and first-class tickets across the UK.

If you don't already have a Senior Railcard, you can find out more and apply by going online to senior-railcard.co.uk, by calling National Rail Enquiries on **03457 48 49 50** or **03456 05 06 00** (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office.

If you don't have a Railcard

If you're registered blind or partially sighted, or you travel in a wheelchair, you and your companion can get a discount on Anytime tickets without the need for a railcard. The discounts available are:

- **34% off** first class and standard **Anytime singles or returns**
- **34% off** first class and standard **Anytime day singles**
- **50% off** first class and standard **Anytime day returns**

We have management responsibility for 19 of the stations that our services call at. These are shown in the list at the back of this booklet with a summary of the facilities available relating to the accessibility of each station, current at the time of producing this document, along with the station owner at each of the stations where we stop and some useful contact details. For full details of all facilities available at any station, please visit the National Rail Enquiries website at nationalrail.co.uk/stations_destinations

Customers requiring assistance should aim to arrive at the station no later than 20 minutes prior to the departure time of their service, and should make themselves known to staff.

As part of our commitment, from the start of our franchise we will work on improving accessibility at our stations. Since most of our stations have good accessibility, at stations operated by other companies we will work with the relevant station operators to improve access for disabled customers.

If for any reason it becomes necessary for us to alter facilities permanently at any of our stations, leading to restricted access for disabled passengers, we will consult the Department for Transport, Rail North, Transport Focus, and local access groups before any permanent changes are undertaken. These changes need to be approved by the Department for Transport.

6.1 Aural and Visual Information

All platforms at TPE stations are fitted with audio and visual real-time information systems, giving clear and consistent information regarding train departures and delays or disruption.

At times of disruption, staff will update visual information systems as soon as reasonably practicable to keep passengers informed of the situation and will also use voice announcements.

Induction loops are fitted at all our stations to help when you are at the ticket office, listening to announcements on the platform or using our help points.

You can also use our App to help find live train running information. You can download the app from the App Store or Play Store. Search for TPEXpress.

Another option which is available is 'journey check'. Go to journeycheck.co.uk/tpexpress. From here you can search for train services and set up mobile and text alerts.

6.2 Information Points and Displays

Each of our stations has posters displaying information about the station, facilities and accessibility information including a station map, contact details for our Assisted Travel team and those of any other operators who use the station.

Up to date train running information is displayed on all of our platforms in the form of a visual customer information screen. Announcements are made when there are any changes to the schedule and when a train approaches.

All but three of our stations are staffed and our local teams will be happy to help you, but if you need additional assistance, or to get help at unstaffed stations, all TPE stations have help points that connect directly into our control centre. CCTV is positioned to watch over you as you use our help points. Staff answering these help points will be able to help you with local information, train running details, assistance requests and information relating to other operators and stations.

6.3 Ticket Machines

We have self-service ticket machines at all of our stations. These issue a range of tickets, including reduced-rate tickets to holders of a Disabled Person's Railcard and to holders of Senior Railcards. The Disabled Person's Railcard entitles the holder and one companion to a discounted ticket and our machines will issue these. These machines also meet the current requirements outlined in the National Rail Code of Practice published in 2015.

6.4 Ticket Gates

We operate ticket gates at Huddersfield, Dewsbury and Manchester Airport stations. All our other stations do not currently have ticket gates, however we are exploring the options to introduce more gatelines at our stations throughout our franchise term. Where a station has automatic or manual ticket gates, these will always be locked open when unstaffed. All automatic gatelines at TransPennine Express managed stations will feature at least one wider accessible gate for easier use. Similar approaches to gateline management are taken by other operators who manage stations where our services call.

6.5 Luggage

We provide free assistance with luggage within the boundary of the station for older and disabled customers who have booked assistance. You may take up to three items of luggage on our trains with you in line with the National Rail Conditions of Travel. More information can be found at tpexpress.co.uk/travelling-with-us/onboard-facilities/what-you-can-bring-on-board

All our trains have overhead luggage racks for small to medium sized bags, and luggage stacks for larger bags. Smaller bags can also be stored under and between seats. If you are a wheelchair user, our staff can position your luggage close by.

If you are booking luggage assistance, please bear in mind that staff must be able to lift your luggage safely, so please give thought to the weight of the items of luggage you bring with you.

At Manchester Airport, assistance from the station to the terminals and hotels is provided by a separate company, and should be booked in advance with your airline or hotel directly. Our staff can provide assistance to/from the train and to/from the airport assistance meeting point near the booking office, but not to/from the terminals.

6.6 Left Luggage

We do not provide a left luggage service at our stations, but Manchester Airport, Manchester Piccadilly, Liverpool Lime Street, Leeds, Glasgow Central and Edinburgh have left luggage facilities.

6.7 Ramps

We have portable train ramps at all our accessible staffed stations and we also have portable ramps on all our trains. Our on-board staff will help you on or off the train at those stations where there are not platform staff to assist you.

6.8 Facilities Provided by Third Parties

TransPennine Express makes use of third parties to deliver some aspects of our services. We work closely with our supply partners to ensure that the relevant staff are given the same training as our own staff in recognising and providing for the needs of older and disabled people.

6.9 Car Parking

Where we have car parking facilities at our stations, we offer free car parking to disabled passengers who display an International Blue Badge permit in the car windscreen. We always seek to put parking for Blue Badge holders in the most accessible place, closest to the station.

We are undertaking a scheme of works to ensure that our station car parks have at least 5% of all spaces designated for Blue Badge parking.

If for any reason, the designated Blue Badge parking spaces are unavailable, disabled customers displaying an International Blue Badge holders permit may park for free anywhere in our pay and display car parks.

We monitor the use of our car parks to make sure that designated spaces are not being used by people without Blue Badges.

7.1 Aural and Visual Information

Audio and visual information about your journey is displayed on all TransPennine Express trains. The visual display shows the train's stopping pattern and other relevant journey information with supporting automated announcements. These are made in sufficient time for passengers, especially those with reduced mobility, to prepare to alight. Additional announcements relating to any alterations to the normal service, including delays may be made as audio only by the conductor with every effort made to ensure that these are both clear and informative.

You can also use our App to help find live train running information. You can download the app from the App Store or Play Store. Search for TPEXpress.

Another option which is available is 'journey check'. Go to journeycheck.co.uk/tpexpress. From here you can search for train services and set up mobile and text alerts.

7.2 Seats and Wheelchair Spaces on Trains

Class 185 and Class 350 trains

Our Class 185 and Class 350 trains each have two wheelchair user spaces located within standard class, capable of accommodating standard wheelchairs up to 1200mm x 700mm in size. These wheelchair user spaces can be reserved in advance by contacting our assisted travel team.

Unfortunately, it is not possible to access the first-class saloons on our Class 185 or Class 350 trains whilst in a wheelchair and there are no wheelchair user spaces within the first-class saloons on either fleet.

Wheelchair users may be able to transfer to a seat whilst on board our trains dependent upon their mobility.

On our class 185s, seating is available in the first-class saloon immediately adjacent to the wheelchair user spaces, or in the standard class saloon which can be found through the carriage past first class. It is not possible to position the train ramp at any doors other than those immediately adjacent to the wheelchair user spaces.

On our Class 350s, seating is available throughout the standard class saloon close to the wheelchair user spaces, however customers should be advised that aisles are not wide enough to accommodate a wheelchair. First Class on our Class 350s is in coach C, and unfortunately cannot be accessed by wheelchair users.

NOVA trains

Our NOVA trains each have two wheelchair user spaces capable of accommodating standard wheelchairs up to 1200mm x 700mm in size. These wheelchair user spaces can be reserved in advance by contacting our assisted travel team. Information about the placement of these wheelchair user spaces on each additional fleet will be made available on our website at tpexpress.co.uk, in leaflets at our stations, or by calling our Assisted Travel Team who will be able to talk you through the features of these trains, and send you a fleet specific supplement to accompany our Making Rail Accessible guide.

We have a number of 'Priority Seats' spread throughout the carriages on all our trains, which are for older passengers or those with additional needs. These seats offer additional legroom and are positioned close to the doors to provide easy access. These seats are indicated by pictograms and notices on the seatback, panels or adjacent windows, and are shown on our train layouts in section 7.4. If you are unable to find seating, you should bring this to the attention of our on-train staff, who will help you to find a seat.

Our Assisted Travel team can arrange assistance and make seat reservations for your journey, both on TransPennine Express trains and on trains run by other train companies which provide this facility. Please note that on certain services, it may not be possible to offer seat reservations, and that seat reservations are not available where assistance has been booked using the 2 Hour Passenger Assistance service.

On some of our trains, we provide a first-class offer, and an at seat trolley service in Standard Class, retailing hot and cold beverages, and a range of snacks. When trains are busy, it may not always be possible for the host to make their way through the train with the trolley, and they will operate from a static position within the first-class saloon.

7.3 Mobility Aids

Wheelchairs

Manual or electrically-powered wheelchairs not exceeding 700mm wide and 1200mm long with a combined weight of passenger and wheelchair of not more than 300kg can be carried on all our Class 185 and Class 350 trains. These standard dimensions are in accordance with PRM-TSI, 2014 and RVAR guidelines.

If your wheelchair exceeds these limits we will be unable to carry you on our services.

Mobility Scooters

We accept folded or dismantled class 2 mobility scooters on all our Class 185 and Class 350 services. Whilst we cannot offer assistance with folding or breaking down of mobility scooters, we can arrange assistance to lift the folded/dismantled mobility scooter on and off the train. Our Assisted Travel team can book this for you.

Please see section 2 for guidance on how to book assistance.

Unfortunately, many of the larger outdoor runabout class 3 powered mobility scooters cannot be conveyed on our trains due to problems with their weight, size and manoeuvrability.

The carriage of class 2 mobility scooters in an assembled state is permitted on some of our Class 185 and Class 350 operated services provided that you carry a valid TPE Scooter Card. An application to join our scooter card scheme is available on our website at tpexpress.co.uk/travelling-with-us/assisted-travel.

When completing the application, you will need to tell us the size, climbing ability and turning capabilities of the scooter. This, coupled with the combined weight of both the mobility scooter and user will determine whether we are able to issue you with a scooter card.

Please note that there are some stations which our trains call at where it is not possible for mobility scooters to board or alight due to the angle of the ramp or structures on the platform. Details of these stations can be found in our scooter policy, and will be taken into consideration when reviewing your scooter card application.

When you are on the train, it is always best to transfer from your mobility scooter to a seat for the journey, if you can.

If you are unable to fold/dismantle your scooter, and do not hold a scooter card for our services, we will not be able to take it on our services. Please be aware that as we introduce new fleets of trains onto our services our ability to carry mobility scooters on some routes may change. Our policies and procedures will be updated to reflect these changes.

Further details on the carriage of mobility scooters can be found in our scooter policy available on our website or through our Assisted Travel team. This will be updated to reflect our ability to carry mobility scooters on our new NOVA trains.

Please note that when making a journey that involves more than one train operator, you may find that each operator's policy relating to mobility scooters varies. This is because they have different types of trains and not all trains can carry mobility scooters safely. Our Assisted Travel team will be able to help by both booking assistance and advising you on each operator's policy on mobility scooter carriage, and advising you if the whole journey is possible with your mobility scooter.

If you have booked a journey with your mobility scooter and the train services are disrupted, our alternative transport - accessible bus or accessible taxi - is always with a contractor that can carry the mobility scooter for which you have a TPE Scooter Card.

Walking Frames / Rollators

Walking frames and rollators may be carried on board any TransPennine Express service. We recommend booking assistance to help with any luggage you may have, to help you with boarding/alighting the train, and to assist you to your seat. Where your journey starts or ends or a transfer is needed at a larger station, it may be best to make use of a station wheelchair or buggy. Our Assisted Travel team can assist you with making suitable arrangements.

If you use a walking frame or rollator, we would recommend that you make use of the priority seating which is available throughout the train. *See section 7.2 for more details.*

We appreciate that some rollator or walking frame users may prefer to board the train using the ramp. You should be aware that on our Class 185 and Class 350 trains the ramp can only be placed at the set of doors adjacent to the wheelchair user spaces, which may restrict the amount of priority seating available that you are able to access. *See section 7.2 for more details on the layouts of our trains.*

Once on the train, we recommend folding your walking frame or rollator and storing it in one of the luggage stacks provided or between the seats. If the walking frame or rollator cannot be folded, it should be stored in one of the vestibules, providing it does not cause an obstruction.

Our staff cannot assist with folding walking frames or rollators, but will help you to store them safely.

Bicycles, Tandems and Handbikes

We recognise that there is a growing trend for bicycles and their derivatives to be used as mobility aids. Where possible, we will accommodate these on board our trains, subject to the terms of our Cycle Charter, which can be found on our website at tpexpress.co.uk/travelling-with-us

Tandems, tricycles, handbikes*, recumbent cycles, motorcycles and bicycle trailers cannot be carried on any TransPennine Express train as the trains do not have the space to accommodate these.

*Where 'clip-on' handbikes are being used as an addition to a wheelchair, they may be carried in the wheelchair user space on our trains, providing they still fit within the standard wheelchair dimensions of 1200mm x 700mm.

7.4 Our Trains

We currently operate two different types of train. The information below details the general facilities available on each of our train types including the routes they operate.

Our three-carriage class 185 trains operate our North and South route services, and are occasionally used on our Anglo-Scottish services. These trains were introduced in 2006, and are RVAR compliant. A number of these trains have already been upgraded with new lighting, carpets, upholstery, Wi-Fi and media servers, along with power sockets at every pair of seats. The remaining trains will be upgraded throughout 2018.

No of units in service	51
Primary routes	All routes
RVAR / PRM-TSI	RVAR
Accessible Toilets	Yes The accessible toilet can be found in coach C, next to the wheelchair user spaces. This is also equipped with baby changing facilities. A standard toilet can be found in coach B.

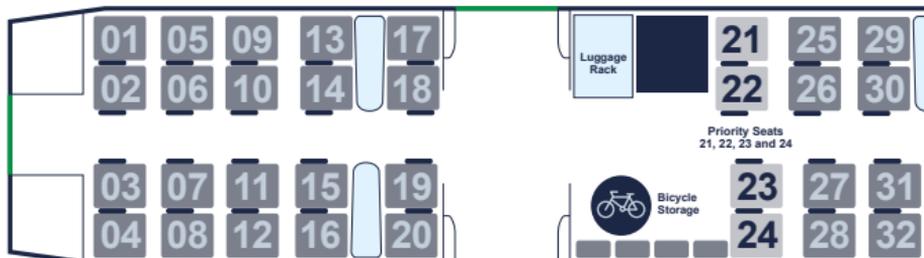


Wheelchair User Spaces	2 There are two wheelchair user spaces on these trains, located in standard class in coach C. Wheelchair user spaces are not available within First Class.
On Board Ramps	Yes These trains are equipped with on-board portable ramps which can be used to provide ramped access from the platform to the train at the set of doors located next to the two wheelchair spaces and the accessible toilet only. Ramps cannot be deployed at any other set of doors on this train.
Passenger Information System	Yes These trains are equipped with audio and visual announcements.
Priority Seats	20 There are 18 standard class and 2 first class priority seats on these trains. They are spread throughout the carriages, and are located close to the doors.
Colour contrasting grab rails	Yes

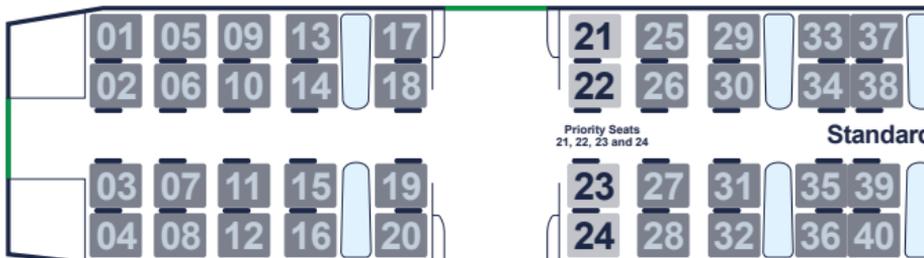


Class 185 Seating Plan

Coach A and E - Standard Class

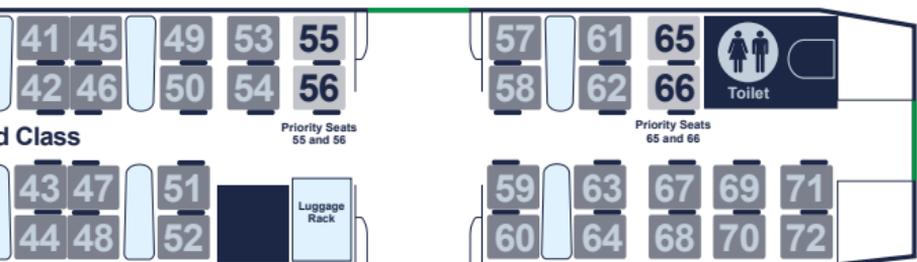
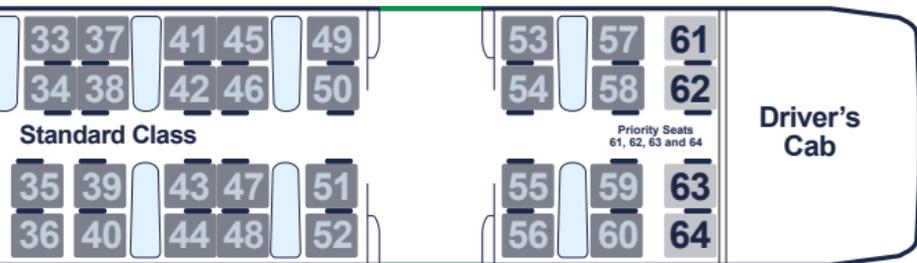


Coach B or F - Standard Class

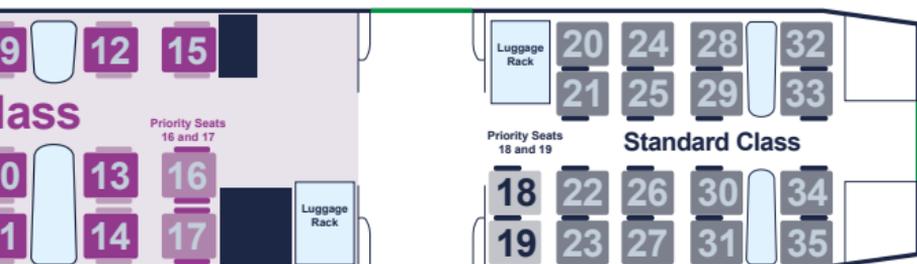


Coach C or G - First Class, Wheelchair





ir Access and Standard Class



Class 350

Our four-carriage electric trains operate our Anglo-Scottish services from Manchester Airport to Edinburgh and Glasgow. These trains were introduced in 2014, and are PRM-TSI compliant. These trains are equipped with on-board Wi-Fi and media servers.

No of units in service	10
Primary routes	Anglo-Scottish
RVAR / PRM-TSI	PRM-TSI
Accessible Toilets	Yes The accessible toilet can be found in coach B, next to the wheelchair user spaces. This is also equipped with baby changing facilities. Standard toilets can also be found in coach B and C.
Wheelchair User Spaces	2 There are two wheelchair user spaces on these trains, located in standard class in coach B. Wheelchair user spaces are not available within First Class.

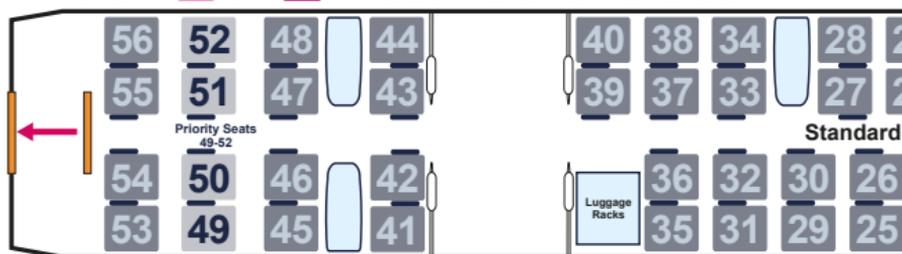


On Board Ramps	Yes These trains are equipped with on-board portable ramps which can be used to provide ramped access from the platform to the train at the set of doors located next to the two wheelchair spaces and the accessible toilet only. Ramps cannot be deployed at any other set of doors on this train.
Passenger Information System	Yes These trains are equipped with audio and visual announcements.
Priority Seats	20 There are 22 standard class and 3 first class priority seats on these trains. They are spread throughout the carriages, and are located close to the doors.
Colour contrasting grab rails	Yes

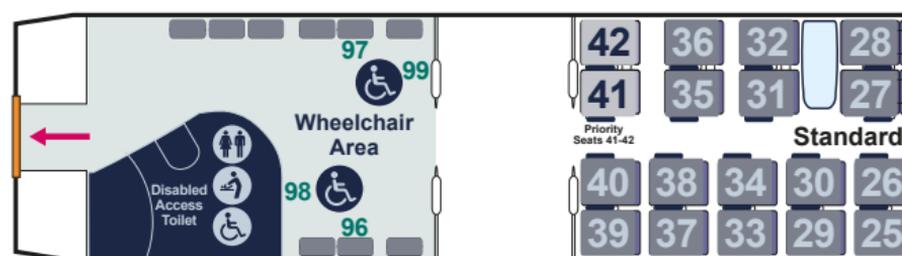


Class 350 Seating Plan

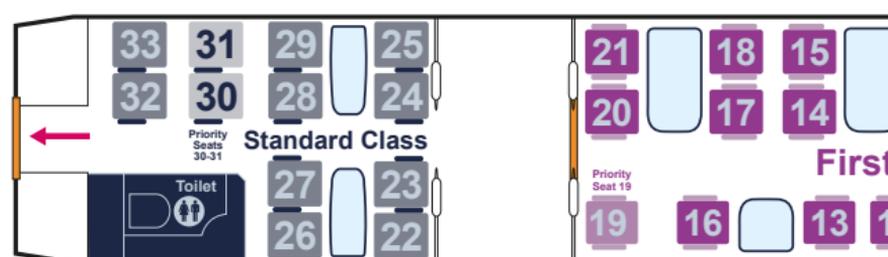
Coach A or E - Standard Class



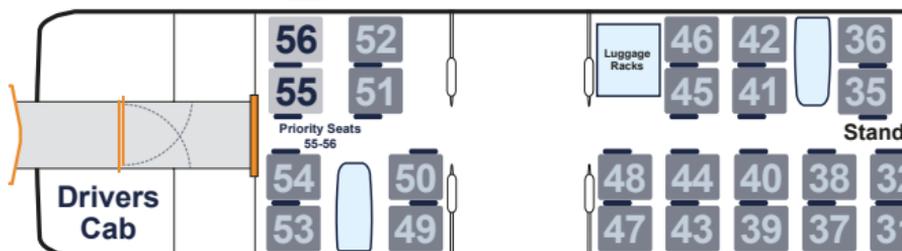
Coach B or F - Wheelchair Access and

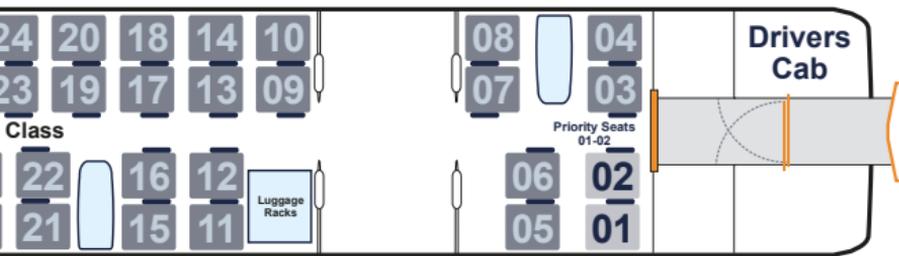


Coach C or G - First Class and Standard

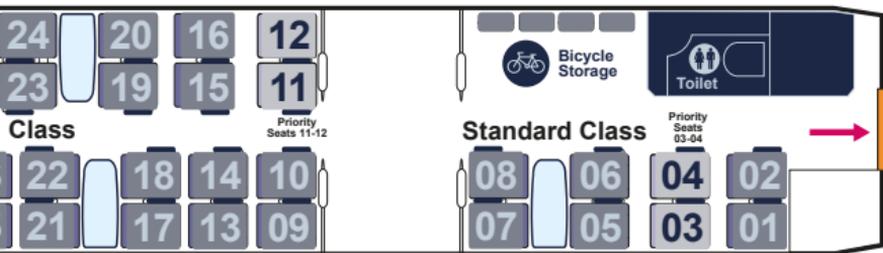


Coach D or H - Standard Class

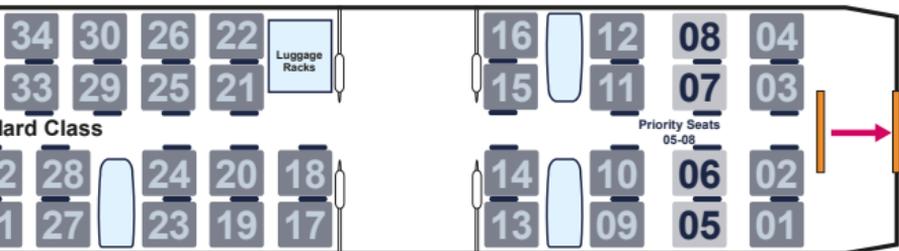
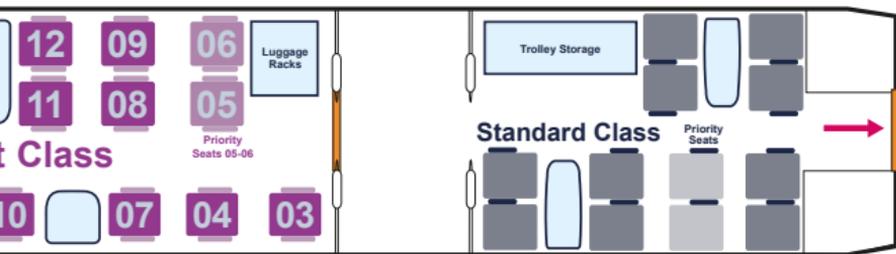




Standard Class



ard Class



New Fleets

Throughout 2018 and 2019 TransPennine Express will be introducing three brand-new fleets of trains to our services. These state-of-the-art trains will be brought into service at various dates to coincide with timetable improvements and infrastructure changes across our routes. All of these new fleets will be PRM-TSI compliant, and will feature free Wi-Fi, on-board media servers, at seat charging points, and increased capacity over our current fleets of trains.

NOVA 3

These 5-carriage loco-hauled trains with Mark 5a coaches will operate on our North Route, between Liverpool and Scarborough, and Manchester Airport and Middlesbrough.

NOVA 2

These 5-carriage electric EMU trains will operate on our Anglo-Scottish Route, between Manchester Airport/Liverpool and Edinburgh/Glasgow along the West Coast Main Line.

NOVA 1

These 5-carriage Bi-Mode trains can run on electric or diesel, and will operate on our North Route, between Manchester Airport and Newcastle, and eventually up to Edinburgh along the East Coast Main Line.

Throughout this period of change, print versions of our Making Rail Accessible – Helping Older and Disabled Customers guide will continue to be available from those staffed stations where our services call. Information about each additional fleet will be made available on our website at tpexpress.co.uk, in leaflets at our stations, or by calling our Assisted Travel Team who will be able to talk you through the features of these trains, inform you of which services are being operated using these trains, and send you a fleet specific supplement to accompany our Making Rail Accessible guide.

8.1 Connections to Other Train Services

When making connections, please allow enough time to transfer between trains. As standard, the Passenger Assist system allows 10 minutes for transferring between trains however our Assisted Travel Team can discuss connections or alternative journey options with you to allow more or less time to transfer between services if required.

Our staff are trained to ensure that the needs of our disabled passengers are considered at all times and particularly at times of disruption to train services. When platform alterations occur at short notice:

- Station staff, where available, will assist you to the correct platform and will also carry your luggage, if necessary;
- Staff will update visual information systems and make voice announcements;
- Staff will look out for visually-impaired passengers who need assistance and will help where required; our Blue Assist card makes this easier for invisible disabilities; and
- Our staff will try to give enough time to allow people who need extra help to board the re-platformed train, but should any changes result in a change to your journey they will coordinate this for you.

8.2 Intermodal Connections

We can provide assistance to and from the station entrance, forecourt, car park, taxi rank or connecting bus service, if this is within the forecourt when a station is staffed. We cannot provide assistance to and from other transport links beyond the immediate station area.

At some of our stations, we operate a permitted taxi rank. At these stations, where an accessible vehicle is not immediately available, the taxi operators have the ability to source a suitable vehicle to meet your requirements. At those stations where we do not have a taxi rank, contact details for local taxi operators are provided on the onward travel posters displayed at the station entrance.

Where we can we will work with other transport providers who serve our stations to ensure that a full assistance service is provided. At

Manchester Airport, for example, there is a meeting point for their assistance providers.

We understand that disruption to services and facilities can be a problem for all passengers, especially older and disabled people, and our priority is working to minimise any disruption to our customers. If there is an emergency, our staff are trained to protect disabled and older passengers.

Where services are disrupted, we will do everything possible to ensure that you are able to continue with your journey. We will offer accessible transport to take you to your destination or back to your station of origin, if more convenient. If disruption occurs before leaving your station, passengers are normally offered the next available service. If we are not able to run train services at all, we will re-book you if you wish to travel on a different day.

If services are going to be disrupted for a longer period of time, or if we are aware in advance that there is going to be a problem, our Assisted Travel team will contact you if you have booked through Passenger Assist and they will help you to make new arrangements.

Where train services are replaced by buses during disruption, we will endeavour to ensure that an accessible bus is provided and if this cannot be achieved, a taxi suitable for you will be provided at no extra charge. However, there may be times during severe disruption where this is not possible due to a lack of available replacement vehicles. In this circumstance, we may provide overnight accommodation or other alternatives to enable you to complete your journey safely.

We will make announcements at all our stations to update passengers during disruption and customers can use help points provided at stations to contact our control centre. Welcome notices at the entrance to our stations show contact details for both our Customer Relations and Assisted Travel teams.

We will advertise and update on both National Rail Enquiries and our website any facilities that may be temporarily out of order if this affects accessibility at that station. Severe disruption will also be communicated in the form of banners across the top of these websites.

We welcome comments on accessibility issues and any suggestions for improvements to the services we provide. Customer comment forms are available from all our ticket offices, by downloading a form from our website tpexpress.co.uk, or by contacting the Assisted Travel team.

We also welcome general feedback. You can contact us:

By Email

tpcustomer.relations@firstgroup.com

By Phone:

0800 107 2149

0800 107 2061 (minicom, for those with hearing impediment)

For comments and complaints, lines are open 06:00 to 23:00 seven days a week, including Bank Holidays, except Christmas Day. For assistance bookings, our operating times vary dependent upon the journey you are making. Please see the Passenger Assistance Bookings section of this policy for more details.

By Post

If you wish to write to us, please use the postal address below:

TransPennine Express, Customer Relations,
Admail 3878, FREEPOST, Manchester, M1 9YB

Our Strategy Director has executive responsibility for this booklet. Our Transport Integration Manager has day-to-day responsibility for accessibility and assistance issues.

11. Alternative Formats

We can provide you with copies of this booklet and our 'Policy' document in alternative formats. You can request copies via the contact methods listed above or direct from our website. Regardless of how you request an alternative format, we will provide it within seven working days. The alternative formats available are:

- Large Print
- Braille
- Audio
- Easy Read

We will keep up to date with developments in alternative formats and update this list as appropriate.

We manage 19 of the stations which our services call at. The rest are managed by other train operating companies or by Network Rail. These operators also have their own Disabled People's Protection Policy setting out their arrangements for assisting passengers at their stations. We work with these station operators to ensure they provide the best service possible to disabled customers.

All TransPennine Express managed stations have secure stations accreditation, and are covered by CCTV. They also feature customer information screens and public-address systems to keep you informed of train services whilst you are at the station. We also have help points installed at each station, and we're adding additional help points in our station car parks. Seating is also provided on the platforms at each of our stations, and in waiting rooms at some larger stations.

The table below provides a summary of other facilities relating to the accessibility of each station that we manage, current at the time of producing this document, along with the station owner at each of the stations where we stop, and some useful contact details.

We are continually investing in accessibility improvements at our stations, and will ensure that the information on our website is kept up to date.

For more up to date information, including recently installed new facilities available at our stations, or for information about stations elsewhere in the UK which are not listed within this document, please visit the National Rail Enquiries website nationalrail.co.uk.

Station	Access to Station Entrance and Ticket Hall	Ticket Office Accessibility	Platform Accessibility	Designated Meeting Point	Wheelchair Available	Blue Badge Parking	Accessible Toilet	Catering	Public Telephone	Staffing Times Monday-Saturday	Staffing Times Sunday
Barnetby	Main entrance fully accessible	No Ticket Office at this Station	Ramps to all platforms	This is an unstaffed station. Customers should report to the required platform, or contact the Assisted Travel team.	✘	✘	✘	✘	✘	Unstaffed Station	
Brough	All entrances fully accessible	Induction Loop, Low Counter	Ramps to all platforms	Ticket Office	✓	✓	✘	Morning Peak Only	✘	0530-1945	0900-1700
Cleethorpes	Main entrance fully accessible	Induction Loop, Low Counter	All platforms accessible from concourse	Ticket Office	✓	✓	✓	✓	✓	0500-2145	0715-2145
Dewsbury	All entrances fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to both platforms (Note: Lifts are not available outside of staffed hours)	Ticket Office	✓	✓	✘	✓	✓	0600-1945	0700-1945
Grimsby Town	Main entrance fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms (Note: Lifts are not available outside of staffed hours)	Ticket Office	✓	✓	✓	✓	✓	0600-2130	0830-2045
Huddersfield	All entrances fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	Ticket Office	✓	✓	✓	✓	✓	24 hours	24 hours

Station	Access to Station Entrance and Ticket Hall	Ticket Office Accessibility	Platform Accessibility	Designated Meeting Point	Wheelchair Available	Blue Badge Parking	Accessible Toilet	Catering	Public Telephone	Staffing Times Monday-Saturday	Staffing Times Sunday
Hull	Main entrance fully accessible	Induction Loop, Low Counter	All platforms accessible from concourse	Customer Service office on the Station Concourse	✓	✓	✓	✓	✓	24 hours	24 hours
Malton	Main entrance fully accessible	Induction Loop,	Ramps to all platforms	Ticket Office	✓	✓	✗	✓	✓	0630-1945	0930-1945
Manchester Airport	Main entrance fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	Ticket Office	✓	✗	✓	✓	✓	24 hours	24 hours
Middlesbrough	Main entrance fully accessible	Induction Loop, Low Counter	Lifts to all platforms	Ticket Office	✓	✓	✓	✓	✓	0515-2315	0755-0020
Northallerton	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to all platforms. Note: Ramps at this station are steep, and assistance cannot be provided for manual wheelchair users) Lifts are to be installed during 2018/2019.	Ticket Office	✗	✓	✓	✓	✓	0515-1945	0900-1945
Scarborough	Main entrance fully accessible	Induction Loop, Low Counter	All platforms accessible from concourse	Ticket Office	✓	✓	✓	✓	✓	0615-2335	0800-2300
Seamer	Main entrance accessible via barrow crossing with manual gates	No Ticket Office at this Station	All platforms are accessed via barrow crossing from the car park with manual gates	This is an unstaffed station. Customers should report to the required platform, or contact the Assisted Travel team.	✗	✓	✗	✗	✗	Unstaffed Station	

Station	Access to Station Entrance and Ticket Hall	Ticket Office Accessibility	Platform Accessibility	Designated Meeting Point	Wheelchair Available	Blue Badge Parking	Accessible Toilet	Catering	Public Telephone	Staffing Times Monday-Saturday	Staffing Times Sunday
Scunthorpe	Main entrance fully accessible	Induction Loop Low Counter (from February 2018)	Platform 1 accessible via concourse. Platform 2 via staff-operated barrow crossing. Customers should arrive at least 20 minutes prior to departure. Barrow crossing is not available outside of staffed hours. Lifts are to be installed during 2018/2019.	Ticket Office	✓	✓	✓	✓	✓	0530-2000	0845-2000
Selby	Main Entrance Fully Accessible	Induction Loop, Low Counter	Platform 1 accessible via concourse. Platform 2-3 via staff-operated barrow crossing. Customers should arrive at least 20 minutes prior to departure. Barrow crossing is not available outside of staffed hours.	Ticket Office	✓	✓	✓	✓	✓	0600-1945	0915-1900
Stalybridge	Main entrance fully accessible	Induction Loop, Low Counter	Lifts and ramps to all platforms. (Note: Lifts are not available outside of staffed hours) Customers should use the ramps provided at this station when lifts are not available.	Ticket Office	✓	✓	✓	✓	✓	0550-2335	0650-2320

Station	Access to Station Entrance and Ticket Hall	Ticket Office Accessibility	Platform Accessibility	Designated Meeting Point	Wheelchair Available	Blue Badge Parking	Accessible Toilet	Catering	Public Telephone	Staffing Times Monday-Saturday	Staffing Times Sunday
Thirsk	Via staff-operated barrow crossing. An intercom is positioned within the station car park for those requiring access to the station via the barrow crossing. Barrow crossing is not available outside of staffed hours.	Induction Loop	Via staff-operated barrow crossing Customers should arrive at least 20 minutes prior to departure. Barrow crossing is not available outside of staffed hours.	Ticket Office / Call button next to the barrow crossing in the Station Car Park	✓	✓	✓	✗	✓	0615-1945	0900-1715
Thornaby	Main entrance fully accessible	Induction Loop, Low Counter	Level access to all platforms	Ticket Office	✓	✓	✓	✓	✓	0545-1945	0845-1730
Yarm	All entrances fully accessible	No Ticket Office at this Station	Ramps to all platforms	This is an unstaffed station. Customers should report to the required platform, or contact the Assisted Travel team.	✗	✓	✗	✗	✗	Unstaffed Station	

Stations managed by other operators

Station	Operator	Website	Assistance Booking
Batley	Northern	www.northernrailway.co.uk	0800 138 5560
Carlisle	Virgin Trains	www.virgintrains.co.uk	08000 158 123
Carstairs	ScotRail	www.scotrail.co.uk	0800 912 2901
Chester-le-Street	Northern	www.northernrailway.co.uk	0800 138 5560
Chinley	Northern	www.northernrailway.co.uk	0800 138 5560
Conisbrough	Northern	www.northernrailway.co.uk	0800 138 5560
Cottinghamly	Northern	www.northernrailway.co.uk	0800 138 5560
Cross Gates	Northern	www.northernrailway.co.uk	0800 138 5560
Crowle	Northern	www.northernrailway.co.uk	0800 138 5560
Darlington	London North Eastern Railway	www.lner.co.uk	03457 225 225
Deighton	Northern	www.northernrailway.co.uk	0800 138 5560
Doncaster	London North Eastern Railway	www.lner.co.uk	03457 225 225
Dore & Totley	Northern	www.northernrailway.co.uk	0800 138 5560

Stations managed by other operators *continued*

Station	Operator	Website	Assistance Booking
Durham	London North Eastern Railway	www.lner.co.uk	03457 225 225
Edinburgh	Network Rail	www.networkrail.co.uk	To book assistance, please call the train operator you are travelling with.
Garforth	Northern	www.northernrailway.co.uk	0800 138 5560
Gilberdyke	Northern	www.northernrailway.co.uk	0800 138 5560
Glasgow Central	Network Rail	www.networkrail.co.uk	To book assistance, please call the train operator you are travelling with.
Greenfield	Northern	www.northernrailway.co.uk	0800 138 5560
Habrough	Northern	www.northernrailway.co.uk	0800 138 5560
Halifax	Northern	www.northernrailway.co.uk	0800 138 5560
Hatfield & Stainforth	Northern	www.northernrailway.co.uk	0800 138 5560
Haymarket	ScotRail	www.scotrail.co.uk	0800 912 2901
Howden	Northern	www.northernrailway.co.uk	0800 138 5560

Stations managed by other operators *continued*

Station	Operator	Website	Assistance Booking
Kirk Sandall	Northern	www.northernrailway.co.uk	0800 138 5560
Lancaster	Virgin Trains	www.virgintrains.co.uk	08000 158 123
Lea Green	Northern	www.northernrailway.co.uk	0800 138 5560
Leeds	Network Rail	www.networkrail.co.uk	To book assistance, please call the train operator you are travelling with
Liverpool Lime Street	Network Rail	www.networkrail.co.uk	To book assistance, please call the train operator you are travelling with
Lockerbie	ScotRail	www.scotrail.co.uk	0800 912 2901
Manchester Oxford Road	Northern	www.northernrailway.co.uk	0800 138 5560
Manchester Piccadilly	Network Rail	www.networkrail.co.uk	To book assistance, please call the train operator you are travelling with
Manchester Victoria	Northern	www.northernrailway.co.uk	0800 138 5560

Stations managed by other operators *continued*

Station	Operator	Website	Assistance Booking
Marsden (Yorkshire)	Northern	www.northernrailway.co.uk	0800 138 5560
Meadowhall	Northern	www.northernrailway.co.uk	0800 138 5560
Mexborough	Northern	www.northernrailway.co.uk	0800 138 5560
Mirfield	Northern	www.northernrailway.co.uk	0800 138 5560
Morley	Northern	www.northernrailway.co.uk	0800 138 5560
Morpeth	Northern	www.northernrailway.co.uk	0800 138 5560
Mossley (Manchester)	Northern	www.northernrailway.co.uk	0800 138 5560
Motherwell	ScotRail	www.scotrail.co.uk	0800 912 2901
Newcastle-upon-Tyne	London North Eastern Railway	www.lner.co.uk	03457 225 225
Newton-le-Willows	Northern	www.northernrailway.co.uk	0800 138 5560
Oxenholme	Virgin Trains	www.virgintrains.co.uk	08000 158 123
Penrith	Virgin Trains	www.virgintrains.co.uk	08000 158 123
Preston	Virgin Trains	www.virgintrains.co.uk	08000 158 123

Stations managed by other operators *continued*

Station	Operator	Website	Assistance Booking
Ravensthorpe	Northern	www.northernrailway.co.uk	0800 138 5560
Rotherham Central	Northern	www.northernrailway.co.uk	0800 138 5560
Sheffield	East Midlands Trains	www.eastmidlandstrains.co.uk	08000 11 33 23
Slaithwaite	Northern	www.northernrailway.co.uk	0800 138 5560
South Milford	Northern	www.northernrailway.co.uk	0800 138 5560
Stockport	Virgin Trains	www.virgintrains.co.uk	08000 158 123
Thorne South	Northern	www.northernrailway.co.uk	0800 138 5560
York	London North Eastern Railway	www.lner.co.uk	03457 225 225

More information can also be found through National Rail Enquiries

Booking by Phone

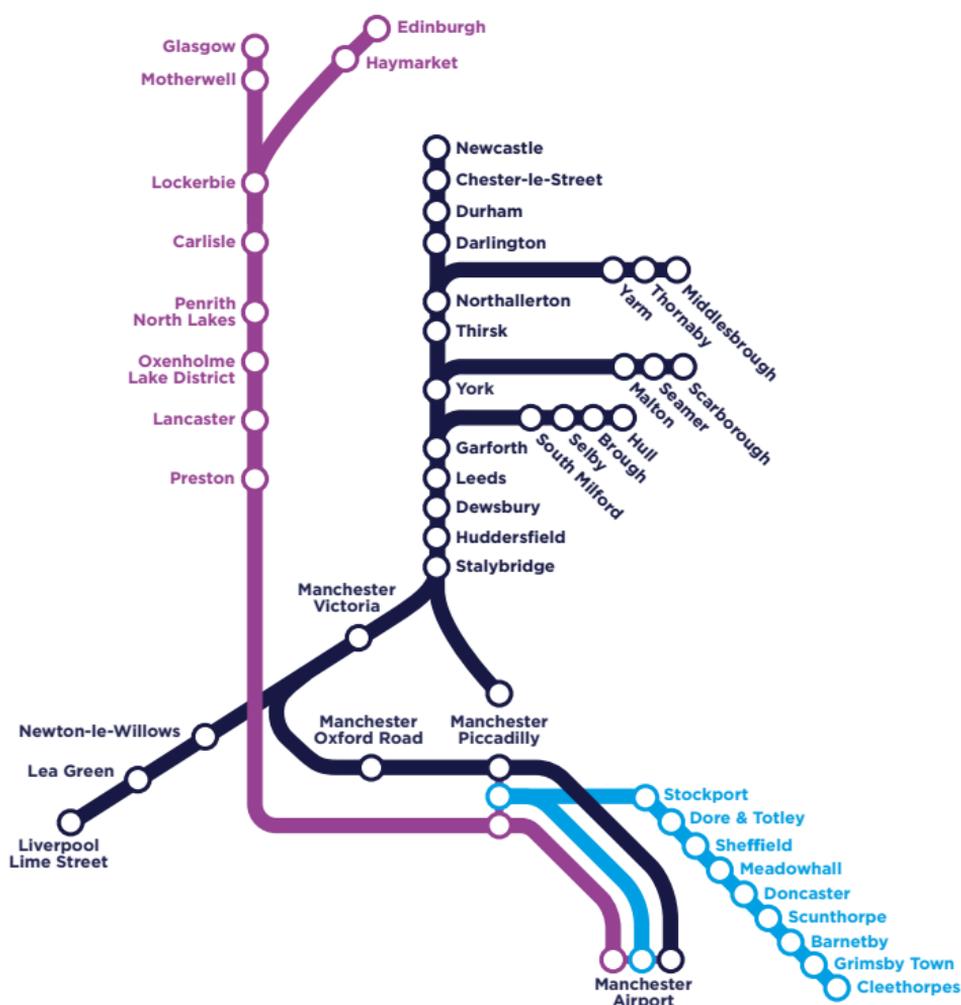
03457 48 49 50

0345 60 50 600 (Minicom)

Booking Online

www.nationalrail.co.uk

Route Map



Buy online at tpexpress.co.uk

