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Jonathan Haskins
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Network Rail

Dear Jonathan

Review of Network Rail Disabled People's Protection Policy (Condition 4 of your Station Licence)

Thank you for providing updated versions of your Disabled People's Protection Policy (DPPP) documents for review. A copy of your revised 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 4 of your station licence.

We welcome the following commitments, which we believe will have a positive impact for many passengers:

- Your Built Environment Accessibility Panel (BEAP) that provides both technical and experiential advice on the design and management of Network Rail built environment proposals and plans;
- Your regular 'Meet the Manager' events which allow customers to meet station managers and other senior members of staff in order to give feedback and answer questions. At these events you have committed to providing a British Sign Language interpreter in order to ensure that customers with hearing impairments can also take part; and
- Your commitment to always provide disabled passengers with help with their luggage, even when this service has not been booked in advance.

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. We also sought views on your policies from Transport Focus, London TravelWatch and the Disabled Persons Transport Advisory Committee (DPTAC).

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



- **Stations matrix:** The guidance states that operators are expected to provide details of services and facilities at all of the stations they manage. You have now provided information on the facilities available at your stations in accordance with Appendix B of the guidance.
- **Overall responsibility for the DPPP:** The guidance states that operators are expected to allocate overall responsibility for the DPPP to a director. You have explained that the Route Managing Directors at each of your managed stations have ultimate responsibility for the implementation of your DPPP. You have provided the details of the Route Managing Directors in your customer facing document.
- **Access improvement schemes:** The guidance states that operators are expected to provide details in their DPPP about any specific access improvement schemes. You have now provided information on both your planned and delivered improvements schemes.

As part of the review, you have committed to provide an Easy Read version of your passenger document. We view this as a good practice. Please keep us up to date with the progress of this work and provide us with confirmation when the document is completed and published. This should be no later than 3 months after the date of this letter.

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

Finally, Transport Focus raised the issue of the telephone number at the entry to St Pancras station on Pancras Road, which is provided for the purpose of alerting station staff to passengers' arrival, receiving no response. We raised this with you in March 2016 and you have told us this will be passed to the new station manager at St Pancras. As it is important that passengers are able to contact a member of staff upon arrival we would expect this issue to be resolved as a matter of urgency, particularly in view of the amount of time that has passed since it was raised with you, and in any case within 4 weeks of the date of this letter.

Yours sincerely



Annette Egginton



Network Rail

Making Rail Accessible:
Helping older and disabled
passengers

July 2016

Introduction

Accessibility is about making things available to all. It is about ensuring that products, services and environments are available to as many people as possible. The railway industry is committed to improving its accessibility and Network Rail understands its role in allowing individuals to fulfil their potential as part of society. The Equality Act 2010 is at the heart of the Government’s strategy to achieve equal opportunities in our society.

Network Rail is responsible for the day-to-day operation of the main rail network in Great Britain. This includes the railway tracks, signalling systems, bridges, tunnels, level crossings and viaducts.

We also operate 18 of Britain’s largest and busiest stations. These stations (known as ‘managed stations’) are:

Birmingham New Street	London Euston
Bristol Temple Meads	London King’s Cross
Edinburgh Waverley	London Liverpool Street
Glasgow Central	London Paddington
Leeds	London St Pancras International
Liverpool Lime Street	London Victoria
London Bridge	London Waterloo
London Cannon Street	Manchester Piccadilly
London Charing Cross	Reading

The station is where a train journey begins; the gateway to the rail network. The organisations responsible for operating railway stations produce a ‘Disabled People’s Protection Policy’ (DPPP). Our DPPP is made up of this document and ‘Making Rail Accessible: Guide to Policies and Practices’, available on our website. This document also explains how we are working to make our station services more accessible and how we support the interests of people who are disabled or may have difficulty accessing services or facilities at railway stations. It has been produced in accordance with guidance produce by the Department for Transport (DfT) ‘How to Write your Disabled People’s Protection Policy: A Guide for Train and Station Operators’ and approved by the Office of Rail and Road (ORR).

We will review this policy annually with the ORR. We will update the station facilities information as required, but at least once a year at the annual review.

We encourage passengers to provide feedback on their personal experiences of service levels at our stations, including during times of disruption. Full details of how to communicate feedback can be found on page 10.

Helping our Passengers

Our vision is to provide world-class facilities and service to everyone who uses our stations. We aim to make all of our stations:

- safe
- accessible and inclusive
- efficient in the way we use natural resources and manage our waste
- focussed on the needs of all our customers
- staffed by a competent, high quality team.

We want to make travelling by train as easy as possible for everyone who uses the railway network, irrespective of age, pregnancy, disability, race, religion or belief, sex, gender, or sexual orientation.

We recognise that some passengers may need additional support at a station or to board or alight from a train. It may be difficult to simply turn up and travel as some stations may not be fully accessible to all our customers.

To help address this, the rail industry operates a reservation system for booking assistance, called Passenger Assist.

Passengers can book assistance through the Passenger Assist system by contacting the train operating company (TOC) they are travelling with. If assistance is booked at a Network Rail managed station, our trained staff will work with TOC colleagues to provide assistance. Passenger assistance includes any help a passenger needs in a station, boarding or alighting from a train, luggage assistance, entering and leaving the station and assistance for any onward journey from the station.

A full list of TOCs together with their contact details for Passenger Assist can be found on the [Network Rail Stations](#) website. These details can also be found in the DPPP of each individual TOC.

In excess of 30 per cent of assisted journeys are not pre-booked. We will work with TOCs at our managed stations to do everything we can to give assistance in a timely manner. There may be a wait while we arrange it, but our policy is to make it happen.

We can provide assistance at all our managed stations during the hours they are open to the public. All managed stations are staffed 24 hours a day.

We will:

- provide sufficient resource to maintain Passenger Assist and improve our performance
- not require more than 24 hours' notice from passengers using Passenger Assist
- give assistance, when booked in advance through Passenger Assist, at any station during the hours that trains serve that station
- where someone has arranged for assistance in advance, help them off the train at their destination as quickly as possible, and within five minutes at terminus stations
- help disabled passengers who arrive at a station and need assistance, but who have not booked in advance, as soon as practicable
- make fit for purpose ramps available at all of our stations, which are staffed for use 24 hours a day, to assist wheelchair users on and off of trains
- promptly update changes to the accessibility of services and facilities at stations available to passengers via the [Network Rail Stations](#) website and Knowledgebase to ensure that other operators can access up to date information. [Stations Made Easy](#) also provides information about station facilities which we will provide updates for, however the [Network Rail Stations](#) website provides the most up to date information.

All of the commitments made above include these circumstances:

- where stations have a physical constraint preventing some disabled people from using them
- where significant temporary work that affects station accessibility is being carried out
- where there are changes to stations that would make them temporarily inaccessible, like when facilities such as lifts and toilets are out of order

Passenger Information

We want passengers to be confident that the information we give them is accurate and consistent. This is particularly important if a journey involves changing trains as this will give disabled people confidence that they can make the whole journey without undue difficulty.

We provide up-to-date information about the accessibility of facilities and services at stations through the [Network Rail Stations](#) website. [Stations Made Easy](#) also provides information about station facilities which we will provide updates for,

however the [Network Rail Stations](#) website provides the most up to date information.

Station managers will update this information within 24 hours of finding out about changes, as well as completing a weekly review and update of accessibility.

At the Station

The Entrance to the Station

We will always try to avoid permanently closing station entrances or gates where this will lead to a reduction in accessibility for disabled passengers to any of the station's platforms or facilities. If this proves unavoidable, we will consult with the DfT, Passenger Focus (and London TravelWatch, where appropriate) and local access groups. The DfT needs to approve any changes before we make them.

When we need to restrict or temporarily close station access points, we will consider the needs of disabled people. We will update the [Network Rail Stations](#) website with accessibility information, and offer alternative assistance when it is required. We will make sure that building works at our stations do not affect the safety of our passengers by using warning stripes, additional lighting and appropriate barriers.

Announcements and Visual Information

When we make announcements these will be clear and consistent and visual information of train departures and other relevant messages, particularly about delays or disruption, will be clearly displayed. Accessible Customer Information Screens, help points, leaflets and posters will be displayed across all our stations.

We will work with our colleagues and industry partners to inform all parties of platform information and alterations.

Information Points and Displays

We recognise that passengers should be able to get all the information they need to plan their journey from one source at a station.

To ensure passengers can get information when they need it and to comply with the standards and guidance set out in the code of practice for accessible train station design, we will:

- Provide information points at all our stations. We will open them whenever the booking office is open, signpost them clearly and put them in an obvious position on, or close to, the main concourse.

- Provide clearly marked designated meeting points at our stations, where people who have booked assistance can meet station staff.
- Clearly mark information points as the best place for our customers to seek advice. We will design and equip them so they're easy for everyone to use.
- Make it easy for passengers to get information about our stations' facilities, services and accessibility. We will do this using information points, station ticket offices, by telephone (National Rail Enquiries 08457 484950) and on the National Rail Enquiries [website](#).
- Use information points to share information on timetables, fares, connections and confirmation of any help arrangements that have been made through Passenger Assist.
- Put information, such as leaflets and timetables, at a height that is accessible to all passengers.
- Make sure that staff at information points are giving the most up-to-date information to all passengers. That includes information about TOCs' services and facilities, as well as the accessibility at the station, and of other transport near the station. We train our staff to find information from another source if they can't answer a question immediately.
- Give real-time information at stations and through our helpline as soon as reasonably practicable. This includes timetables and information about delays, diversions and any other events that may affect passengers' journeys.

Ticket Machines

We will work with TOCs to ensure that any automatic ticket machines at our stations are accessible, unobstructed, well lit and have the facility to issue the appropriate tickets to disabled passengers and their travelling companion.

For information about fare concessions and Disabled Persons Railcards, please ask our station staff to provide the 'Rail Travel Made Easy' leaflet.

Ticket Gates

Where a station has automatic or manual ticket gates and there are no staff attending, we will lock the gates open. Our stations will offer an alternative accessible gate to any passenger for which the standard gate is inappropriate.

Luggage

Luggage can be difficult to manage for many disabled people. When a request has been made through Passenger Assist, we will help disabled passengers with their luggage from all main access points of the station to and from their trains. This is a

free service, and we will still provide it when passengers have not booked in advance.

The [National Rail Conditions of Carriage](#) provide information on the amount of luggage passengers are permitted to travel with on a train service.

Left Luggage

Details of left luggage facilities at each station and their location can be found on the stations section of the [Network Rail Stations](#) website.

Where they are provided, the left-luggage facilities are available to all passengers. Where lockers are provided, we will offer a variety of sizes.

Staff will be available to help use any left luggage facility and all left luggage will be screened for security reasons before being put in a locker.

Ramps

We will provide suitable ramps at our stations to help wheelchair users board or get off trains. Whilst we encourage passengers who need assistance to book in advance whenever possible, staff will also be available to help, when they tell us they want help, whether they have booked assistance in advance or not.

Facilities provided by third parties

Where retail and catering facilities are on our stations, we endeavour to make these accessible to all passengers, and we will work with our retailers to consider the needs of all customers when designing their internal layout.

Emergency Procedures

Each managed station has an emergency plan for evacuating the station in an emergency. Staff members take specific responsibilities for helping disabled passengers evacuate the station. Evacuation arrangements comply with the individual station's fire certificate, as well as providing refuge places according to the most up to date British Standard (BS9999).

Making Connections

Connections to Other Train Services

We will work with train operators to ensure that any of our customers requiring assistance make their connections. Our mobility assistance staff will also help when platform changes are made at short notice.

Connections with Other Forms of Transport

We will provide information at our stations about using accessible transport from the station, such as accessible taxis. Additional information concerning the location of interchanges and specific access points for disabled passengers can be found on the [Network Rail Stations](#) website.

Station staff will be happy to assist passengers to taxi ranks at the station and also to other forms of transport where these are within the vicinity of the station.

Accessible taxis operate from all our managed stations' ranks. When we negotiate new contracts with taxi companies, we stipulate that all permit holders must carry working wheelchair ramps, and be familiar with their use.

Car Parking

Because of their inner-city locations, not all of our managed stations have car parks. You can find these details in the 'Station Accessibility Information' in appendix A.

Where station car parks are provided, we've stipulated an appropriate number of spaces for blue badge holders.

We regularly review the number of blue badge spaces at our managed stations. We will provide more spaces where they're full for more than 10 per cent of car parking hours.

Where our parking ticket machines aren't accessible, we will ensure that any future replacement is.

We employ Apcoa Parking (UK) Ltd as our car park operator. As part of their contract, they enforce our car parks' terms and conditions. This includes misuse of designated disabled bays and the appropriate action detailed for each station for this, such as imposing parking fines.

Disruption to Facilities and Services

Disruption to facilities and services can have a big impact on both the accessibility of rail services to disabled people, and on disabled people's confidence in travelling by rail.

Where disruption happens, we will ensure that disabled passengers can continue their journey. We will never leave disabled passengers stranded with no accessible route to their destination.

Reduced Accessibility at Stations

When one of our stations has a reduced level of accessibility, we will put up notices at the station entrance and information points. We will also include a project timetable, and keep it up-to-date. We will publish the relevant information on our website and update the [Network Rail Stations](#) website.

Problems with Access Equipment

When there are problems with access equipment, such as a platform lift breakdown, we will restore operation as soon as we can. We will also relay information about the breakdown including what we are doing to restore operation and how long this may take to those who may be affected. If this affects disabled passengers' journeys, we will provide an alternative solution to get them to their destination.

Train Service Disruption

We ask our staff to help during disruptions and we train our people to be flexible so they can help out as circumstances demand. In the case of major disruption, we've trained all our management staff to help the station teams.

We appreciate that late changes of platforms impact on all our passengers and can cause problems for onward journeys. Whilst unfortunately there are times when we can't avoid late notification of platform changes, we will give our mobility assistance staff advanced radio warning of any changes whenever possible so that they can help passengers to the new platform.

We give priority to accessible information of any variations from the standard timetable. Where our customer information systems allow, we will highlight any numbers that deviate from the usual booked platform.

We will work with our colleagues and industry partners to assist disabled passengers when difficulties arise from late platform information and alterations.

From time to time, planned engineering works might mean changes or cancellations to train services. When this happens, alternative transport, such as a rail replacement bus service, will be provided. We will work with the operator to make sure that disabled passengers have suitable alternative transport, whether they've pre-booked assistance or not.

You can find information about current and future engineering works on the National Rail Enquiries [website](#).

Individual train operators publish information about planned engineering works on their respective websites. We also make this information prominent at our managed stations. We will offer information available in accessible formats to help passengers find the right substitute service.

Building Works

From time to time, and particularly during redevelopment works, we may need to change the facilities available to customers at our stations' facilities. If this happens, we will provide reasonable replacement facilities that are accessible.

Similarly, where building works disrupt the usual access route to and from a station, we will provide appropriate alternative routes. We will also make sure third parties who are undertaking works near our stations maintain an appropriate access route to the station.

Contact Us

We ask passengers to tell us about any problems they encounter on their journey through our managed stations.

We welcome your feedback on the facilities and service levels you find at our stations. Often the best way to resolve problems or issues as soon as possible is by talking to station managers or the Network Rail Community Relations team. You can do this, as well as request to see a copy of 'Making rail accessible: guide to policies and practices', using any of the following:

1. in person at any managed station's reception
2. by post - Network Rail
The Quadrant
Elder Gate
Milton Keynes
MK9 1EN
3. via the Network Rail website – [Contact us - Network Rail](#)
4. by telephone – 03457 11 41 41
5. by email – CRHQ@networkrail.co.uk

We hold regular 'Meet the Manager' events at most managed stations. They're a chance for customers to meet our station managers and senior members of staff from both Network Rail and TOCs. You can find the dates on station information posters or by calling the relevant station. If you give us advance notification, we can provide a British Sign Language interpreter at these events.

Alternative Formats

We will provide copies of all the documents referred to in our DPPP, including alternative formats of audio and large print, free of charge within seven working days of receiving a request.

Both parts of the Network Rail DPPP can be obtained from all station receptions. You can find the location of our receptions in appendix A.

Routes and Responsibility

Network Rail operates in ten devolved routes. The responsible directors for our station facilities and staff, and a route boundary map, are shown below.

Anglia	Richard Schofield
London North East and East Midlands	Rob McIntosh
London North Western	Martin Frobisher
Scotland	Phil Verster
South East	John Halsall
Wales	Paul McMahon
Wessex	Stuart Kistruck
Western	Mark Langman



Appendix A: Station Accessibility Information

Information on the services and facilities available at our stations is shown below. A map of the facilities can also be found on the [Network Rail Stations](#) websites.

	Station staffed?	Location of step free entrances	Designated disabled parking	Seating	Standard toilets	Changing places toilets	Baby change facility	Accessible toilet	Accessible ticket machines	Accessible ticket counter	Induction loop at ticket counter	Visual and audio announcements	Secure station accreditation	Wheelchair available	Ramps for train access	Induction loops at information and meeting points	Accessible pick-up and drop-off	Automatic doors/ Open entrance	Waiting rooms	Accessible Catering	Designated meeting point
Birmingham New Street	Full time	Stephenson Street, Victoria Square, Hill Street.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	Mobility assistance point opposite main ticket office
Bristol Temple Meads	Full time	Station Approach, Temple Quay.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Customer Helpdesk - Platform 3

	Station staffed?	Location of step free entrances	Designated disabled parking	Seating	Standard toilets	Changing places toilets	Baby change facility	Accessible toilet	Accessible ticket machines	Accessible ticket counter	Induction loop at ticket counter	Visual and audio announcements	Secure station accreditation	Wheelchair available	Ramps for train access	Induction loops at information and meeting points	Accessible pick-up and drop-off	Automatic doors/ Open entrance	Waiting rooms	Accessible Catering	Designated meeting point
Edinburgh Waverley	Full time	New Street car park, Market Street, Princes Street, Calton Road, North and South ramps.	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Mobility assistance lounge (small groups) Opposite Platform 2 (large groups)
Glasgow Central	Full time	Gordon Street, Hope Street,	✓	✗	✓	✓	✗	✓	✗	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	Main Concourse
Leeds	Full time	Aire Street, City Square, New Station Street, Southern entrance.	✓	✓	✓	✗	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	South Concourse customer information point

	Station staffed?	Location of step free entrances	Designated disabled parking	Seating	Standard toilets	Changing places toilets	Baby change facility	Accessible toilet	Accessible ticket machines	Accessible ticket counter	Induction loop at ticket counter	Visual and audio announcements	Secure station accreditation	Wheelchair available	Ramps for train access	Induction loops at information and meeting points	Accessible pick-up and drop-off	Automatic doors/ Open entrance	Waiting rooms	Accessible Catering	Designated meeting point
Liverpool Lime Street	Full time	Lime Street, Skelhourne Street, Lord Nelson Street.	✓	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	Main Concourse customer information point
London Bridge	Full time	Tooley Street, Bridge above Tooley Street, St Thomas Street, London Bridge Road.	✗	✓	✓	✗	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✓	Information desk - Southern Concourse
London Cannon Street	Full time	Middle entrance on Cannon Street.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✗	✓	✗
London Charing Cross	Full time	North Kent Passage, Centre Passage, Cab Road Passage.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✗

	Station staffed?	Location of step free entrances	Designated disabled parking	Seating	Standard toilets	Changing places toilets	Baby change facility	Accessible toilet	Accessible ticket machines	Accessible ticket counter	Induction loop at ticket counter	Visual and audio announcements	Secure station accreditation	Wheelchair available	Ramps for train access	Induction loops at information and meeting points	Accessible pick-up and drop-off	Automatic doors/ Open entrance	Waiting rooms	Accessible Catering	Designated meeting point
London Euston	Full time	Euston Rd/Melton St, Euston Rd/Eversholt St, Cardington St.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Mobility Assistance Reception
London Kings Cross	Full time	New Concourse Main, Kings Cross Square A and B, Pancras Road Entrance 1 and 2, Platforms 9-11 Entrance.	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	Mobility Assistance Reception

	Station staffed?	Location of step free entrances	Designated disabled parking	Seating	Standard toilets	Changing places toilets	Baby change facility	Accessible toilet	Accessible ticket machines	Accessible ticket counter	Induction loop at ticket counter	Visual and audio announcements	Secure station accreditation	Wheelchair available	Ramps for train access	Induction loops at information and meeting points	Accessible pick-up and drop-off	Automatic doors/ Open entrance	Waiting rooms	Accessible Catering	Designated meeting point
London Liverpool Street	Full time	Broadgate main, Broadgate link, Platform 10 entrance, Sun Street passage, Bishopsgate West A and B.	✗	✓	✓	✗	✗	✓	✗	✓	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	At front of ticket office
London Paddington	Full time	Grand Union Canal, Entrance onto bridge, Taxi rank entrance, Praed Street, Car park entrance.	✗	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	Network Rail Reception Office

	Station staffed?	Location of step free entrances	Designated disabled parking	Seating	Standard toilets	Changing places toilets	Baby change facility	Accessible toilet	Accessible ticket machines	Accessible ticket counter	Induction loop at ticket counter	Visual and audio announcements	Secure station accreditation	Wheelchair available	Ramps for train access	Induction loops at information and meeting points	Accessible pick-up and drop-off	Automatic doors/ Open entrance	Waiting rooms	Accessible Catering	Designated meeting point
London St Pancras	Full time	Midland Road taxi rank, Midland Road, Car park entrance, Eurostar taxi drop off, Kings Cross underground, Pancras Road.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✗
London Victoria	Full time	Bridge Place, Victoria Street entrances 1, 2, 3, 4 and 5, Buckingham Palace Road.	✓	✓	✓	✗	✓	✓	✗	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✗

	Station staffed?	Location of step free entrances	Designated disabled parking	Seating	Standard toilets	Changing places toilets	Baby change facility	Accessible toilet	Accessible ticket machines	Accessible ticket counter	Induction loop at ticket counter	Visual and audio announcements	Secure station accreditation	Wheelchair available	Ramps for train access	Induction loops at information and meeting points	Accessible pick-up and drop-off	Automatic doors/ Open entrance	Waiting rooms	Accessible Catering	Designated meeting point
London Waterloo	Full time	Waterloo Road (A and B), Station Approach, Taxi Rank Entrance, Westminster Bridge.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	Main Concourse customer information point
Manchester Piccadilly	Full time	All Entrances.	✓	✓	✓	✗	✗	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
Reading	Full time	Main entrance, Underground car park, North entrance, Platform 7 entrance, Blagrove Street.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗

Appendix B: Access Improvement Schemes

Delivered Improvement Schemes

Birmingham New Street

We've transformed Birmingham New Street station into a major transport and shopping hub, stimulating economic growth and regeneration in Britain's second city. The first half of the new station was completed in April 2013 and the full redevelopment opened in September 2015.

We've improved accessibility throughout the station with lifts and escalators to every platform:

- 15 new lifts
- 36 new escalators
- Clearer platforms with more space for passengers

Glasgow Central

We have completed an upgrade to the accessible toilets at Glasgow Central station, including installing a changing places toilet. Changing Places toilets are different to standard accessible toilets as they have extra features and more space to meet the needs of people who use them.

Leeds

Leeds station - Britain's third busiest outside London - now has a new, direct link to the city's south bank area that will save passengers time on their daily journeys.

Up to one fifth of the station's 100,000 daily users are expected to benefit from the new entrance relieving congestion at the existing tickets gates.

The new pedestrian entrance will be a great benefit to people living and working south of the river, and will open up new travel opportunities providing a further stimulus to redevelopment and expansion of the city centre, and will support the continued regeneration of the southern quarter of the city.

Reading

Reading station is one of the busiest rail hubs in Britain, used by nearly 20m passengers a year. Starting in 2011, we've rebuilt the station and upgraded the railway in the Reading area, including redesigning the complicated track layout. This has removed one of the worst bottlenecks on the rail network.

We've added five new platforms, new retail facilities and a new footbridge three times the size of the original, with escalators and lifts providing step-free access to all platforms.

Upcoming Improvement Schemes

London Bridge

We're transforming London Bridge station, creating new platforms for more trains, building a new concourse, and creating a bigger and better station for passengers.

London Bridge is the fourth busiest station in the country, bringing around 56 million passengers into the city each year. The changes we are making will allow us to introduce more Thameslink trains every day – up to 18 trains an hour through London Bridge – offering better connections than ever before.

Timeline:

January 2015 – August 2016 - Charing Cross services are not stopping at London Bridge

January 2015 – 2018 - Cross-London Thameslink trains are not stopping at London Bridge

August 2016 – January 2018 - Cannon Street services will not stop at London Bridge

Spring 2018 – Station redevelopment complete

London Euston

At London Euston we are installing automatic ticket gates and updating our signage to make navigating the station easier in preparation for HS2. Later in 2016, engineering work will begin for HS2 affecting some platforms and entrances to the station.

London Liverpool Street

A project is now underway at Liverpool Street station to build a new and improved ticket office and waiting room, improved toilet facilities and new retail units, which are set to open next year.

The current ticket office is set to be relocated to platform 10 and this space will then be converted into a new café and retail area on the main concourse and at street level, providing a better mix of retail and food and beverage offers for passengers.

Timeline:

Spring 2016 - New ticket office located on platform 10

Summer 2016 - New dining outlets open on street level

Autumn 2016 - New retail outlets on main concourse (old ticket office)

London Paddington

We're restoring the roof and improving facilities at Paddington station, ready for the Great Western route upgrade and the arrival of Crossrail.

The improved facilities will include:

- Better retail choices and more food and drink outlets.
- Better waiting facilities and more seating areas.

We're creating a new retail and dining hub in the area at the back of the station known as the Lawn. This area was originally the lawn of the Victorian station master's cottage – hence its name. Due for completion in 2016, the Lawn redevelopment will give passengers and visitors to the station a much wider choice of shops and restaurants.

Train services are not affected by our improvement work and we are taking care to maintain passenger flow and safety on the station.

London Waterloo

The railway from London Waterloo is the UK's busiest, carrying more than half a million passengers every day and more than 98 million every year, an increase of more than 100% in the last 20 years. London Waterloo is also the UK's busiest station with almost 100 million passengers a year and a train arriving or departing almost every minute during peak times.

With passenger numbers continuing to rise, we have spent time developing a programme of improvement works that will help more people travel on trains into and out of London Waterloo.

These improvement works include:

- converting the former Waterloo International Terminal to allow domestic train services to use platforms 20 - 24 and changes to the station concourse to improve passenger access and circulation;
- extending platforms 1 – 4 to enable longer 10-car trains to be run on the suburban network; and

These works are a vital aspect of our strategy to provide a safe, reliable and efficient railway fit for the 21st century.

The proposed works on the approach to London Waterloo are the first phase of works to allow the former Waterloo International Terminal to be used for domestic services.

Network Rail

Making Rail Accessible:
Guide to Policies and Practices

July 2016

Operator's Strategy

Across our managed stations, we will consider accessibility issues and plan how we meet disabled people's needs.

To provide continuity Network Rail will aim to standardise the services and environment we offer across all of our stations

To help us do this Network Rail has formed the Built Environment Accessibility Panel (Network Rail BEAP) who assist Network Rail, to deliver a better railway for a better Britain.

The BEAP member give technical and experiential advice on the design and management of Network Rail built environment proposals and plans.

We endorse, and will adopt the standards and guidance in the code of practice for accessible train station design and in the Persons with Reduced Mobility, Technical Specification for Interoperability. We will meet all of the Code's standards for new, renewed or enhanced facilities at our stations. Where this isn't possible we will seek other options as soon as possible. Only when these have been exhausted will we seek dispensation and consider suitable alternatives.

We have close working relationships with the TOCs who operate train services from our managed stations. As the station operator, we will coordinate management arrangements at stations for train operators, including assisting disabled passengers.

Management Arrangements

Providing services to disabled people is an integral part of how we deliver rail services. We will integrate this document fully into our day-to-day activities.

We've set up managed station project teams to develop, modernise and maintain stations without compromising their historical importance.

We will integrate our DPPP's objectives into business plans and project planning.

During our projects' design phase, we employ access consultants to advise us on how the project will affect stations' accessibility, both during and after the construction work and for major projects and programs the plans will be presented to the Network Rail BEAP.

All our managed stations have a 24/7 management presence. We carry out regular general inspections to make sure services and facilities are in place. If there's a temporary failure of a service or equipment breaks down, we will make alternative arrangements for disabled passengers.

Monitoring and Evaluation

How we deliver services and facilities to disabled passengers is continuously monitored and evaluated to make sure we meet both the standards outlined and our commitment to constant improvement.

These are the mechanisms we use:

We undertake mystery shopping exercises at all of our managed stations every two months. These audits monitor and assess our customer service, station environment and facilities.

We record statistics on the percentage of assistance bookings that we meet on time, and we use these figures to track our performance.

The industry will carry out an annual passenger survey of our managed stations. We ask over 5,000 customers to give us feedback on issues from staff availability and passenger facilities, to how we provide information. We have tracked and monitored our managed stations' performance with this survey since 2001.

We encourage passengers to provide feedback on their personal experience of our facilities and service levels at our stations. It is important to us to both recognise good service and to provide an effective means of communicating and resolving any problems as quickly as possible. Full details of how our customers can contact us with their feedback can be found on page **Error! Bookmark not defined.**

Access Improvements

We will provide an accessible public transport system, which gives disabled people the same opportunities to travel as other members of society.

We will comply with Technical Specification for Interoperability for Persons with Reduced Mobility (PRM TSI) , and the Code, when we're installing or refurbishing station facilities. This means we will make every effort to comply, and if it's not possible then we will apply for derogation against the PRM TSI and/or dispensations against the Code.

We're responsible for 18 managed stations, and we're constantly undertaking schemes to improve access at these stations.

Working with Others

We consult with various organisations to make decisions on accessibility issues, including ways to improve and prioritise access. You can find out the criteria and guidance we use for working with organisations of disabled people when considering which groups to consult at Annex 1 of the DfT's document 'Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – Code of Practice'.

Consultation is sought from key organisations including the DfT, Passenger Focus and the Disabled Persons Transport Advisory Committee, London Travel Watch and Transport for Scotland.

Staff Training

To implement our DPPP we need to train our management and staff properly. We give all our frontline station staff a two-day intensive customer service course, which emphasises treating everyone as an individual, and to communicate with people to find out their particular needs. We also brief retail staff on our DPPP as part of a wider induction programme.

All our managed station staff also receive specific inclusive service training co-delivered by disabled trainers.

Our staff awareness and training is a big part of achieving this document's aims. We will:

1. Give all station inclusive service training to make sure they know their responsibilities to disabled passengers. That includes senior and key managers.
2. Frontline staff may, at any time, need to help passengers. We will give them appropriate training on how to use boarding equipment such as ramps, wheelchairs and induction loops.
3. We will train our staff who may, at any time, deal directly with passengers to help them communicate with people with communication needs.
4. We will train any staff that answer telephones to communicate clearly with people that may have difficulty speaking, hearing or understanding.

We have also introduced inclusive service training for our station customer service and mobility assistance staff. All our new employees participate in this training within two months of joining us.

We will encourage third parties, such as retailers, who employ staff working on our station to instigate training programmes for their own staff.

Emergency Procedures

We have an emergency plan at every managed station which sets out the procedures for evacuating the station in an emergency. Station staff have assigned responsibilities to evacuate all our customers in the event of an emergency. These include staff members with specific responsibilities for helping disabled passengers to leave the station safely.

These arrangements comply with the individual station's fire certificate, as well as providing refuge places according to British Standard BS9999.

Communications Strategy

Many disabled rail users only travel infrequently. Some of the important information that we can easily communicate to regular rail users might be less likely to reach disabled people.

This is why we work closely with our industry partners to make sure that we make customer information available in alternative formats to meet our passengers' needs. For example, we've

installed display boards to make train departure and arrival information more readable. We've also fitted induction loops at most of our managed stations' booking offices.

We also work with our industry partners to give provide customers the best possible information such as that found on the 'Stations Made Easy' website which includes: .

1. Schematic maps of all managed stations
2. Photos of every possible route through and around the stations
3. Photos of station entrances and the range of facilities at managed stations. This includes car parks, station entrances, lifts, stairs, ticket counters, accessible toilet facilities and the various retail and catering offerings.

Telephone

We will provide good quality telephone services for disabled passengers. We've installed textphones connected to a good quality printer at all our managed stations and telephone numbers are provided for each station where customers can talk to a human operator.

This commitment also includes recorded telephone information. We will make the information clear and give callers the chance to connect to a human operator. Where this isn't possible, we will give a telephone number where a human operator can be contacted.

We list the phone numbers on all station specific literature and our stations website. All our textphones also have their own dedicated telephone number.

Websites

We're actively working towards achieving the industry-recognised W3C standards. W3C is the World Wide Web consortium, made up of member organisations which maintain full-time staff and work together to improve standards across the web.

We monitor and improve our website to make it more accessible for everyone.

Signage

In addition to our station travel plan process, we also routinely review our access points signage at all our managed stations.

When installing new signage, we take into account the guidance and standards for signage at stations found in the Code. We also consider the good practice guide published by the Railway Safety and Standards Board (RSSB) on 'Wayfinding at Stations' when we consider how and where to put signs and give information at stations.

Car Parking

Because of their inner-city locations, not all of our managed stations have car parks. You can find these details in the 'Station Accessibility Information' in appendix A.

Where station car parks are provided, we've stipulated an appropriate number of spaces for blue badge holders, also set out in appendix A.

We regularly review the number of blue badge spaces at our managed stations. We will provide more spaces where they're full for more than 10% of car parking hours.

Where our parking ticket machines aren't accessible, we will ensure that any future replacement is.

We employ Apcoa Parking (UK) Ltd as our car park operator. As part of their contract, they enforce our car parks' terms and conditions. This includes misuse of designated disabled bays and the appropriate action detailed for each station for this, such as imposing parking fines.

Review Timescales

We will keep this guide up-to-date by reviewing it annually, and updating it as necessary. Any updates will be submitted to the DfT for approval,

This is the latest version of the guide as of July 2016 and the information contained within it is accurate as of the last review.