

Marcus Clements

Head of Consumer Policy
Rail Markets and Economics

Email:

21 May 2020

Tom Joyner
Managing Director
CrossCountry
By Email

Dear Tom,

Approval of XC Trains Limited's (CrossCountry's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting CrossCountry Trains' draft Accessible Travel Policy (ATP) for approval.

I confirm that we have reviewed the ATP against the 2019 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). As part of our review process we also sought views on the draft ATP from Disabled Persons Transport Advisory Committee and Transport Focus and had several exchanges with you to clarify its commitments.

I can confirm that CrossCountry's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

During the course of our exchanges we discussed CrossCountry's approach to providing station accessibility information and to disability awareness training. This confirmed that, with the incorporation of the planned updates set out below, CrossCountry's current induction training meets the requirements of the guidance:

- The addition of videos describing the experience of disabled rail travellers;
- The active involvement of Midlands Stakeholder Equality Group members in the specification and delivery of disability awareness training; and
- Additional exercises and material focusing on effective communication with disabled people with a range of impairments.

Although CrossCountry's franchise ends in October 2020, we are pleased to have agreed that by 31 July 2020 CrossCountry will provide a report to ORR setting out its progress against delivery of its staff training commitments and complete delivery of those commitments by 31 July 2021, irrespective of which company operates the service at that time. As part of this, we will require documentary evidence that the Accessibility in Stations

and Providing Safe Assistance elements of the new training requirements are delivered as part of the route learning provided to frontline staff.

I highlight the following initiatives to which CrossCountry has committed. I shall be grateful to CrossCountry to provide updates on these until completion.

- Achieving the industry-recognised Web Content Accessibility Guidelines (WCAG) by October 2020;
- Training the CrossCountry Social Media team to handle Passenger Assist bookings between 2000-2200 once COVID-19 restrictions on social distancing are relaxed, meaning the team can once again be co-located with the Passenger Assist team in Birmingham.

A copy of the approved ATP is attached to this letter, and will be published on our website along with a copy of this letter. Please provide a branded version by 26 June 2020.

Please note that ORR has now concluded the consultation on changes to the guidance with respect to the provision of accessible rail replacement services. Whilst CrossCountry's ATP meets the requirements of the current iteration of the guidance, on publication of any revised guidance we will set out the timescales for submitting a revised policy document for approval, if one is required.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Clements', is positioned below the 'Yours sincerely,' text.

Marcus Clements

MAKING RAIL ACCESSIBLE


Helping Older and
Disabled Passengers

A guide to our Accessible Travel Policy

May 2020

CrossCountry routes

Where can we take you?

 Change at one of these stations to avoid changing at Birmingham New Street - see website for details



CrossCountry routes

Summer weekend services

Please note: not all stations are shown

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Introduction

CrossCountry is committed to helping people use the railways confidently, appreciating the different needs of the communities we serve.

We appreciate that not all disabilities are visible, CrossCountry strives to provide rail services which are truly accessible, so that customers can travel in confidence, safe in the knowledge that extra help is available at each stage of their journey. We hope this leaflet is particularly helpful for people with mental health conditions, Autism and Asperger Syndrome, sensory processing difficulties, cognitive impairment, hearing loss, low or restricted vision and 'non-visible' physical health conditions, e.g. cancer, chronic pain, diabetes, heart and respiratory conditions.

This leaflet, 'Making Rail Accessible' provides a practical guide to travelling with CrossCountry, explaining what we do to assist passengers with a range of additional needs and the standards of service they can reasonably expect. For customers who use our services to or from stations in Wales (Cardiff Central, Newport, Severn Tunnel Junction, Caldicot and Chepstow) we will be happy to provide printed copies of this leaflet and our Accessible Travel Policy in the Welsh language, available on request to our Passenger Assist booking team.

We will explain how to find details of the assistance available, facilities and information you will need to help you to plan your journey.

Our commitment to helping all customers, particularly older and disabled people to travel in confidence includes:

- assistance at the stations we serve and our trains, or when making connections
- alternative accessible transport when our stations or trains are inaccessible
- clear, consistent and up-to-date customer information
- a range of discounts to reduce the cost of travel for disabled people and a companion

Assistance: what is available and how to get it

Even if you have not booked assistance in advance, we will provide assistance at any station served by CrossCountry, that is accessible to you, during the hours that our trains are scheduled to serve that station. Most of the stations we serve are staffed

and all our trains have Train Managers or Senior Conductors on-board, so where staff are available, they will always help you and provide assistance that you request, where reasonably practicable. At staffed stations served by CrossCountry, the station operator's staff provide assistance on our behalf. If they are not immediately visible to you on arrival at the station, they can be contacted at the Meeting Point, which will normally be signed from the main station entrance, or via an electronic Help Point. If the station is unstaffed our on-board staff will assist you from the platform onto the train.

Passenger Assist

If you can arrange your travel in advance, we participate in an assistance booking system called Passenger Assist. This is a rail industry-wide system used to book assistance at stations for passengers during their journey and to buy your ticket and reserve seats and wheelchair spaces on trains where reservations are available.

The ability to travel as and when you wish is important to everyone, so we are working closely with our suppliers and rail industry partners to reduce the notice period for booking assistance.

To book assistance, please contact our Passenger Assist team free of charge who are available 0800-2000 seven days a week when CrossCountry trains are running. We currently do not run any trains on 25 and 26 December. We commit to extending our call-centre opening hours from 2000 to 2200 as soon as possible:

Phone: 0800 030 9224 (Freephone, including from mobiles)

Text Relay: 0800 030 9230

Email: assistance@crosscountrytrains.co.uk

Online: crosscountrytrains.co.uk/passenger-assistance-request

We will provide booking confirmation by email, where you have provided your details; or by post if requested.

We commit to sufficient resourcing so that your call will be answered within 20 seconds and aim to respond to email and online requests within 4 working hours. We monitor our performance against these targets on a regular basis.

CrossCountry works with other train companies and station operators to agreed processes for booking and providing assistance. This means that if your journey involves a change of train onto other operators' services, assistance can be booked through a single point of contact. We can book assistance for your whole rail journey, even where part of the journey is with other

train operators and for all staffed stations across the National Rail network.

When booking assistance, our Passenger Assist team check the station accessibility information, which is also available to view through links from the CrossCountry website: **crosscountrytrains.co.uk/stations**, for the stations we serve, and through the website **nationalrail.co.uk** for other stations, to consider your individual needs and to ensure there is sufficient time to make any connections in your journey. We can provide station information by post on request, including in alternative formats such as large print.

If a station you wish to travel from or to is inaccessible to you, we will provide alternative transport, at no extra charge, to the nearest or most convenient station to enable you to continue your journey. For example, if there is only access via steps to some or all platforms, we will arrange alternative accessible road transport (such as a taxi) for you to the nearest suitable alternative station that is accessible to you. Please contact our Passenger Assist team, who will discuss your needs in order to arrange appropriate assistance.

Assistance and extra help are available at each stage of your journey, if and when you need it.

This includes:

Before you travel

- Help with planning your journey
- Explaining the accessibility of our network and the facilities available at the station and on the train
- Making seat reservations on CrossCountry services and those operated by other train companies
- Providing the opportunity to purchase tickets, including Advance fares, for your journey at the same time as booking assistance

At the station

- Assistance with getting on and off the train at every station that is accessible to you
- Help with luggage at staffed stations
- Help through the station and to your platform, at larger staffed stations
- Boarding and alighting with wheelchairs, scooters and mobility aids
- Assistance to and from connecting train services and onward transport such as bus, tram and taxi within the station area

We know that staff training plays an important part in delivering

a railway which is accessible for everyone, so we work hard to provide our CrossCountry staff with the skills and understanding they need to assist customers with a range of accessibility requirements including visible and non-visible disabilities.

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

Before you travel

We understand it is important for you to have accurate, helpful information available when planning your journey so you know what to expect at our stations and on trains and can travel with confidence.

Station information, including the accessibility of the stations we serve and the facilities available such as parking and staff availability can be found through links from our website: crosscountrytrains.co.uk/accessibletravel/stations.

Similarly, information relating to the accessibility of our trains and other useful information can be found on our website: crosscountrytrains.co.uk/accessibletravel. Our Passenger Assist booking team are happy to discuss journey planning with you, and provide station and train seating plan information by post on request, including in alternative formats such as large print.

Our mobile app and website show live train times, and both provide information regarding any current or future significant changes or delays to CrossCountry services.

How to buy tickets

We have a range of options available for buying tickets ahead of travel or on the day, including:

Online

Our website crosscountrytrains.co.uk offers a range of tickets and journey planning tools. You can receive your tickets on a smartphone via the CrossCountry Train Tickets app, by First Class post (please allow five days for delivery); or collect your pre-paid tickets from ticket machines at many of the stations we serve.

On mobile/app

You can buy your ticket on your smartphone anytime, anywhere with the free CrossCountry Train Tickets app. Buy tickets securely on our app and collect your tickets within 15 minutes from station ticket machines or if you've selected the mobile ticket

delivery option, just show your smart phone to the Train Manager or Senior Conductor on the train.

Ticket Machines at stations

Ticket machines are available at many of the 120 stations CrossCountry serves. You can buy a range of tickets for immediate use and they accept most credit/debit cards as well as cash. Please check your journey times and individual ticket restrictions when purchasing your ticket to be sure that it is valid for your planned train. Please be aware that First Class tickets will not be able to be used by wheelchair users who are unable to transfer to a seat for journeys operated by our Turbostar trains on routes between Birmingham New Street and Cambridge, Cardiff Central, Leicester, Nottingham and Stansted Airport. This is because both wheelchair spaces are located in Standard Class.

Station ticket offices

You can buy the full range of tickets from staffed ticket offices. Ticket offices across the CrossCountry network will accept all major credit/debit cards, cash and Rail Travel vouchers.

On trains

At stations where no ticket office or ticket machines are provided, or the ticket office is closed; tickets can be purchase from our Train Manager or Senior Conductor on the train.

We understand that disabilities are not always visible and if you are concerned about purchasing tickets, please contact staff at stations or on trains or our Passenger Assist booking team for advice.

Along with all other train operators, we participate in several schemes offering discounted fares, which are detailed below.

If you are unable to buy a ticket before your journey, because the facilities are inaccessible or unavailable, you can do so without penalty during the journey or at the destination station and enjoy any reduction to which you are entitled, such as using a Disabled Persons Railcard.

Discounts and Railcards

If you are visually-impaired

If you are a visually impaired person travelling with a companion and you do not hold a railcard, the following discounts on Anytime/Day tickets apply for both of you:

- Anytime Single or Return – 34% discount
- Anytime Day Single – 34% discount
- Anytime Day return – 50% discount

No concession applies if you are travelling alone or do not hold a railcard.

To obtain these discounts a document confirming your disability, issued by a recognised institution (for example Government Department, Local Authority, Guide Dog Ownership certification or RNIB) is required. Discounted tickets without a railcard can only be purchased at a Ticket Office.

- Season tickets – you can be issued with one adult season ticket to cover two persons; the two travelling for the price of one. A different companion may travel with you on different days.

If you remain in your wheelchair for a rail journey

If you remain in your wheelchair throughout the journey and you do not hold a railcard, the following discounts on Anytime/Day tickets will apply:

- Anytime Single/Return – 34% discount
- Anytime Day Single – 34% discount
- Anytime Day Return – 50% discount

The same discount will apply for one person travelling with you.

Disabled Persons Railcard

The Disabled Persons Railcard is a type of discount card for tickets that allows those living with disabilities to save up to 1/3 on rail travel. If you're travelling with another adult, they will also receive 1/3 off their rail fare.

There are no time restrictions on the Disabled Persons Railcard, so you can use it to get a discount on tickets at any time of the day. Further details of eligibility criteria and how to apply for a railcard can be found at:

Website: disabledpersons-railcard.co.uk

Email: disability@raildeliverygroup.com

Call: 0345 605 0525

Textphone: 0345 601 0132 (for people with hearing impairments)

Disabled Persons Railcard discounts are available on tickets sold by our on-board Train Managers, Senior Conductors, station ticket machines, ticket offices and website & mobile app.

When purchasing a ticket on our website, there are prominent messages in place to advise customers that assistance is available for their journey. We continue to ensure that our Customer Relations call centre team offer our assistance service to

customers who mention they have a Disabled Persons Railcard. We also work closely with station operators to ensure that ticket office staff always offer the Passenger Assist booking service to customers who are Disabled Persons Railcard holders, however this is not yet available at every station on the day of travel.

Senior Railcard

Available to anyone over the age of 60, a Senior Railcard provides the opportunity to save up to 1/3 on rail travel in the UK. Senior Railcards can be purchased online, over the phone or at any station ticket office with your passport or UK driving licence as proof of age.

Further details of eligibility criteria and how to apply for a get a railcard can be found at:

Website: senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Call: 0345 300 0250

There may be other Railcards which are suitable for you. Please visit railcard.co.uk for further information.

Wheelchairs

All CrossCountry trains can accommodate customers using a wheelchair, in the clearly designated spaces on-board, providing they fit within the following dimensions:

Width: 700mm

Length: (including footplates) 1,200mm

Height: (including the user) 1,350mm

Weight: (including the user) 300kg

If your wheelchair exceeds the above dimensions, please contact our Passenger Assist booking team free of charge on 0800 030 9224, Text Relay 0800 030 9230 who will be able to offer advice. We provide two designated wheelchair spaces on each of our trains. On our long-distance services operated by our Voyager and High-Speed trains there is one in First Class and one in Standard. On our Turbostar trains which link Birmingham New Street with Cardiff Central, Cambridge, Leicester, Nottingham and Stansted Airport both wheelchair spaces are located in Standard accommodation, in the same coach. If you are reserving a wheelchair space in advance, we will always aim to reserve the adjacent seats for a travelling companion or family members. If you have not reserved a wheelchair space in advance, our On-board Staff will make every effort to find seating for a companion or family members as near as possible to the wheelchair space. Please note that any un-booked wheelchair spaces are available on a strictly first come, first served basis.

Mobility Scooters

We know how important mobility scooters are for some of our customers. So, we're more than happy to accommodate certain types of mobility scooters on our trains.

We can accept mobility scooters on-board our trains if they have a small triangular footprint and do not exceed the following dimensions:

Width: 700mm

Length: 1,200mm

Height: (including the user) 1,350mm

Weight: (including the user) 300kg

Please seek the advice of our Passenger Assist booking team free of charge on 0800 030 9224, Text Relay 0800 030 9230 to check that that your scooter is within the above dimensions before attempting to bring it on-board our trains.

Larger powered scooters cannot be conveyed on CrossCountry trains due to their weight, dimensions and lack of manoeuvrability. They may also pose a safety risk to other customers and our staff.

Users with scooters which can be folded down into lightweight manageable components may take their scooter onto the train as luggage. Customers or a travelling companion will need to be able to carry the folded scooter on or off the train. It should be stowed in the luggage rack or dedicated luggage compartment in Coach D of our Voyager trains.

Other train operators and transport companies may not take your scooter on-board. If you need to travel with another train operator or transport company to complete your journey, please make sure you or your booking agent checks their arrangements for travelling with mobility scooters.

At the station

CrossCountry does not manage any of the 120 stations our trains call at. The facilities at stations vary considerably across the network. Many of the stations we serve are staffed, while some have staff presence for part of the day and the remainder have no station-based staff.

At larger stations, such as Birmingham New Street, Leeds and Manchester Piccadilly, dedicated information points are located on the station concourse, with clear signage to their location within the station. The information points have variable height counters with information screens and leaflets positioned so that they can be accessed by everyone.

At staffed stations, where assistance is delivered by the station operator's staff on our behalf, a clearly marked Meeting Point is provided, to help customers who have booked assistance to locate and meet with staff. We recommend you arrive at the station 20 minutes prior to the departure of your train.

If you have not booked assistance when you arrive at a station, please speak with a member of staff or at an unstaffed station, please proceed to the platform and attract the attention of the on-board staff when the train arrives. Our on-board staff are trained to look for customers who may need assistance when arriving at a station.

When you have boarded a train, the station staff will communicate with our Train Manager or Senior Conductor and destination station staff, where appropriate, to ensure you are provided with assistance to get off the train.

When a train arrives at a staffed station, the station staff will ensure that customers who have booked through Passenger Assist are helped off the train as soon as possible and in any event within five minutes of the train's arrival at its final destination station, where reasonably practicable. At un-staffed stations, our on-board staff will assist you off the train.

When booking assistance, if your journey involves a station which does not have staff available at the time you are travelling, our Passenger Assist booking team will take this into account, together with the type of assistance you require and the overall accessibility of the station to ensure you can complete your journey. If our Passenger Assist booking team believes there is any risk of you not being provided with sufficient assistance at a particular station, they will discuss options with you and provide an alternative journey plan, assistance or transport to get you to your destination.

Connections and onward travel

If there's not a direct CrossCountry train for your journey, you can get to many places by making just one change. Where a change of train is necessary we will ensure that this change can be made as easily as possible by suggesting alternative connecting stations or through the use of Passenger Assist at stations. We have identified alternative interchange locations to Birmingham New Street, as this can be a difficult place to change between trains. These include Cheltenham Spa, Derby, Leamington Spa and Wolverhampton. These stations can often be easier and more convenient places to change trains. Our Passenger Assist booking team will be pleased to give you advice on connections.

Our Passenger Assist booking team and station staff will provide you with information on how to make connections with other modes of transport, both prior to your journey and when travelling through the stations our trains serve. There is also a useful information poster displayed at all National Rail stations, which provides onward connection information and local maps.

Assistance with luggage

We recognise that luggage can be difficult to manage in the station environment for many disabled and older people. If you need your luggage carried, please tell us when you book assistance so we can ensure that station staff, where available, are ready to help. Assistance can be given in taking customers and their luggage from train to station entrances (and vice versa) and when transferring between trains; wherever reasonably practicable.

Railway staff must be able to lift luggage items safely, so please bear in mind the limits set out in the National Rail Conditions of Travel, which state that you may bring with you three items of luggage.

Station accessibility information

For information on whether the following accessible services and facilities are available at any station served by CrossCountry trains please see our website [crosscountrytrains.co.uk/accessible-travel/stations](https://www.crosscountrytrains.co.uk/accessible-travel/stations), select the station name and follow the link to where you can find up to date information about:

- Level of platform accessibility and how access is provided (e.g. lifts, ramps or steps)
- Disabled Parking
- Accessible Set Down and Pick-Up Points
- Ticket office opening hours
- Meeting Points for assistance
- Staffing hours and Assistance availability
- Accessible Ticket machines
- Customer Information systems
- Help Points (either staffed or audio contact with the station operator's customer contact centre)
- Accessible toilets (including National Key toilets)
- Induction Loops
- Tactile paving
- Station Wheelchair availability
- Accessible waterproof waiting facilities
- Catering facilities
- Secure Station Accreditation

We are committed to working with station operators and Network Rail to find ways to further improve accessibility at the stations CrossCountry serves.

On the train

An overview of each type of train used on CrossCountry services is available on our website, crosscountrytrains.co.uk/accessibletravel/trains, including information on the general accessibility of each type and details of the routes on which different types of train are scheduled to run.

Following investment by CrossCountry in refurbishing our older trains, from January 2020 all CrossCountry trains will offer:

- At least two wheelchair spaces
- At least one Accessible toilet
- A Boarding ramp
- Designated priority seating
- Aural information
- Visual information
- A Train Manager or Senior Conductor to provide assistance during the journey on every train.

All our trains are fitted with public address systems, and our Train Managers and Senior Conductors are trained to make clear and concise announcements giving train information, including details of the next station and will do so on all services that do not have pre-recorded announcements.

Our Train Managers and Senior Conductors are also trained to take into account the needs of visually impaired, deaf or hearing-impaired people when walking through the train and providing information.

Seats on trains

We offer seat reservations on CrossCountry trains for all journeys, and our Passenger Assist booking team will always try to find the most suitable available seat for you. However, if you are unable to book in advance of travel, our Train Manager or Senior Conductor will make every effort to help older and disabled passengers find a seat on-board.

Priority seating, which has extra legroom and situated near the doors, is available in each coach on all of our trains. Priority seats are clearly labelled, and other passengers are requested to give up the seat, if required by an older or disabled person.

Wheelchair spaces are available on all of our trains, and our on-board staff assist in ensuring these dedicated spaces are kept clear and wheelchair users are given priority for this space. Signage adjacent to designated wheelchair spaces makes it clear wheelchair users must be given priority by law. Customers who have pre-booked wheelchair spaces receive priority over those who have not booked.

Our staff are trained to recognize assistance card schemes, such as the Sunflower lanyard, and will be pleased to offer assistance to the card-holder, including finding them Priority seats.

Assistance dogs

Assistance dogs are welcome on all CrossCountry trains, free of charge, and can travel in any part of the train. Our on-board staff will be happy to ensure that you are in the most appropriate seating on-board the train, which will usually be a Priority seat, to make the journey comfortable for both you and your dog.

Ramps

Portable ramps are available at staffed stations served by CrossCountry and on-board all our trains to facilitate boarding and alighting from trains. The ramps are specifically designed to fit the train you are travelling on, so that customers with reduced mobility can safely move onto and off the trains.

Ramps are available for all customers who require assistance. If you have not booked assistance, please advise a member of station staff where available, or the Train Manager or Senior Conductor who will arrange for the ramp to be put in place.

If things do not go as planned

We try to do everything we can to avoid them, but sometimes delays or cancellations will happen.

We promise that if you are delayed, we will give you as much information as we can about what is happening.

When a journey changes, or we experience disruption to services, we will provide information about changes to train times, and alternative travel arrangements, in both aural and visual formats by Public Address announcements and Information Screens displayed at stations and on our trains.

Where reasonably practicable, for significant changes and disruption during a journey, our Train Managers and Senior Conductors will pass through the train to check if customers require further support, and where possible, provide assistance as required.

If you have booked assistance in advance, where possible we will contact you to make alternative arrangements, particularly if there is significant disruption such as severe weather events. If things do not go as planned on the day of travel, we will always make sure that you reach your final destination, whether you have booked assistance or not.

Our CrossCountry mobile app and website show live train times, and Help Points are available at many stations providing a link to

the station operator's Customer Information team who are also able to assist you in continuing your journey.

Alternative transport

In the event we need to use alternative transport, we aim to use rail replacement buses or coaches which are fully accessible. Through our sister company, Arriva Road Transport, we work with regular suppliers for rail replacement transport so that we can request fully accessible vehicles are provided during periods of disruption. However, this is sometimes more challenging when sourcing vehicles at short notice, particularly as the availability of accessible vehicles can be limited in some geographical areas.

If things go wrong

Customers are at the heart of all that we do, and we work hard to ensure we deliver assistance in the right way for every journey. However, sometimes things go wrong, and we may not be able to provide the level of service that we promised.

Your feedback is important to us. So, if assistance has not been provided in the way you expected, whether you booked in advance or not, please contact our Passenger Assist booking team and we will investigate why this happened, and what action we intend to take to ensure it does not happen again.

We understand the inconvenience caused when assistance is not delivered, so we will also provide you with appropriate redress for your journey.

Where to get more information and how to get in touch

Our Accessible Travel Policy complements this leaflet and sets out in detail our policies and approach towards providing assistance for older and disabled customers, and those that need extra help; and how we meet our regulatory obligations. It is available on our website: crosscountrytrains.co.uk/accessibletravel.

Alternative formats such as audio and large print versions of both this leaflet and our Accessible Travel Policy are available on request, by calling our Passenger Assist booking team by phone or Text Relay, and on our website, free of charge. We aim to provide this to you within seven working days.

Information is important, so we will ensure that accessibility information relating to the stations we serve and our trains is readily available to you and is kept up-to-date by CrossCountry and the station operators responsible. This is available in an

online PDF format, available at: crosscountrytrains.co.uk/accessibletravel, which is accessible using screen readers or other software with accessibility features (for example, Adobe Reader) and can be easily accessed via personal mobile devices. Links are provided to take you direct to station operator's accessible travel website pages for stations information. We can also provide train and station information by post on request, including in alternative formats such as large print.

Contact Us

Our Passenger Assist booking team can provide further information regarding our services, including any queries on the day of travel. We would also be grateful to hear your feedback on services, and if you have any suggestions or would like to get involved with improving accessibility.

We are available 0800-2000, seven days a week, except 25 and 26 December. We commit to extending our call-centre opening hours from 0800-2200 as soon as possible:

Phone: 0800 030 9224 (Freephone, including from mobiles)
from 0800 – 2000.

Text Relay: 0800 030 9230 from 0800-2000.

At other times you can call the National Freephone Passenger Assist number: 0800 022 3720,
Textphone 0845 60 50 600 or
SMS to 60083.

Email: customer.relations@crosscountrytrains.co.uk at any time

Online: crosscountrytrains.co.uk at any time

Social media: Facebook – www.facebook.com/Crosscountrytrains
Twitter - @crosscountryuk

Or by post:

Passenger Assistance
CrossCountry
5th Floor, Cannon House
18 The Priory Queensway
Birmingham B4 6BS

We really hope you will not have any reason to complain when you are travelling with us. However, if you do, please speak to someone on the train or the station and they will try to sort out the problem there and then.

If you would rather, you can contact our Customer Relations Centre, or email us at customer.relations@crosscountrytrains.co.uk. Please give us the opportunity to try to resolve your complaint. If you're unhappy with the final response you receive, you have the right to appeal to the Rail Ombudsman.

Rail Ombudsman

Phone: 0330 094 0362

Textphone: 0330 094 0363

Email: info@railombudsman.org

By Post: FREEPOST – RAIL OMBUDSMAN


For further information visit:
crosscountrytrains.co.uk
or call us on 0344 736 9123

ACCESSIBLE TRAVEL POLICY

May 2020

CrossCountry routes

Where can we take you?

 Change at one of these stations to avoid changing at Birmingham New Street - see website for details



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Our Commitments to providing assistance

CrossCountry is committed to helping people to use the railways confidently, taking into account the wide range of different needs of the communities we serve.

CrossCountry strives to provide rail services which are truly accessible to all, so that customers can travel in confidence, safe in the knowledge that extra help is available at each stage of their journey, when needed.

Our commitment to helping all customers, particularly passengers with specific access needs to travel in confidence includes offering the following:

- assistance at our stations and our trains, or when making connections
- alternative accessible transport when our trains or the stations we serve are inaccessible
- clear, consistent and up-to-date customer information
- a range of discounts to reduce the cost of travel for disabled people and a companion

This document, our Accessible Travel Policy, sets out our policies and approach towards providing assistance for older and disabled customers, and those who simply need some extra help to make their journey.

Our customer leaflet, 'Making Rail Accessible' provides a practical guide, explaining what we do to assist older and disabled customers who travel with us and the standards of service they can reasonably expect. It is available at all staffed stations which we serve and on our website: crosscountrytrains.co.uk/accessibletravel

In this document, we provide information to help you understand how we plan to meet your expectations when you are travelling with CrossCountry. We will explain how to find details of the assistance available, facilities and information you will need to help you to plan your journey.

Booking and providing assistance

Passenger Assist

If you can arrange your travel in advance, we participate in an assistance booking system called Passenger Assist. This is a rail industry-wide system used to book assistance at stations for passengers during their journey and to reserve seats and

wheelchair spaces on trains where reservations are available. We will, through our partnership with station operators, provide assistance, when booked through Passenger Assist, at any station during the hours that trains are scheduled to serve that station. Details of these times are included on the individual station pages of the National Rail Enquiries website: nationalrail.co.uk

At stations where our services call we have formal agreements in place with the relevant station operators (either another Train Operating Company or Network Rail). These agreements require them to arrange mobility assistance at staffed and unstaffed stations according to the station operator's own Accessible Travel Policy. We regularly review the effectiveness of these arrangements with the station operators. Stations we serve and information about their accessibility can be found on our website at crosscountrytrains.co.uk/accessibletravel/stations. Our Passenger Assist team will be able to advise you regarding alternative travel arrangements if the station you wish to use is unstaffed. Where such help will be required it needs to be pre-arranged through Passenger Assist.

At times when stations are unstaffed, our on-board staff are briefed to look out for customers who need extra help and to offer appropriate assistance when necessary, including help getting on and off the train.

Even if you have not booked assistance in advance, we will provide assistance at any station served by CrossCountry, that is accessible to you, during the hours that our trains are scheduled to serve that station. Most of the stations we serve are staffed and all our trains have Train Managers or Senior Conductors on-board, so where staff are available, they will always help you and provide assistance that you request, where reasonably practicable. At staffed stations served by CrossCountry, the station operator's staff provide assistance on our behalf. If they are not immediately visible to you on arrival at the station, they can be contacted at the signed Meeting Point or via an electronic Help Point. If the station is unstaffed our on-board staff will assist you from the platform onto the train.

If a station you wish to travel from or to is inaccessible to you, we will provide alternative transport, at no extra charge, to the nearest or most convenient station to enable you to continue your journey. For example, if there is only access via steps to some or all platforms, we will arrange alternative accessible road transport (such as a taxi) for you to the nearest suitable alternative station that is accessible to you. Please contact our

Passenger Assist team, who will discuss your needs in order to arrange appropriate assistance.

We work with other train companies and station operators to agreed processes for booking and providing assistance. This means that if your journey involves a change of train onto other operators' services, assistance can be booked through a single point of contact. We can book assistance for your whole rail journey, even where part of the journey is with other train operators.

When booking assistance, our Passenger Assist team check the station accessibility information, which is also available to view on the National Rail Enquiries station website, to consider your individual needs and to ensure there is sufficient time to make any connections in your journey. We can provide station information by post on request, including in alternative formats such as large print.

Our Passenger Assist Team will also offer you the opportunity to purchase tickets for your journey when booking assistance and, where it is possible, make reservations on trains including priority seats and wheelchair spaces. Tickets can be collected from ticket machines at many of the stations we serve or be dispatched by post (please leave five working days for delivery).

To book assistance, please contact our Passenger Assist team who are available from 0800 to 2000 seven days a week when trains are running (we do not currently run any trains on 25 and 26 December). We commit to extending our call-centre opening hours from 2000 to 2200 as soon as possible:

Phone: 0800 030 9224 (Freephone, including from mobiles)

Text Relay: 0800 030 9230

Email: assistance@crosscountrytrains.co.uk

Online: crosscountrytrains.co.uk/passenger-assistance-request

We will provide booking confirmation by email, where you have provided your details; or by post if requested.

We commit to sufficient resourcing so that your call will be answered within 20 seconds and aim to respond to email and online requests within 4 working hours. We monitor our performance against these targets on a regular basis.

Recommended notice period for booking assistance

The ability to travel as and when you wish is important to everyone, so we are working closely with our rail industry partners to reduce the notice period for booking assistance. From 1 April 2020 we will ensure that assistance can be booked via our

Passenger Assist team up to 2000 the day prior to travel.

Whilst our current Franchise ends in October 2020, we commit to working with industry colleagues to develop improved technology and shared rail industry processes to reduce the required notice time for Passenger Assist bookings to six hours by April 2021 and to just two hours' notice by April 2022. However we currently recommend that assistance can be booked up to 2000 the day prior to travel, in order that we can make arrangements for the assistance you require. However, we understand that this is not always possible, so don't worry if you are not able to book assistance in advance. Most of the stations we serve are staffed and all our trains have a Train Manager or Senior Conductor on board, so where staff are available, they will always help you, where reasonably practicable.

Assistance at stations

CrossCountry directly serves around 120 stations across Britain, and the facilities at these stations vary considerably. Whilst most of the stations our trains call at are staffed, they may have staff presence for only part of the day and some smaller stations have no station-based staff.

When booking assistance, if your journey involves a station which does not have staff available at the time you are travelling, our Passenger Assist team will take this into account, together with the type of assistance you require and the overall accessibility of the station to ensure you can complete your journey. If our Passenger Assist team believes there is any risk of you not being provided with sufficient assistance at a particular station, they will discuss options with you and provide an alternative journey plan, assistance or transport for you and your companions, according to your needs and the station operators Assisted Travel Policy, to get you to your destination.

If you have booked assistance, please go to the signed Meeting Point when you arrive at the station. We recommend you arrive at the station 20 minutes before your train departs. This is usually the Ticket Office. When the Ticket Office is closed the Meeting Point is usually located on the platform. If you have not booked assistance when you arrive at a station, please speak with a member of staff or at an unstaffed station, please proceed to the platform and attract the attention of our on-board staff when the train arrives. Our on-board staff are trained to look for customers who may need assistance when arriving at a station.

When you have boarded a train, the station staff will speak with our on-board staff and your destination station staff, where appropriate, to ensure you are provided with assistance to get off the train.

When a train arrives at its final station, the station staff will ensure that customers who have booked through Passenger Assist are helped off the train as soon as possible and in any event within five minutes of the train's arrival into the station, where reasonably practicable. If there are no station staff on duty, our on-board staff will assist you off the train.

Boarding Ramps

Portable ramps are available at all staffed stations served by CrossCountry and on board all our trains for anyone that needs help to get on and off trains. The ramps are specifically designed to fit the train you are travelling on, so that customers with reduced mobility can safely move onto and off the trains.

Ramps are available for all customers who require assistance. If you have not booked assistance, please advise a member of station staff where available, or our on-board staff who will arrange for the ramp to be put in place.

Changes and disruption to services

When a journey changes, or we experience disruption to services, we will provide information about changes to train times, and alternative travel arrangements, in both aural and visual formats by Public Address announcements and Information Screens displayed at stations and on our trains.

Where reasonably practicable, for significant changes and disruption during a journey, our Train Managers and Senior Conductors will pass through the train to check if customers require further support, and where possible, provide assistance as required. Our staff are trained to pay particular regard to the requirements of customers with disabilities and those whose mobility is impaired. If you require help or advice please make yourself known to our on-board staff. In times of severe disruption our on-board staff, in liaison with the Customer Service Support Managers located in our Control offices, will ensure that each station is provided with your updated travel plan.

We ensure that staff at the stations our trains call at are given up to date information and guidance on how best to assist CrossCountry customers during service disruption. Our CrossCountry mobile app and website show live train times, and Help Points are available at many unstaffed stations providing a link to the station operator's Customer Information team who, by working closely with CrossCountry's Control Office, are also able to assist you in continuing your journey.

During planned track or station improvement works, we provide clear information at the stations we serve to advise customers of replacement transport options, by signage including posters and announcements. The same information is also published on our website at [crosscountrytrains.co.uk](https://www.crosscountrytrains.co.uk).

Occasionally a train's departure platform needs to be changed at short notice. Such a change will be shown on the customer information screens and will be announced aurally as soon as possible. When a change occurs, station staff where available will provide assistance and information to help you reach the revised departure platform, if it is accessible to you, as efficiently as possible. If the revised platform is not accessible to you, station staff will provide alternative accessible transport for your onward journey.

Assistance with onward travel – buses, taxis and trams

If your journey involves onward travel by another means of transport, where practicable station staff will help you to the relevant bus stop, pick up point, taxi rank or tram stop within the station boundary. They are also able to provide information about local transport, including bus services and taxi companies.

Our on-board staff can provide assistance to get on or off the train, however they are not able to provide assistance around the station.

When our Passenger Assist team arranges an accessible taxi as part of an assistance booking, our sister company, Arriva Road Transport, will source a suitable accessible vehicle on our behalf. Information about the availability of accessible taxis which serve the stations where we call is available from accessible travel pages of the station operator's website if you wish to pre-book an accessible taxi yourself. You can follow a link from the accessible travel pages on our website by selecting the station you wish to find information about. We also encourage station operators to include these details on station information posters. We will require of our station operator partners that in future, as contracts are renewed, taxi companies contracted to use taxi ranks at the stations where CrossCountry trains call must supply an accessible taxi wherever reasonably practicable.

For further information on local bus and tram connections, contact Traveline on 0871 200 2233 or visit [traveline.info](https://www.traveline.info)

Assistance with luggage

We recognise that luggage can be difficult to manage in the station environment for many disabled and older people. If

you need your luggage carried, please tell us when you book assistance with our Passenger Assist team so we can ensure that station staff, where available, are ready to help. Assistance can be given in taking customers and their luggage from train to station entrances (and vice versa) and when transferring between trains; wherever reasonably practicable.

Our on-board staff and station staff must be able to lift luggage items safely, so please bear in mind the limits set out in the National Rail Conditions of Travel, which state that you may bring with you up to three items of luggage.

Seats on trains and assistance on board

CrossCountry offers seat and wheelchair space reservations on all our trains. If you are booking assistance for a through journey involving connecting services provided by other train operators, our Passenger Assist team will make it clear to you at the time of booking whether reservations can be made for each leg of your journey, as reservations are not available on some train operators services. If you have not booked a seat or wheelchair space our Train Manager or Senior Conductor will make every effort to help older and disabled passengers find a vacant seat or wheelchair space on board.

Priority seating, which can be reserved via Passenger Assist, has extra legroom and situated near the doors, is available on all of our trains. Priority seats are clearly labelled, and other passengers are requested to give up the seat, if required by a passenger with access needs. On-board staff can be asked to help in the event of problems accessing these seats.

Our staff are also trained to recognise the Sunflower lanyard so they can proactively offer assistance to Sunflower lanyard wearers, including finding them a Priority seat.

Wheelchair spaces are available on all of our trains, and our on-board staff assist in ensuring these dedicated spaces are kept clear and wheelchair users are given priority for this space. Signage adjacent to designated wheelchair spaces makes it clear wheelchair users must be given priority by law.

We provide two designated wheelchair spaces on each of our trains. On our long-distance services operated by our Voyager and High-Speed trains there is one in First Class and one in Standard. On our Turbostar trains which link Birmingham New Street with Cardiff Central, Cambridge, Leicester, Nottingham and Stansted Airport both wheelchair spaces are located in Standard accommodation in the same coach. If you are reserving

a wheelchair space in advance, we will always aim to reserve the adjacent seats for a travelling companion or family members. If you have not reserved a wheelchair space in advance, our on-board Staff will make every effort to find seating for a companion or family members as near as possible to the wheelchair space. Please note that any un-booked wheelchair spaces are available on a strictly first come, first served basis.

Please be advised we are unable to accompany you throughout your entire journey or provide personal care, such as help with eating and drinking, taking medication or using the toilet.

Assistance dogs

Assistance dogs are welcome on all CrossCountry trains, free of charge, and can travel in any part of the train. Our on-board staff will be happy to ensure that you are in the most appropriate seating on board the train, usually the Priority seats, to make the journey comfortable for both you and your dog.

Information provision

Our Accessible Travel Policy leaflet for customers – Making Rail Accessible

To complement this Accessible Travel Policy document, our customer leaflet, 'Making Rail Accessible' provides a shorter, practical guide, explaining what we do to assist older and disabled customers who travel with us and the standards of service they can reasonably expect.

It is available at all staffed stations which we serve - on display in leaflet racks and at ticket offices and on our website in PDF and Word formats: crosscountrytrains.co.uk/accessibletravel which is accessible using screen readers or other software with accessibility features (for example, Adobe Reader).

Alternative formats such as audio and large print versions of both this leaflet and our Accessible Travel Policy are available on request, by calling our Passenger Assist team by phone or Text Relay, and on our website, free of charge. We aim to provide this to you within seven working days. Through our relationship with our seventeen affiliated Community Rail Partnerships where appropriate, and elsewhere in partnership with the locally based train operator, we will identify key locations across our network in England, Scotland and Wales where public services are provided (e.g. libraries, GP surgeries, job centres, Citizens Advice bureaux, hospitals and post offices) to which copies of our Making Rail Accessible leaflet will be supplied.

For customers who use our services from or to stations in Wales (Cardiff Central, Newport, Severn Tunnel Junction, Caldicot and Chepstow) we will be happy to provide printed copies of our Accessible Travel Policy and the Making Rail Accessible leaflet in the Welsh language, available on request to our Passenger Assist booking team.

At a number of stations across our network, CrossCountry has funded the provision of new digital poster displays. We will use our digital displays to generate awareness of the availability of Passenger Assist for customers who need extra assistance when travelling with us.

We also encourage station operators to display poster notices, at a height accessible to wheelchair users, at each station we serve advising customers how to obtain the Making Rail Accessible leaflets and policy documents for each train operator serving the station, including CrossCountry.

Stations and train accessibility information

We will ensure that accessibility information relating to our trains and the stations we serve is readily available to you and is kept up-to-date.

In order to achieve this, we will provide links to this information, available at: crosscountrytrains.co.uk/accessibletravel, which is accessible using screen readers or other software with accessibility features (for example, Adobe Reader) and can be easily accessed via personal mobile devices.

For stations information, via the Accessible Travel page on our website, just enter the name of the station you wish to find out about and links will take you directly to all the information you need about the level of accessibility and facilities available at the station you wish to travel from or to. Our on-board staff can also access this information through their mobile devices for customers who make enquiries about stations accessibility information during their journey.

Alternative formats such as audio and large print versions of this leaflet and our Accessible Travel Policy are available on request, by calling our Passenger Assist team by phone or Text Relay, and on our website, free of charge. Large print versions of station and train accessibility information can also be sent to you on request. We aim to provide this to you within seven working days.

We will also provide the same information about our trains for use on the National Rail Enquiries website to ensure consistency of information. Station operators are required to provide the same information about their stations on the National Rail Enquiries website.

Station accessibility information

For information on whether the following accessible services and facilities are available at any station where CrossCountry trains call please see our website

crosscountrytrains.co.uk/accessibletravel/stations, select a station name and a link will take you to all the accessibility information you need to know about that station. Alternatively you can go to the National Rail Enquiries/stations website:

- Level of platform accessibility and how access is provided (e.g. lifts, ramps or steps)
- Disabled Parking
- Accessible Set Down and Pick-Up Points
- Ticket office opening hours
- Meeting Points for assistance
- Staffing hours and Assistance availability
- Accessible Ticket machines
- Customer Information systems
- Help Points (either staffed or audio contact with the station operators Customer Service Centre)
- Accessible toilets (including National Key toilets)
- Induction Loops
- Tactile paving
- Station Wheelchair availability
- Accessible waterproof waiting facilities
- Catering facilities
- Secure Station Accreditation

CrossCountry undertakes joint contract audits with our station operator partners to review the provision of services and facilities. Review of the facilities and services provided for customers with disabilities, or whose mobility is impaired, forms an important feature of these audits. Considerable improvements have been made at a number of the stations our trains call at and we will continue to actively work with Station Operators in the planning of improvements to accessibility and upgraded facilities.

Train accessibility information

An overview of each type of train used on CrossCountry services is available on our website,

crosscountrytrains.co.uk/accessibletravel/trains, including information on the general accessibility of each type and details of the routes on which different types of train are scheduled to run.

All CrossCountry trains offer:

- At least two wheelchair spaces
- At least one Accessible toilet
- A Boarding ramp
- Designated priority seating

- Aural information
- Visual information
- A Train Manager or Senior Conductor to provide assistance during the journey on every train.

Please be aware that First Class tickets will not be able to be used by wheelchair users for journeys operated by our Turbostar trains on routes between Birmingham New Street and Cambridge, Cardiff Central, Leicester, Nottingham and Stansted Airport.

Passenger journey information

We understand it is important for you to trust and have confidence in the information we give. Some customers may travel by rail infrequently, and therefore may not know where or how to access important information, particularly during delays or during times of disruption. This section explains how we communicate accurate, clear and consistent information to you, especially if you have mental, intellectual or sensory disability, at every stage of the journey – whether at home, online, on the move, at the station or on the train.

Stations – aural and visual information

Many of the stations our trains serve have a combination of customer information screens and automated public announcements providing accurate, clear and consistent aural and visual information.

At larger stations, a train's departure platform will sometimes need to be changed at short notice. The platform number will flash on the information screen to indicate that it has changed and similar information will be announced aurally as soon as practicable.

When a change occurs at staffed stations, where possible, the station staff will provide assistance and information to help you reach the revised departure platform, if accessible to you, as efficiently as possible.

In the unlikely event the platform is not accessible to you, the station staff will discuss options with you and arrange alternative transport, for example, a taxi, to the nearest station accessible to you, so that you can continue your journey.

At many of the stations CrossCountry serves, accessible Help Points are in place that enable customers to speak with a member of the station operator's Customer Information team who will provide any information, on behalf of CrossCountry, you require for your journey.

Trains – aural and visual information

We are committed to providing important aural and visual travel

information on board the train in a format which is easy to understand.

All our trains are fitted with public address systems, and our Train Managers and Senior Conductors are trained to make clear and concise announcements giving train information, including details of the next station and will do so on all services that do not have pre-recorded announcements.

Our on-board staff are also trained to take into account the needs of visually impaired, deaf or hearing-impaired people, when providing information. If your journey is disrupted, the Train Manager or Senior Conductor where possible may walk through the train to provide information and support customers. Announcements will provide enough time for you to prepare to alight the train, particularly if you require assistance.

Our Train Managers and Senior Conductors have a smart device and are able to look up and pass on disruption information as well as details of connecting services, facilities at stations and train running.

Connections and wayfinding

If there's not a direct CrossCountry train for your journey, you can get to many places by making just one change. Where a change of train is necessary we will ensure that this change can be made as easily as possible by suggesting alternative connecting stations or through the use of Passenger Assist at stations. We have identified alternative interchange locations to Birmingham New Street, as this can be a difficult place to change between trains. These include Cheltenham Spa, Derby, Leamington Spa and Wolverhampton. These stations can often be easier and more convenient places to change trains. Our Passenger Assist team will be pleased to give you advice on connections.

We work closely with station operators and local authorities to ensure that stations are clearly and consistently signposted from local roads. We also support station operators and local authorities in the creation of Station Travel Plans for some stations, which include signage and interchange for other modes of transport.

Our Passenger Assist booking team and station staff will provide you with information on how to make connections with other modes of transport, both prior to your journey and when travelling through the stations our trains serve. There is also a useful information poster displayed at all National Rail stations, which provides onward connection information and local maps.

When planning our train timetables, we consult with all local authorities and Community Rail Partnerships in the locality served

by CrossCountry, so we make sure the needs of local communities inform any decision we make concerning train service provision, particularly in relation to connections with local services provided by other train operators.

Ticket offices, information points, Help Points and our Passenger Assist team

You can obtain information about the services provided by CrossCountry and all other train companies at station ticket offices. In addition, larger stations, such as Birmingham New Street, Leeds and Manchester Piccadilly also have dedicated information points located on the station concourse, with clear signage to their location within the station. The information points have variable height counters with information screens and leaflets positioned so that they can be accessed by everyone.

At staffed stations, service information is available in person at ticket offices, which are clearly signed within the station environment and from station staff. In addition, accessible help points are available, which will put you in contact with a member of the station operator's Customer Information team who will provide any information, on behalf of CrossCountry, you require for your journey. Where assistance is delivered by station staff, a clearly marked Meeting Point is provided, to help customers who have booked assistance to locate and meet station staff.

At unstaffed stations, accessible Help Points are usually in place that enable customers to speak with a member of the station operator's Customer Information team who will, on behalf of CrossCountry, provide any information you require for your journey. In addition, we encourage station operators to ensure that an information poster is displayed at a height that can easily be read by a wheelchair user, at all stations, which provides contact details, including freephone telephone number for our CrossCountry Passenger Assist team. This includes a text relay service for customers who wish to communicate in this way.

We are committed to ensuring our call-centre staff, and stations teams employed by other operators who give information on our behalf, have up-to-date information available to them on:

- The facilities, services and accessibility of all the stations at which CrossCountry trains call. For consistency, this will be through access to National Rail Enquiries station pages
- Timetables for all CrossCountry services
- Information on fares and ticketing
- Information relating to connections with other operators' train services

- Information regarding accessibility onto other forms of transport
- Delays, disruption, diversions and emergencies which affect the advertised timetable
- Confirmation of any arrangements that have been made through Passenger Assist, including bookings by other operators

Our website

We are committed to working towards achieving the industry recognised Web Content Accessibility Guidelines (WCAG) by October 2020, which define how to make web pages and content more accessible for people with disabilities. Our website, crosscountrytrains.co.uk works with screen readers, magnifiers, voice over software and in-browser accessibility functions, all of which is explained via a link on the homepage: crosscountrytrains.co.uk/WCAG.

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

It provides the necessary contact information and provisions for you to book assistance and purchase a ticket to travel (including details of any national discounts available to disabled passengers or persons with reduced mobility). It also sets out information of on board facilities and station information, including accessibility information, staff availability, our Passenger Assist Centre opening times and disabled parking spaces.

It also provides links to pages which detail information on any temporary reductions in accessibility and any delays and disruptions to facilities and train services where relevant. As CrossCountry does not manage any of the stations we serve, we are reliant on station operators to adhere to agreed rail industry procedures which ensure any temporary reductions in accessibility at stations are notified to rail customers and other rail industry staff through the National Rail Enquiries website and their own website pages. We will publish any information relating to temporary reductions in accessibility on our train services and any delays and disruptions to facilities and train services through our CrossCountry app and on our website crosscountrytrains.co.uk.

It also informs you of any restrictions on the use of mobility aids including wheelchairs and mobility scooters together with details

about priority seating and rail industry recognised assistance card schemes, such as the Sunflower lanyard.

In addition, there is a link to help you access the 'Making Rail Accessible' leaflet and details of how to obtain it in accessible formats. We also provide guidance on how you can provide feedback or make a complaint, and we include information on the availability of redress in the event something has gone wrong for an assistance booking.

Ticketing and fares

You can buy your rail ticket through our CrossCountry app or via our website at crosscountrytrains.co.uk. If you are unable to buy a ticket before your journey, because our facilities are inaccessible or unavailable, you can do so without penalty during the journey or at the destination station and enjoy any reduction to which you are entitled, such as using a Disabled Persons Railcard. See below for details about eligibility for discounted tickets if you don't hold a railcard.

We understand that disabilities are not always visible and if you are concerned about purchasing tickets, please contact staff on stations or on trains or our Passenger Assist booking team for advice.

Station ticket office staff and our Passenger Assist booking team are also familiar with the accessibility of our various types of trains, and they are trained to ensure that the tickets you buy will be appropriate to travel on the correct type of train and in the correct type of seating accommodation (First or Standard Class).

Along with all other train operators, we participate in several schemes offering discounted fares, which are detailed below.

If you are visually-impaired

If you are a visually impaired person travelling with a companion and you do not hold a railcard, the following discounts on Anytime/Day tickets apply for both of you:

- Anytime Single or Return – 34% discount
- Anytime Day Single – 34% discount
- Anytime Day return – 50% discount

No concession applies if you are travelling alone and you do not hold a railcard.

To obtain these discounts a document confirming your disability, issued by a recognised institution (for example Government Department, Local Authority, Guide Dog Ownership certification or RNIB) is required. Discounted tickets without a railcard must be purchased at a Ticket Office.

- Season tickets – you can be issued with one adult season ticket to cover two persons; the two travelling for the price of one. A different companion may travel with you.

If you remain in your wheelchair for a rail journey

If you remain in your wheelchair throughout the journey and you do not hold a railcard, the following discounts on Anytime/Day tickets will apply:

- Anytime Single/Return – 34% discount
- Anytime Day Single – 34% discount
- Anytime Day Return – 50% discount

The same discount will apply for one person travelling with you.

Disabled Persons Railcard

The Disabled Persons Railcard is a type of discount card for tickets that allows those living with disabilities to save up to 1/3 on rail travel. If you're travelling with another adult, they will also receive 1/3 off their rail fare.

There are no time restrictions on the Disabled Persons Railcard, so you can use it to get a discount on tickets at any time of the day. Further details of eligibility criteria and how to apply for a railcard can be found at:

Website: disabledpersons-railcard.co.uk

Email: disability@raildeliverygroup.com

Call: 0345 605 0525

Textphone: 0345 601 0132 (for people with hearing impairments)

Disabled Persons Railcard discounts are available on tickets sold by our Conductors, ticket machines, ticket offices and website & mobile app.

When purchasing a ticket on our website, there are prominent messages in place to advise customers that assistance is available for their journey. We continue to ensure that our contact centre and ticket office staff offer our assistance service to customers who mention they have a Disabled Persons Railcard.

Senior Railcard

Available to anyone over the age of 60, a Senior Railcard provides the opportunity to save up to 1/3 on rail travel in the UK. Senior Railcards can be purchased online, over the phone or at any station ticket office with your passport or UK driving licence as proof of age.

Further details of eligibility criteria and how to apply for a get a railcard can be found at:

Website: senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Call: 0345 300 0250

There may be other Railcards which are suitable for you. Please visit railcard.co.uk for further information.

Ticket machines

Most of the stations served by CrossCountry have ticket machines, many of which have been designed to in compliance with the Department for Transport Joint code of practice (Design Standards for Accessible Railway Stations, March 2015, section N2. Ticket sales points) and have the ability to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and their companion.

Ticket gates

Automatic ticket gates are in place at many of the stations CrossCountry serves and the station operator is required to always provide at least one wide aisle gate. When the gates are operational there will always be a member of staff on hand to help you use them. Station operators will ensure that these are locked open when the station is unstaffed, or when ticket gate staff are not in attendance.

Purchase of advance tickets

Where advance tickets are available for purchase, we advise that you check that the required facilities (for example, accessibility of the train type and wheelchair space availability in First Class) are available for the journey you are making before purchasing tickets. This may particularly apply for through journeys involving more than one train operator.

Alternative accessible transport

If a station you wish to travel from is inaccessible to you, we will provide alternative transport, at no extra charge, to the nearest or most convenient station to enable you to continue your journey. For example, if there is only access via steps to some or all platforms, we will arrange alternative accessible road transport (such as a taxi) for you to the nearest suitable alternative station that is accessible to you. Please contact our Passenger Assist team, who will discuss your needs in order to arrange appropriate assistance. We recognise that circumstances will vary for individual passengers and we will take into account your needs when discussing alternative transport options. Similarly, if you are unsure whether the station you intend to use is accessible to you, please contact our Passenger Assist team.

Wherever possible, we aim to ensure you can travel by rail for as much of your journey as is practicable.

When we cannot run rail services due to engineering work or a replacement timetable, we aim to use rail replacement buses

or coaches which are fully accessible. CrossCountry is working with our sister company, Arriva Road Transport, who manage our contracts with regular suppliers for rail replacement transport so that fully accessible vehicles are always provided. If a vehicle does not meet your needs, we will provide alternative transport options for you and your companions, which station staff or our Arriva Road Transport Rail Replacement Co-ordinators at the station will discuss with you.

When we cannot run rail services due to short notice disruption to advertised train services, for whatever reason, we will use the same approach as outlined above.

Mobility scooters and Wheelchairs

Wheelchairs

All CrossCountry trains can accommodate customers using a wheelchair, in the clearly designated spaces on board, providing they fit within the following dimensions:

Width: 700mm

Length: (including footplates) 1,200mm

Height: (including the user) 1,350mm

Weight: (including the user) 300kg

If your wheelchair exceeds the above dimensions, please contact our Passenger Assist team free of charge on 0800 030 9224, Text Relay 0800 030 9230, who will be able to offer advice.

Mobility Scooters

We know how important mobility scooters are for some of our customers. So, we're more than happy to accommodate certain types of mobility scooters on our trains.

We can accept mobility scooters on board our trains if they have a small triangular footprint and do not exceed the following dimensions:

Width: 700mm

Length: 1,200mm

Height: (including the user) 1,350mm

Weight: (including the user) 300kg

Please seek the advice of our Passenger Assist team free of charge on 0800 030 9224, Text Relay 0800 030 9230 if your scooter is within the above dimensions before attempting to bring it on board our trains.

Larger powered scooters cannot be conveyed on CrossCountry trains due to their weight, dimensions and lack of manoeuvrability. They may also pose a safety risk to other customers and our staff.

Users with scooters which can be folded down into lightweight manageable components may take their scooter onto the train as luggage. Customers or a travelling companion will need to be able to carry the folded scooter on or off the train. It should be stowed in the luggage rack or dedicated luggage compartment in Coach D of our Voyager trains.

Other train operators and transport companies may not take your scooter on board. If you need to travel with another train operator or transport company to complete your journey, please make sure you or your booking agent checks their arrangements for travelling with mobility scooters.

Delays, disruption to facilities and services, and emergencies

We understand that disruption to facilities and train services can have a significant impact on both the accessibility of rail services to people with reduced mobility and the confidence of disabled people and other passengers who need extra help in travelling on the railway. Where disruption occurs, CrossCountry is committed to doing everything possible to ensure that, wherever possible, customers are able to continue their journey.

During disruption we will provide information about changes to train times and alternative travel arrangements through the Public Address and Customer Information Screens on trains and at the stations we serve. Our app and website will include live departure times and passengers can use Help Points at stations, where they are provided, to find further information.

In addition, at larger staffed stations, where reasonably practicable, we encourage station operators to deploy staff to the station concourse and platform to assist and support customers with alternative transport arrangements and other needs such as luggage. In the event of service disruption, we aim to use rail replacement buses or coaches which are fully accessible. We work with regular suppliers for rail replacement transport so that we can request fully accessible vehicles are provided during periods of disruption. However, this is sometimes more challenging when sourcing vehicles at short notice, particularly as the availability of accessible vehicles can be limited in some geographical areas.

In the event of service disruption, when a rail replacement road vehicle does not meet your needs, we will provide alternative transport options, which station staff or our Arriva Road Transport Rail Replacement Co-ordinators will discuss with you. We will make all reasonable endeavours to secure accessible rail replacement buses, coaches and taxis. If we are

unable to secure accessible vehicles that are appropriate for the routes they would be used on, we will explain the reasons why. CrossCountry has established, through our sister company Arriva Road Transport, comprehensive contractual arrangements with coach, bus and taxi companies across the network we serve to provide alternative transport arrangements, including a variety of accessible vehicle providers.

Sometimes, particularly at larger stations, a train's departure platform will sometimes need to be changed at short notice. The platform number will flash on the information screen to indicate that this has changed and the same information will be announced aurally as soon as practicable.

When a change occurs at staffed stations, where possible, the station staff will provide assistance and information to help you reach the revised departure platform, if accessible to you, as efficiently as possible.

In the unlikely event the platform is not accessible to you, we will arrange alternative transport, for example, a taxi, to the nearest station accessible to you, so that you can continue your journey. The station staff will discuss available options with you wherever possible.

If you have booked through Passenger Assist and any disruption to the advertised train service means your original arrangements, including connections are no longer valid, we will make contact with you and re-book any required assistance through Passenger Assist. We will request a contact number from you when you book assistance, which will help us to contact you in case of disruption. If we are unable to contact you for whatever reason, and disruption occurs during your journey, please ask the station staff or our on-board staff for help.

We will inform you as soon as we are made aware of the level of accessibility of facilities at a station being less than that normally provided, for example as a result of lifts breaking down or toilets being closed for refurbishment, we expect the station operator to make every reasonable effort to provide replacement arrangements or facilities, wherever possible. This may involve making alternative transport arrangements for you to or from the nearest fully accessible station in the event of station lifts being out of order.

We carry out regular joint contract audits with station operators to ensure the provision of station facilities and services are being delivered to agreed service quality standards. We also have a number of station audits delivered by our Customer Service

management team each month. This data helps us have objective discussions with our station operator partners about ways to improve service delivery at stations.

Emergency procedures at stations

Every staffed station served by CrossCountry has a local emergency plan which details the actions that station staff must take in an emergency. These plans include detailed evacuation arrangements and take into account the needs of disabled and older customers, including those who use mobility scooters and wheelchairs. If you are a wheelchair user and you are in an area where no safe evacuation route exists, a place of safety will have been pre-identified for you (accompanied by a member of staff) to await rescue by the emergency services.

The assistance provided to disabled passengers varies between locations based upon a risk assessment and includes the need to identify those who may need assistance, provision of wheelchairs and ramps and identification of and direction to safe havens if normal evacuation routes are not accessible.

Station staff are trained to identify and communicate with passengers with non-visible disabilities who may need extra assistance at times of disruption.

Emergency procedures on trains

Our policy is not to evacuate wheelchair passengers or other passengers with significantly reduced mobility without the support of the emergency services unless the situation is life-threatening. Depending on the type of incident and risks involved, we may move you to a safer part of the train until arrangements can be made to move the train to the nearest station. We will endeavour to ensure you are accompanied at all times. If it becomes essential to evacuate a train between stations, we will work closely with the emergency services to attend and provide assistance with the evacuation.

Station facilities

Left luggage

Our Passenger Assist booking team can provide more information about left luggage facilities, which are available at some larger stations, including contact details.

Station facilities and services

Whilst CrossCountry does not operate any of the stations our trains serve, we are committed to working with station operators to ensure that the information regarding stations facilities and services is up to date and customers requiring assistance

are aware of any limitations and / or temporary changes or restrictions. For example, this includes:

- where stations have a physical constraint that prevents some disabled people from using it;
- where significant temporary work that affects station accessibility is being carried out;
- where there are changes to stations that would make them temporarily inaccessible (e.g. when facilities such as lifts and toilets at stations are out of order);
- where facilities on trains that materially affect disabled passengers' journeys are unavailable, including the use of inaccessible rolling stock on routes where stock is normally accessible, as far as this is reasonably practicable.

Through our service quality contracts for station services, our Station Liaison Manager requires station operators to ensure the information provided on the National Rail Enquiries website, including the Station Journey Planner, regarding accessibility and details of the times assistance from staff is available at stations served by CrossCountry is updated, including:

- Level of accessibility from station entrance to platforms (e.g. lifts, ramps, steps)
- Staffing hours and assistance availability
- Location of Meeting Points for assistance
- Accessible waiting rooms and toilets
- Accessible car parking and set down/pick-up points

For full details please see our up-to-date stations facilities section at crosscountrytrains.co.uk/stations where links take you direct to the accessible pages of the station operators website for the station(s) you wish to use, or visit the National Rail Enquiries website at nationalrail.co.uk/stations, for all stations on the National Rail network.

Disabled parking

Car parking facilities are available at many stations across our network. At most stations there is a charge for long stay parking, but the majority of stations also have short-stay car parking which has no charge. Information about car parks at the stations we serve can be found at crosscountrytrains.co.uk/stations where you can follow a link to the station operator's website. Many larger stations have a tarmac or concrete surfaced car park, with designated parking spaces available for Blue Badge holders marked by the International Symbol for Access.

Station operators are responsible for the ongoing monitoring of the use of designated disabled parking bays in station car parks to ensure that motorists without 'blue badges' are not using the designated disabled parking bays.

CrossCountry aims to liaise with station operators, at least annually, to review the demand to ensure that sufficient disabled car parking spaces are available.

Alterations to facilities

When our advertised facilities and services are not available, at a station we serve and or on board our trains, we will make every effort to provide alternative facilities.

Should the facilities on which you rely for your journey become temporarily unavailable on a train or at a station, we will work with our industry partners to ensure information systems are updated within 24 hours of notification of a problem and provide an estimated time for when the facility will be functioning again. If we have your contact details our Passenger Assist team will endeavour to contact you by email, telephone or text relay, this includes:

- Where stations you were due to use have a physical constraint preventing use by some disabled people
- Where significant temporary work affects station accessibility
- Where changes to stations make them temporarily inaccessible (e.g. lifts or station toilets out of order);
- Where changes to train facilities materially affect disabled customers – e.g. the temporary use of inaccessible trains – where reasonably practicable to do so; and
- Emergency engineering work

Our commitment to provide this information includes instances when stations or trains become inaccessible in the short or longer term. This information will be available to station staff that deliver customer service on our behalf and to you through our CrossCountry app and website, ticket offices, Customer Relations Centre, Passenger Assist team and station Help Points. As part of our ongoing review process, we will update the information on our website to ensure the details are current.

Station entrances

From time to time station operators may need to temporarily restrict access to stations, for example, due to improvement work. If this happens we will work closely with station operators to ensure the needs of older and disabled people are considered, and will provide adequate information and a suitable alternative if necessary.

Redress: what to do if something goes wrong with assistance

Customers are at the heart of all that we do, and we work hard to ensure we deliver assistance in the right way for every journey. However, sometimes things go wrong, and we may not be able to provide the level of service that we promised.

When assistance has been booked through Passenger Assist but has not been provided as you expected, please contact our Passenger Assist team and we will investigate why this happened, and what action we intend to take to ensure it does not reoccur.

We understand the inconvenience caused when assistance is not delivered, so we will also provide you with appropriate redress for your journey.

We aim to make the process of raising an issue as simple as possible, so we provide details of how to do so in our Making Rail Accessible leaflet and on our website:
crosscountrytrains.co.uk/accessibletravel

If your journey involved multiple train companies, including CrossCountry, we will co-ordinate a single response on behalf of all operators involved. If assistance that failed to be delivered was when travelling on another operator's train, we will transfer the complaint to that operator. We will always ask for your consent prior to doing this.

Our arrangements do not affect or limit any rights you have as a consumer under, for example, The Consumer Rights Act 2015, to a different level of compensation, including consequential loss, where CrossCountry is at fault.

If you believe that it does apply to your journey, please contact our Passenger Assist team free of charge on 0800 030 9224, Text Relay 0800 030 9230. We always consider each claim made to us on its individual merits.

If you would rather, you can contact our Customer Relations Centre, or email us at customer.relations@crosscountrytrains.co.uk. Please give us the opportunity to try to resolve your complaint. If you're unhappy with the final response you receive, you have the right to appeal to the Rail Ombudsman:

Rail Ombudsman

Phone: 0330 094 0362

Textphone: 0330 094 0363

Email: info@railombudsman.org

By Post: FREEPOST – RAIL OMBUDSMAN

Strategy and management

In this section we set out how we:

- Embed the provision of services to disabled people within our business and our project planning
- Will continue to improve access to the railways for disabled people and those with reduced mobility
- Ensure our staff have the resources, skills and confidence to deliver assistance to customers
- Measure the success of our Accessible Travel Policies.

Strategy

CrossCountry strives to provide rail services which are truly accessible to all, so that customers can travel in confidence, safe in the knowledge that extra help is available at each stage of their journey, when needed.

We are committed to assisting and enabling people to use the railways confidently, taking into account the wide range of different needs of disabled and older people, and continuously improving the quality and reliability of assistance available.

We work with our rail industry colleagues, franchising and regulatory authorities, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Community Rail Partnerships, Rail Ombudsman and other stakeholder organisations, especially those representing all customers, to further improve the information, facilities and services we provide.

Our Accessible Travel Policy fulfils our obligations under our Passenger and Station Operator Licences, the DfT's Design Standards for Accessible Railway Stations: A Code of Practice 2015, the ORR Accessible Travel Policy Guidance 2019 and takes into account the provisions within the Equality Act 2010.

We will ensure that new facilities on our trains and, where we have influence, the stations we serve are designed to meet the standards of the Persons of Reduced Mobility Technical Specification for Interoperability (PRM-TSI) regulations and with all projects which replace and/or renew existing facilities.

Management arrangements

The provision of services to disabled and older people is an integral part of our business planning process, championed by our Customer Experience Lead and Customer Service Director.

Establishing and maintaining our Accessible Travel Policy is a condition of our Passengers' Licence. For compliance purposes the Managing Director is accountable for the licence.

Our Customer Experience Lead has responsibility for implementing our Accessible Travel Policy. This includes consulting with disabled people, community groups, and charities to understand where services and facilities do not meet the needs of disabled people, and then work with the internal teams to prioritise funding requests and tie in with other projects where possible. In collaboration with the Customer Service Director, this role will liaise with the relevant directorates and managers across the CrossCountry business to work on the specific tasks that compliance with the Accessible Travel Policy necessitates.

In formulating business cases for investment in new services and facilities, the Customer Service Director will assess the likely return on investment of improvements for disabled and older customers. Such business cases will therefore consider the likely revenue increase as a result of making our services and facilities more accessible to all customers. Their success will be monitored via customer feedback, relevant passenger survey results and the return on investments by increased ticket sales.

Monitoring and evaluation

We have a culture of continuous improvement and will therefore measure the quality of service relating to assistance provided. Many of our service quality metrics are reported to the Office for Rail & Road and published in the CrossCountry Customer Report which we publish on our website.

The tools that we will routinely use to measure the quality of service given to disabled passengers include:

- Monitoring complaints about assistance
- Monitoring complaints about facilities being inaccessible
- National Rail Passenger Survey results relating to accessibility
- Outputs from our internal Service Quality Audits which tests our services and facilities
- Outputs from our joint contract audits with station operators which tests services and facilities provided to CrossCountry customers at stations
- Feedback from our regular, active participation in Stakeholder Equality Groups across our network
- Feedback from CrossCountry's annual Community Rail Conference to engage and receive feedback from stakeholders and customer groups.

- Using Passenger Assist booking data to track trends in assisted booking and monitor growth and usage.

Periodic progress reports will be provided to the Board of Directors, highlighting the action CrossCountry is taking on improving travel for disabled and older people, and our performance against the metrics we set out above. This includes a report of the number of assistance bookings made by the CrossCountry Passenger Assist team.

Internal weekly reports regarding customer complaints made about accessibility issues at stations are fed back to our Station Liaison Manager who takes appropriate follow-up action with our station operator partners.

We will regularly review this policy and a report on findings will be sent to the DfT and the ORR. This will include details of the achievements of objectives, new initiatives to improve our service to disabled customers and any difficulties we have encountered with the implementation of this policy.

Access improvements

We will continue to improve access and services as follows:

- Refurbishing our five High Speed Trains to ensure they fully meets PRM-TSI compliance.
- During 2020 we will roll out the Arriva 'Helping Hand' priority seating and assistance card scheme to provide additional support to customers who need help communicating when travelling. Our staff are also trained to recognise similar schemes operated by other transport operators, such as the Sunflower lanyard
- Work with East Midlands Railway and Network Rail to deliver improved forecourt access to Burton-upon-Trent station, including a new bus interchange
- Work with Great Western Railway and Network Rail to deliver new, step-free access at St. Erth station as part of a major Park and Ride scheme and improved bus interchange closer to the station entrance at Bristol Parkway
- Work with Greater Anglia to deliver new, improved digital Customer Information Screens to make finding your train and the formation of your train easier at Cambridge and other principal stations in East Anglia that we serve
- Work with Hereward CRP and Cambridgeshire County Council to significantly improve signage on all main routes to Manea, March and Whittlesea stations for car drivers, cyclists and pedestrians.

We will continue to review our Accessible Travel Policy annually and incorporate feedback we receive from you, customer organisations and other stakeholders regarding the services we

provide. The feedback will be vital in shaping our policies and making continuous improvements.

Working with disabled customers, local communities and local authorities

In preparing our Accessible Travel Policy we have consulted with a cross-section of disability stakeholders. Specifically, we have consulted with Stephen Brookes, MBA, BA (hons), Rail Sector Champion for the Minister for Disabled People concerning our ongoing accessibility and inclusion proposals and the development of our Accessible Travel Policy. We have also received Accessibility related feedback at RailFuture's Annual General Meeting in Bristol and at our CrossCountry annual Community Rail Conference in Birmingham. Key organisations that represent the interests of customers with disabilities – including the Office for Rail and Road, the Disabled Persons Transport Advisory Committee, and the Department for Transport – have reviewed and approved our Accessible Travel Policy. Transport Focus has also been consulted, and provided comments during the drafting of our Policy document and Passenger Leaflet.

Since autumn 2019 we have actively participated in the Midlands Stakeholder Equality Group, which we co-facilitate with West Midlands Trains and other train operating companies serving Birmingham and the wider Midlands region. Feedback from people with a wide range of different disabilities, who are members of this forum, is used to inform the development of our staff training and customer service strategies.

There are several key industry partners that we work with to improve the accessibility of our services. For example:

- Network Rail and station operators – collaboration on station improvement and investment programmes
- Transport Focus – understanding research on customer priorities
- Combined Authorities and Passenger Transport Executives – involvement in the creation and delivery of regional transport policies

We are in regular contact with key stakeholders through our Customer and Stakeholder Engagement Strategy. This sets out how we engage with all our customers, potential customers and other stakeholders in the communities we serve to understand and respond to their experiences. These stakeholders include:

- Local authorities
- Disability groups
- Community groups
- Rail user groups and Community Rail Partnerships

We actively participate in the Midlands Stakeholder Equality Group, whose membership includes people with a wide range of physical, sensory and hidden disabilities from across the Midlands region. The Group currently meets every two months and management representatives from Network Rail and all of the train companies operating in the Midlands, including CrossCountry, attend each meeting to engage with customers and to take feedback about their experiences travelling by train. We also aim to actively participate in other regional Stakeholder Equality Groups, where these are located on our network.

At a national level, we liaise with national organisations such as Age UK, Scope and RNIB via our trade body the Rail Delivery Group (RDG). We are also represented on the RDG Disability Group and any working parties set up by that group to investigate ways in which accessibility may be improved.

We will actively promote the availability of assisted travel, with a particular focus on the customer leaflet, 'Making Rail Accessible'. As well as ensuring this leaflet is available at staffed stations our trains call at, in prominent locations where public services are provided and online, we will also advertise the leaflet in station posters, including on digital displays at stations where CrossCountry has funded these.

Staff training

We know that staff training plays an important part of delivering a railway which is accessible for everyone, by giving CrossCountry colleagues the skills and understanding they need to consider accessibility in everything we do.

All new staff receive disability awareness training as part of their corporate induction, while all existing staff including senior managers and leadership team, receive refresher training at least every two years. Our training materials have been created in partnership with a disability charity and focusses on the knowledge, skills and tools that are necessary to enable our employees to assist older customers and those with disabilities in the best possible way. The creation and delivery of our training materials will increasingly include the lived experience of older and disabled people who use the railway, including people with non-visible disabilities, which brings to life and demonstrates the importance of providing assistance, the individual personal impact of the services we provide, and the decisions we make. We will fully involve disabled people who are members of the Midlands Stakeholder Equality Group to help us create and deliver training

to our staff to ensure they are able to recognise the particular assistance requirements of people with all types of disabilities.

Training outcomes

The Office for Rail and Road have set out in their guidance nine mandatory training outcomes, which our training includes:

1. Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion.
2. Equality Legislation: exploring and understanding the Equality Act 2010.
3. Defining Disability: an introduction to the various definitions of disability and the appropriate terminology.
4. Recognising passengers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance.
5. Railway Regulatory Framework: understanding regulations and policies that are relevant within the railway industry.
6. Passenger Assist: how it works for disabled passengers and the role of railway staff in delivering the service.
7. Communication: finding a way to communicate with disabled people with patience, respect and dignity.
8. Accessibility in stations: the identification of accessible features at the stations where staff work as well as at the key destination stations on the Northern network.
9. Providing safe assistance: duties and process to ensure that both staff and customers remain safe at all times.

The course aim is to build our colleagues knowledge and skills to enable them to best meet the needs of customers who have a disabilities and/or require our support; and to do this in accordance with both the law, The Equality Act 2010 and CrossCountry's commitment to further improve the accessibility of our services for all of our customers.

In addition to the above, all CrossCountry staff who interact directly with customers will receive training that delivers training outcomes relating to customer and staff communication, accessibility within and around stations and how to provide safe assistance. We ensure that all relevant staff receive the training appropriate to their roles with regards to:

- The use of equipment provided to assist older people and those with disabilities, such as ramps, and where appropriate station wheelchairs and induction loops
- Communicating with people with different disabilities

- Communicating clearly by phone with people who may have difficulty speaking, hearing or understanding.

Our Customer Relations, Passenger Assist and Social Media teams also receive specific training for communicating clearly with people who may have difficulty speaking, hearing or understanding. This helps them understand the importance of:

- Clarity of speech
- Intonation
- Emphasis
- Timeliness
- Language.

This training is designed to raise awareness of potential communication issues and emphasise how ineffective communication can impact upon disabled and older customers.

Although our current Franchise ends in October 2020, we are producing a forward looking Training Plan by 31 July 2020 for the Office of Rail and Road. This will set out in detail how we will deliver the required levels of staff training to ensure that by 31 July 2021 all current customer facing CrossCountry staff will have met the mandatory training outcomes set out above, regardless of who operates the CrossCountry Franchise. By this date, all new CrossCountry staff, including senior and key managers, as part of their induction, will also receive training in understanding the challenges facing disabled people, equality legislation, defining disability, recognising passengers who need assistance, the regulatory framework of the rail industry, and how the Passenger Assist service operates.

Where reasonably practicable, we will ensure that any agency or temporary staff that interact with customers receive an appropriate level of disability awareness training, which will focus on Passenger Assist, communication and providing safe assistance, as outlined in outcomes 6, 7 and 9 in the mandatory training guidance noted by the ORR.

Similarly, wherever reasonably practicable, we will require the operators of rail replacement bus and coach services and taxi firms to ensure the driver of their vehicles have received appropriate training, as outlined in outcomes 6, 7 and 9 in the ORR training guidance.

Furthermore, anyone employed at a contact centre who provides information or advice directly to passengers on our behalf will receive an appropriate version of the CrossCountry training course covering, as a minimum, the Passenger Assist service and customer communication.

All CrossCountry staff will receive a refresher training within two

years of the training they have received, and as a minimum every two years thereafter; in order to ensure the mandatory training outcomes described above are maintained.

We will harness the experience and expertise of people with a range of experience and disabilities in the development and delivery of our training materials.

At the time of submitting our Accessible Travel Policy for review we will ensure that all statistics, legislation and language used in training are up to date.

This approach to training will ensure all CrossCountry staff, and particularly staff who interact with customers have the skills and knowledge to enable them to best meet the needs of customers and to do this in accordance with both the law and CrossCountry's commitment to further improve levels of accessibility.

By 31 July 2020, we will provide a report to ORR setting out progress against delivery of these staff training commitments.

For further information visit:
crosscountrytrains.co.uk
or call us on 0344 736 9123

