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06 October 2016

Jamie Burles
Managing Director
Greater Anglia

Dear Jamie

Approval of Abellio East Anglia Limited (Trading as Greater Anglia) Disabled People's Protection Policy (Condition 5 of your Station Licence and GB Statement of National Regulatory Conditions: Passenger)

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

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

We welcome your commitment to introduce a customer satisfaction survey measurement tool which will call back 5% of users of the pre-booked assistance service to ensure that the service met their expectations, which we believe are likely to be positive for passengers.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance. We also sought views on your policies from Transport Focus, London TravelWatch and the Disabled Persons Transport Advisory Committee (DPTAC).

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

- **Provision of assistance where this has not been booked in advance:** The guidance states that operators are expected to provide assistance to disabled passengers who arrive at a station and require assistance to allow them to travel, but have not booked in advance. You have confirmed that when assistance has not been booked in advance, you will still aim to provide the assistance required. You have also confirmed that, should a passenger arrive at an unstaffed station without having booked assistance and require assistance to travel, they can contact you by



phone or using the station help point to arrange assistance, however it may take some time for the assistance to be delivered.

- **Availability of ramps:** The guidance states that ramps must be made available at all staffed stations and on request at unstaffed stations when booked in advance through the Passenger Assist system. You have now confirmed in your document that ramps are provided for all passengers who need them at all of your staffed stations and that ramps will be provided at unstaffed stations when booked in advance. You have also confirmed that, where a passenger is travelling from an unstaffed station and requires a ramp but has not booked this in advance, they can use the help point or phone number to request assistance at their departure station. If the passenger is travelling to an unstaffed station, they can alight at either an earlier or later staffed station, in order to receive assistance with a ramp, and you will provide them with a taxi to their destination station at no additional cost.
- **Availability of accessible taxis:** The guidance states that operators must commit to providing information about the availability of accessible transport from the station, such as accessible taxis. It also states that, where taxi access is under contract with the station operator, the terms of the contract must include the requirement for the taxi operator to provide wheelchair-accessible vehicles. You have now confirmed that where Greater Anglia has a contract with a taxi for access to the station, these terms are included. You have also provided information on how passengers can find details of the availability of accessible taxis to your DPPP document.

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

Yours sincerely,



Annette Egginton



Making rail accessible

Helping older and
disabled passengers

Valid from **October 2016**



Greater Anglia Contact Centre

Norwich Railway Station
Station Approach
Norwich NR1 1EF

Telephone **0345 600 7245**

Email contactcentre@greateranglia.co.uk
greateranglia.co.uk

GREAT TO HAVE YOU ON BOARD

We recognise the unique needs of older and disabled customers when using the public transport system. Our goal is to provide a train service that is accessible to all of our customers and we will work to make as many stations accessible as practically possible.

Contents

1. Policy summary	3
1.1 Our commitment to improving accessibility for you	3
1.2 Policy Details	3
1.3 Using and updating this document	4
2. Assistance for passengers	5
2.1 Obtaining information and planning your journey	5
2.2 Booking assistance	5
2.3 Providing accessible car parking	9
3. Alternative accessible transport	10
4. Passenger information	11
5. Tickets and fares	12
5.1 Disabled Persons Railcard	12
5.2 Concessionary fares available without a Disabled Persons Railcard	13
6. What you can expect at our stations	14
6.1 Facilities at stations	14
6.2 Station entrances	15
6.3 Aural and visual information at stations	15
6.4 Information points and displays	15
6.5 Ticket machines	16
6.6 Ticket gates	16
6.7 Luggage	17
6.8 Left luggage	17
6.9 Ramps	18
6.10 Facilities provided by third parties	18

7. What you can expect using our trains	19
7.1 Getting on and off our trains	19
7.2 Wheelchairs and Mobility Scooters	19
7.3 Assistance dogs	20
7.4 Priority Seat Card	20
7.5 On train information and assistance	20
7.6 Accessibility of rolling stock	21
8. Making connections	24
8.1 Taxis and buses	24
8.2 Other services	25
9. Disruption to facilities and services	26
9.1 On our stations	26
9.2 On our trains	26
9.3 Assistance during emergencies	27
10. Contact details	28
11. Alternative formats	32
12. Station accessibility information	33

Abbreviations used in this document, and their meanings, are shown below:

DfT	Department for Transport
DLR	Docklands Light Railway
DPPP	Disabled People's Protection Policy
DPRC	Disabled Persons Railcard
NRE	National Rail Enquiries
ORR	Office of Rail and Road
PRM-TSI	Technical Specification for Interoperability for Persons with Reduced Mobility
TVM	Ticket Vending Machine

1. Policy summary

1.1 Our commitment to improving accessibility for you

Greater Anglia is part of Abellio Transport Holdings which operates ScotRail and Merseyrail train services, bus services in London, along with transport operations in Germany, Netherlands and the Czech Republic. All our companies operate within the same management framework known as the Abellio Way, which sets out how we deliver our operations to customers and stakeholders. We have established a service quality process to measure our standards of service to all customers and have two (east and west) Customer Panels, meeting six times each year, to represent their interests for our services on the West Anglia and Great Eastern mainline (see greateranglia.co.uk/panels). We recognise the unique needs of older and disabled customers when using the public transport system. Our goal is to provide a train service that is accessible to all of our customers and we will work to make as many stations accessible as practically possible. As part of our commitments in running this franchise, Greater Anglia will introduce a number of improvements to access our stations and services and will continue to work with Network Rail and with stakeholders to achieve improvements. We are committed to working with the Department for Transport (DfT), Network Rail, Transport Focus, London TravelWatch, Transport for London, Local Authorities, industry partners and other stakeholders to deliver further improvements to facilities and accessibility for our customers. We will utilise the DfT's Minor Works funds along with the National Station Improvement Programme.

1.2 Policy Details

We will operate, publicise and support the Passenger Assist system and the supporting station facilities information held on the National Rail Enquiries website nationalrail.co.uk/stations_destinations which enables passengers needing assistance to make travel arrangements in advance and allow us to provide appropriate and practical support. We will work in

2. Assistance for passengers

partnership with other train operating companies and Network Rail to ensure that if you require assistance you can make bookings for journeys across the national rail network. We fully support and accept the Disabled Persons Railcard which enables passengers with a disability to obtain discounts on a range of fares for themselves and, if accompanied, for one adult companion. Reduced fares are also available for non-Railcard-holding wheelchair users (with or without a companion) or for accompanied visually impaired customers. When making physical improvements to stations or undertaking refurbishment of our trains, we will endeavour to meet the specified standards and will apply for a dispensation from the DfT where it is not practicable to comply fully with their Code of Practice. We will arrange disability awareness training and briefing for all staff who will deal directly or indirectly with you, plus training in correctly assisting passengers. Disability awareness training is also given to those who direct or manage the upgrade and modification of our facilities and services. At each of our stations we provide details on to how to obtain a copy of our DPPP documents and those of other operators using the station. Printed copies of this document are available at our stations. A copy of our policy documents can also be obtained, free of charge and in different formats, on request to our Contact Centre or found on our website greateranglia.co.uk

1.3 Using and updating this document

We will use this document, and the information about station and train facilities within it, to help staff when assisting you in booking your journey. In order to keep it up-to-date we will review the document at least annually with the ORR when we conduct a full review of the services we provide. This will include such elements as:

- accuracy of information, and updates of any changes;
- ease of understanding and communication;
- review of actions completed in the previous year;
- details of new plans to improve accessibility.

2.1 Obtaining information and planning your journey

This booklet is designed to help and inform you in advance of your travel. It includes information about our services, and some information about other operators – further details can be obtained without charge on request from our Contact Centre team (see [contact details page](#)) or downloaded from our website greateranglia.co.uk. We do however recognise that you may need additional information about station facilities, staffing arrangements and whether, for example there are ramps available to assist in boarding trains. This information is contained on the National Rail Enquiries website. This also includes details of all other operators. We will ensure that the database used to keep everyone informed about station facilities, known as Knowledgebase, will be updated by our Integration and Accessibility Manager. This will be updated within 24 hours where any changes, temporary or permanent, affect accessibility. In addition we will directly update the Station Journey Planner by contacting the help desk. The accessibility details of our stations can also be found at the back of this booklet or from our website. A Customer Service desk is available at London Liverpool Street station and can provide accessibility information to you, as can the Customer Service desks at Cambridge, Norwich, Ipswich, Chelmsford, Colchester, Ely and Stansted Airport.

2.2 Booking assistance

We seek to make the journey of all of our customers a pleasant and successful experience including those who require assistance during their journey. We are committed to providing a system called Passenger Assist. All train operators use Passenger Assist as a common system that allows disabled and older passengers to book assistance for their travel to anywhere on the National Rail network. We are

committed to providing sufficient resource to maintain and improve Passenger Assist.

Below is a list of services that you can book on Passenger Assist when you contact us:

- Book assistance for your full journey even if it involves travel on the services of another train operator.
- Helping you to get on or off the train.
- Installing a ramp to help you get on and off trains.
- Meeting you when you arrive at our station. (Those with hidden disabilities should make themselves known to a member of railway staff.)
- Assistance with buying a ticket.
- Guiding visually impaired passengers to the train.
- Help with carrying luggage, or assisting when there are platform alterations.

We always aim to be as helpful as we can. Please contact us to discuss your requirements and we will advise you on what we can do to help with your travel arrangements. However we cannot provide personal care (for example help with eating, drinking, taking medication or using the toilet) or personal attendance throughout your journey. To allow appropriate arrangements to be put in place we recommend that if you require assistance you provide us with details of your requirements 24 hours in advance of your journey, or 48 hours for international travel. Your required assistance can then be booked using the Passenger Assist system to arrange assistance on our services and those of other train operating companies. You will be allocated a booking confirmation which you will need to take with you so that the staff on the stations and trains can identify your booking. Our Assisted Travel team can advise and arrange all aspects of your journey over the telephone. They will be able to offer help and advice for the national network as well as Greater Anglia services.

They can also advise about access at stations and on-board trains; help purchase tickets; arrange seat reservations and help with getting on or off the train.

To book or get advice call our Assisted Travel Helpline who are always happy to help – 08000 28 28 78, opening times are included in the contacts section. If calling from a mobile, you may be charged if you dial 0800 numbers, therefore you can also contact the team by dialling 0345 600 7245 and choosing option 4. Textphone and minicom customers please prefix 18001 prior to dialling. Alternatively, email us at assistedtravel@greateranglia.co.uk or use our web form. Booking assistance offers us the best opportunity to meet your needs, as a number of our stations are either unstaffed or are staffed for only part of the day – these are shown in section 12. By using the booking system and giving us 24 hours' notice, we can arrange for a member of staff to be at the station when you need, or we can make alternative arrangements for you such as arranging a pre-booked taxi, or suggesting the use of a nearby accessible station as an alternative. We will discuss your individual needs with you when you book. If you arrive at an unstaffed station without booking assistance you will need to contact us by either using the help point or a phone. We will do our best to arrange assistance as quickly as possible, but this may take some time. Any unstaffed ticket barriers or gates will be left in the "open" position for ease of access. You should also be aware that the majority of our trains are operated without any customer service staff on board and therefore we are unable to provide assistance to you whilst on board the service. On the trains where customer service staff are provided, they will provide assistance with ramps; these include the Intercity trains and trains with conductors on board in and around Norwich, Ipswich and Cambridge. We aim to provide assistance to disabled passengers throughout our network, whether this has been booked in advance or not. However, many of our stations have

only one member of staff and are not staffed throughout the duration of the train service, particularly late evening. Details of the times when stations are staffed are shown at Section 12. By using the booking system and giving us 24 hours' notice, we can arrange for a member of staff to be at the station when you need, or we can make alternative arrangements for you such as arranging a pre-booked taxi, or suggesting the use of a nearby accessible station as an alternative. We will discuss your individual needs with you when you book.

When assistance has not been booked in advance, we still aim to provide the assistance required, where reasonably practicable, and you should make yourself known to a member of staff at the station. However please note that where we are able to make arrangements, this may take some time, and we therefore cannot guarantee that you will be able to travel at the time you planned. At stations where trains terminate, we will attend to the needs of our customers who have booked assistance as quickly as possible, ensuring you wait no longer than 5 minutes to get off the train after its arrival, wherever reasonably practicable. If you book assistance and it is not provided, we will fully investigate the reason why. Your complaints are dealt with on their individual merit, and compensation can therefore vary depending on the nature and extent of the assistance failure. Any compensation will be in addition to your entitlement to Delay Repay (see our Passenger's Charter for further details). After your journey, we welcome your feedback on what worked well and what improvements can be made to our service. We can accept your feedback in different formats (such as audio cd, telephone or letter) as well as email (please see our contact details, these are shown in the Contacts section). We promise to respond to all feedback received, and to use the information you provide to learn and improve our service to disabled customers. We will also survey those customers who have given us their authority to do so.

2.3 Providing accessible car parking

We offer free car parking to Blue Badge holders at our car parks as shown in the station accessibility information in section 12. We ask you to ensure that your Blue Badge is displayed correctly in the car windscreen. We will ensure that parking for those with a mobility impairment is in accessible locations as close to the station as practicable. We use all reasonable endeavours to comply with the DfT Code of Practice requirements in relation to the number of Blue Badge parking bays where practicable, and regularly survey and record the provision and occupancy of designated spaces in our car parks, providing the results to DfT at least every six months. If a designated parking space is unavailable for any reason, Blue Badge holders may park free of charge in any other public, non-restricted parking space in the car park. We monitor the Blue Badge car parking bays to ensure that a Blue Badge is displayed. Enforcement at staffed stations is normally undertaken by the car park managing agent or the local station staff. Illegally parked vehicles will be brought to the attention of the British Transport Police, who are able to take action under Byelaw 14 of the Railway Byelaws.

3. Alternative accessible transport

While we aim to convey all of our passengers by rail, we recognise that for some journeys this may not always be possible. We will discuss what help you need when you call us to book your assistance. You may be provided with a taxi, or other accessible transport, to convey you between stations which you are not able to access for the following reasons:

- your nearest station is not physically accessible to you;
- where, for whatever reason, substitute transport that is provided to replace rail services due to either emergency or planned engineering works, is not accessible to you;
- disruption to services at short notice, for whatever reason, makes services inaccessible to you.

We will try to obtain accessible replacement buses during planned and emergency engineering works; however, where this is not possible we aim to provide you with alternative accessible transport. This will usually be in a taxi suitable for your needs, at no extra cost to you. In all cases we will convey you to or from the nearest or most convenient accessible station so you can make as much of your journey as possible by train. Any taxi service will be provided at no additional cost to the fare for your entire journey. We want to do everything that we reasonably can to help you make confident journeys, so please contact us to discuss your individual circumstances and what assistance we can provide to support you.

4. Passenger Information

We provide details of all our stations and their accessibility to key services in a number of ways including:

- section 12 of this document;
- via our staffed stations;
- on our website greateranglia.co.uk or calling 0345 600 7245
- via nationalrail.co.uk or calling 03457 48 49 50

We will update changes to accessibility details of our stations when they occur. These will be included in the details contained on the National Rail website where you will be able to find simple, step by step information about each station and the services it offers. You will also be able to find out details of any temporary changes to stations which may affect your journey, for example building works or alterations to access. Our Integration and Accessibility Manager will update this information (known as Knowledgebase) within 24 hours of any changes which may impact on accessibility, whether these are permanent or temporary changes. We will ensure the update of Knowledgebase is completed accurately. Where any permanent alteration to station facilities, for example, new accessible toilets or step free access is provided, these will be updated on 'Stations Made Easy' (the Station Journey Planner on the National Rail website), including the provision of new photographs of the access route or facilities and, if required, a re-audit of the station.

5. Tickets and fares

Tickets for your journey can be purchased in a number of different ways:

- in person from our station ticket offices;
- self-service ticket machines, where you will be able to use your Disabled Persons Railcard;
- by calling 08000 28 28 78 (or 0345 600 7245, option 4, from a mobile);
- from our website at greateranglia.co.uk
- by contacting National Rail Enquiries on 03457 48 49 50 or nationalrail.co.uk
- from any national rail ticket office or approved agent.

5.1 Disabled Persons Railcard

We support and accept the Disabled Persons Railcard which offers discounts on a range of tickets to disabled customers whether they are travelling alone or accompanied. Your Railcard allows you, and an adult companion travelling with you, to obtain a 1/3 discount off most Standard and First Class fares throughout the UK. The Disabled Persons Railcard leaflet published by the Association of Train Operating Companies (ATOC) gives details of this railcard, and can be obtained from any staffed station, or from disabledpersons-railcard.co.uk

5.2 Concessionary fares available without a Disabled Persons Railcard

Passengers who need to stay in their own wheelchair during their journey and accompanied registered blind or visually impaired passengers are entitled to the following full fare ticket discounts throughout Great Britain even if they do not hold a Disabled Persons Railcard:

- 34% discount on First Class/Standard Anytime Day Singles.
- 50% discount on First Class/Standard Anytime Day Returns.
- 34% discount for First Class/Standard Anytime Singles or Returns.

An adult travelling with you is also entitled to a discounted fare. If you have a visual impairment, please take a document from a recognised institution such as Social Services or Local Authority confirming your impairment when buying your ticket and when travelling. Please note that visually impaired passengers cannot claim this discount if travelling unaccompanied.

We expect all customers to have a valid ticket or other authority to travel before starting their journey. However, if you are unable to buy a ticket at the station before your journey as a result of your disability, you will be able to purchase a ticket either on the train or upon arrival at your destination without penalty and with any appropriate DPRC discount.

6. What you can expect at our stations

We have operational responsibility for 133 stations which vary from London Liverpool Street to small rural stations. These are listed in section 12: 'station accessibility information' where you can find details of station accessibility and key facilities to help you make your travel choices. In most cases we are the main operator at all the stations we call at. Liverpool Street is operated by Network Rail, although the majority of staff are employed by Greater Anglia. Southend Airport is operated separately by the Stobart Group. Both these operators also have their own DPPP. Our trains serve stations operated by other train operating companies and we will continue to liaise with these industry partners with the aim of improving access and facilities for disabled customers. Details of the other stations we call at, and the responsible train company, is included in section 10.

6.1 Facilities at stations

Our goal is to constantly improve the level of accessibility and facilities at our stations for all of our customers, such as:

- the provision of information;
- the provision of personal assistance;
- improving facilities at stations, including waiting rooms, toilets or refreshment facilities and those provided by third party facilities operated on our stations;
- the improvement of accessibility to our stations, and;
- improving ease of purchasing rail tickets.

Through the training programmes that are delivered at our Customer Service Training Academy we will ensure all of our staff, including new entrants, gain an awareness of the issues facing older and disabled users of the rail network, to recognise customers who may need additional help and equip them with the skills to offer appropriate assistance.

6.2 Station entrances

We will not permanently close station entrances or gates if it leads to a reduction in accessibility for disabled customers to any platform or facility at the station unless we have consulted with DfT, Transport Focus or London TravelWatch and user groups, and these changes have been approved by the DfT.

6.3 Aural and visual information at stations

The majority of our stations have Customer Information Screens that provide real-time information about our train services along with public address systems. Other stations have customer information help points which enable you to speak to a member of our staff and obtain information about the operation of our services. We continually review current facilities at stations and will be submitting potential schemes for improving access to information at individual stations. We commit to providing consistent aural and visual information on train departures and other relevant messages, particularly in the event of delays or disruption.

6.4 Information points and displays

Information and customer service points are provided at larger stations, such as Liverpool Street, Norwich, Ipswich, Cambridge, Colchester, Chelmsford, Bishops Cleeve, Ely, Harlow Town, Tottenham Hale and Stansted Airport. These are normally identified as designated customer service offices and are clearly signposted. At Liverpool Street there is a specific Station Reception adjacent to Platform 10 which acts as a meeting point, plus a customer information desk on the main concourse. We will make information on the facilities, services and accessibility of all stations plus information on timetables, fares and connections available at information points, station ticket offices, over the telephone from our Contact Centre, and on

our website as well as the National Rail Enquiries website. Where feasible, leaflet racks and timetable displays will be placed so that wheelchair users and standing customers can use them. Greater Anglia has issued equipment to all front line staff (including those who work at our customer service points) so that they are able to provide accurate, up to date information. This includes access to details about our services and those of other operators. This approach to improving information provision will also increase the ability to provide accurate information at stations during times of disruption about delays, diversions and new timetables.

Meeting Points – As many of our stations have only one member of staff, if you have arranged assistance we recommend that you go to the ticket office at the station where your journey starts.

6.5 Ticket machines

Where automatic ticket machines are provided at stations we will ensure they are able to issue appropriately discounted tickets to holders of Disabled Persons Railcard and to the holder's companion. If you are unable to buy a ticket at the station before your journey as a result of your disability, you will be able to purchase a ticket either on the train or upon arrival at your destination without penalty and with any appropriate Disabled Persons Railcard discount.

6.6 Ticket gates

Across the Greater Anglia network automatic ticket gates have been introduced, and we have a programme to install more gatelines through the coming year. We recognise that these gates can impact on your ability to access the station. As a result gatelines will be staffed whenever possible and our staff have been trained to provide assistance to you so

please seek help from them if required. At least one wide gate for wheelchair users, disabled passengers, mothers with prams etc. will be provided at each gateline. We will also lock the gates in the "open" position when staff are not available to be in attendance.

6.7 Luggage

We will provide free-of-charge assistance with luggage within our station and to and from the train for disabled customers when the service has been pre-booked. Please bear in mind the weight, size and quantity of luggage, as our service is limited by the ability of our staff to lift the item(s) safely. The National Rail Conditions of Travel state that you may take a single item of hand luggage that must be capable of being held in your lap if required, plus up to 2 items of luggage. We will do our best to help if assistance has not been pre-booked, subject to the availability of staff. Platform staff may need to attend to the train safety before they can help. If the platform from which your train departs is altered at short notice, our staff will help you to reach the new platform, helping with luggage and providing guidance where required.

6.8 Left luggage

Accessible left luggage facilities are provided at Liverpool Street station by Network Rail. This is located adjacent to Platform 10 near the customer lounges and main Station Reception. Our staff will be happy to help you locate the Left Luggage facility.

7. What you can expect using our trains

6.9 Ramps

We have portable ramps that are fit for purpose at all our staffed stations to enable customers (for example those using a wheelchair or those requiring assistance) to get on or off the train, whether assistance has been booked in advance or not. If you need assistance with a ramp outside normal staffing hours, you will need to book that assistance in advance. By using the booking system and giving us 24 hours' notice, we can arrange for a member of staff to be at the station when you need, or we can make alternative arrangements for you such as arranging a pre-booked taxi, or suggesting the use of a nearby or convenient accessible station as an alternative. We will discuss your individual needs with you when you book. If you arrive at an unstaffed station without booking assistance you will need to contact us by either using the help point or a phone. We will do our best to arrange assistance as quickly as possible, but this may take some time. Please note that the ramps are designed to convey passengers in wheelchairs, powered wheelchairs and scooters up to a maximum width of 700mm and length of 1200mm and a combined weight of passenger and wheelchair of not more than 300kg.

6.10 Facilities provided by third parties

Where third parties provide facilities at our stations, for example a refreshment facility, we will ensure that all the contracts we issue to third parties will include requirements to ensure accessibility. We will ensure that the location of such facilities do not impact on the accessibility of the station or other facilities.

The majority of our trains on the commuter services are operated without any customer service staff on board and are known as driver only operated services. This means that you will generally not find staff available to help you once you are on board the train. However, most of our trains do have priority seating for older and disabled people. These seats are clearly marked as priority seating. On-train customer service staff are provided on our Intercity trains, and services in and around Norwich, Ipswich and Cambridge, and they will monitor the appropriate use of priority seating, and where feasible will provide you with assistance to find the priority seats. On our London/Norwich express services, seat reservations and wheelchair space bookings can be made in advance of your journey. We recommend that you request assistance 24 hours in advance.

7.1 Getting on and off our trains

We provide ramps to help you get on or off our trains at all of our staffed and accessible stations. Many of our trains also carry ramps and the on board staff will be happy to assist you. If you need assistance with a ramp outside normal station staffing hours, you will need to book that assistance in advance. If you are getting off the train at the station where your service terminates, we will attend to the needs of our customers who have booked assistance as quickly as possible, ensuring you wait no longer than 5 minutes to get off the train after its arrival.

7.2 Wheelchairs and Mobility Scooters

We are able to convey passengers in wheelchairs, powered wheelchairs and scooters up to a maximum width of 700mm and length of 1200mm and a combined weight of passenger and wheelchair of not more than 300kg. Scooters which are foldable or dismantled to meet these dimensions, and which the passenger or their companion can lift on and off the

train, will be carried as luggage. Scooter users should, where physically possible, transfer to a seat on the train. When trains are not running due to planned or emergency engineering works, we cannot provide alternative transport for scooter users. However if you are already travelling with us and there is disruption, we will make every reasonable effort to provide an alternative means of transport. Note that different train companies have different policies for the carriage of scooters on trains, so further information should be sought from the assisted travel team if your journey crosses into another rail franchise area.

7.3 Assistance dogs

Assistance dogs are welcome on our trains. Your assistance dog may accompany you anywhere on-board. Where practicable, and if space is available, the Conductor on the Intercity services may upgrade you to First Class if there is limited room for your dog on the train.

7.4 Priority Seat Card

We have a Priority Seat Card scheme which assists disabled passengers in obtaining a seat by removing the need for them to explain why they need a seat. More details and application forms for a Priority Seat Card can be requested from the Contact Centre (email contactcentre@greateranglia.co.uk or telephone 0345 600 7245).

7.5 On train information and assistance

Many of our services have visual information screens and/or automated public announcements advising customers of the calling points of the service prior to departure. All trains will have audio/visual information by 2020. Our drivers and on-train staff are also trained to make announcements via the train's public address system. On services without automated public

announcements, the driver or on-board staff will make every effort to advise you of where and when the train is stopping and give other relevant journey information through on-board announcements. These will be made in sufficient time for you, including those with mobility impairment, to respond. Our training ensures that our staff also understand the importance of making announcements during times of disruption, particularly before the departure of the train and before the arrival at the station. Announcements will also be made relating to any alterations to the normal service including delays. Additionally, where there are on-board staff, they will ensure that hearing-impaired customers of whom they have been advised are informed by alternative means. Our on-board staff will make every effort to ensure that older and disabled people are given appropriate assistance whilst on the train. Please be aware however, that many of our services are 'driver only operated' and do not carry other staff.

7.6 Accessibility of rolling stock

Since 1999 trains have been designed and built with features and facilities to make rail travel for disabled passengers easier. This includes facilities such as seat-back hand holds, priority seating, accessible toilet cubicles, button-controlled doors, wheelchair spaces with call-for-help points etc. The Rail Vehicle Accessibility Regulations (RVAR) and Technical Specification for Interoperability for Persons with Reduced Mobility (PRM-TSI) set out the accessibility standards to which rail vehicles must comply when they are built. Much of our rolling stock was built before the RVAR and PRM-TSI came into force. When rolling stock is refurbished, any modifications we make will comply with these standards. All trains will be fully compliant with RVAR and PRM-TSI regulations by 2020. The types of rolling stock which we currently operate on our network are shown on the following pages.

Route of train	Type or class of trains(s) on the route	Is the train wheelchair accessible? (max 700mm x 1200mm)
Norwich local services Ipswich local services	Cl. 156	Yes
Norwich local services Ipswich local services	Cl. 170	Yes
Norwich local services Ipswich local services	Cl. 153	Yes
Sudbury – Marks Tey	Cl. 153	Yes
	Cl. 156	Yes
London – Southend London – Southminster London – Chelmsford London – Colchester London – Clacton London – Ipswich	Cl. 321	Yes
London – Lowestoft London – Peterborough	Cl. 170	Yes
London – Walton London – Harwich London – Chelmsford London – Clacton London – Ipswich	Cl. 360	Yes
	Cl. 321	Yes
London – Cambridge London – Hertford East London – Enfield Town	Cl. 317	Yes
London Stansted Express	Cl. 379	Yes
London – Norwich	Cl. 90 with mk3 coaches	Yes

Number of wheelchair spaces	Is there a wheelchair accessible toilet?	Is there priority seating available?
2	Yes	Yes
2	Yes	Yes
2 (not fully compliant)	No	No
2 (not fully compliant)	No	No
2	Yes	Yes
2 (not fully compliant)	No	Yes (not fully compliant)
2	Yes	Yes
2	Yes	Yes
2 (not fully compliant)	No	Yes (not fully compliant)
1 (not fully compliant)	No	Yes (not fully compliant)
2	Yes	Yes
3 – spaces are in First Class so standard ticket holders will receive a free upgrade	Yes	Yes (not fully compliant)

8. Making connections

Travelling with Greater Anglia may not be the only part of your journey. Our policy is to provide assistance to you to make connections between other rail services or other forms of transport at other stations as easy as possible for you. Our Assisted Travel team will be able to advise you about onward connections. Where your journey requires a change of train at one of our stations, we are able to help you get from one train to another, even if it involves the services of another train operator. Please note that we will give priority to passengers who have booked assistance. Our staff are also able to help you where the platform from which your train was due to depart is changed at short notice. They will aim to get you to the new platform as quickly as possible.

8.1 Taxis and Buses

At stations where we have staff other than those in booking offices we can assist passengers to the connecting point with buses and/or taxis if the interchange is within the immediate station vicinity. We include, where possible, the contact details of local taxi operators on our station information posters, which are displayed at each of our stations. Where taxis are under contract to the station, the terms of the contract will include the provision of accessible vehicles. Taxis are also advertised online at traintaxi.co.uk or alternatively visit nationalrail.co.uk/stations_destinations which provides information about taxis and buses from stations. Where taxi ranks or bus stops are provided at stations these are clearly signposted.

We also offer Cab&Go so you can book a cab journey online or through our smartphone booking app, from one hour in advance, to or from the station which means you no longer need to know the phone number of a local cab firm. Cab&Go are able to provide wheelchair-accessible vehicles upon request.

Information on bus links to and from our stations is available from the national Traveline service on 0871 200 22 33

8.2 Other services

Where our train services connect with other modes of transport (such as ferries, ships, aircraft, London Underground, or DLR), we shall work with the operators of those services to provide, wherever possible, accessibility and assistance which ensure a seamless onward journey for you.

9. Disruption to facilities and services

9.1 On our stations

Our staff are trained to understand the needs of our older and disabled customers, particularly at times of disruption to the train service. When platform alterations occur at short notice our staff, where available, will give appropriate information (audio announcements, visual information displays, and poster/notices) and, where necessary, assist older and disabled passengers to change platforms. Where customers have booked assistance in advance that, because of service disruption, is no longer valid, our staff will seek to inform you in the same way as above, or contact you if you provided a mobile telephone number when booking. If necessary, we will arrange alternative accessible replacement transport that meets your need, or rebook your journey. If a train service is subject to planned or unplanned engineering work an alternative bus service may be provided. If it is not possible to provide an accessible bus then we will engage with you to discuss your needs and agree what alternative transport can be provided; for example a taxi, suitable for your needs, may be provided at no extra cost to you.

9.2 On our trains

We provide audio announcements on all trains, giving you information about any delays, changes to stopping patterns, and connection information. If you have pre-booked and then have to travel on a different train to that on which you were originally booked due to service disruption, we will contact the terminating or interchange station staff to ensure that they are ready to assist you on arrival. When service disruption results in the train arriving at a station after normal staffing hours we will make appropriate onward arrangements. This may include, for example, sending a member of staff to the station to help you, or providing a taxi, free of charge, to take you to your terminating station. If a train

terminates en route, then our driver or on-board staff will contact the station or operations control and advise them you require assistance. Our staff are trained and briefed on the importance of providing timely and accurate information and any additional support to our older and disabled customers, during disruption.

9.3 Assistance during emergencies

All our staff are trained in the procedures to be adopted in the event of an emergency on-board or at a station, including the evacuation of stations and trains. Our on-train staff and drivers are trained in emergency evacuation procedures. Our policy is not to evacuate passengers with mobility impairments or wheelchair users until appropriate support is available from the emergency services, unless they are in a life threatening situation.

10. Contact details

We recognise that there may be a number of reasons why you may want to contact us, or indeed some of our partners with specific responsibility for services and assistance. We also welcome your feedback regarding the assistance being delivered and whether that met with your satisfaction. Please be aware that we will accept your feedback in the most appropriate format for you. You can contact us in a number of ways as follows:

Assisted Travel

Greater Anglia actively supports the rail industry Passenger Assist scheme and our staff will be happy to help you book your journeys anywhere on the national network and can be contacted by:

Telephone 08000 28 28 78, (free of charge from landlines), Monday to Sunday 0800 to 2000 hours. If calling from a mobile, you may be charged if you dial 0800 numbers, therefore you can also contact the team by dialling 0345 600 7245 and choosing option 4. Textphone and minicom customers please prefix 18001 prior to dialling.

Email assistedtravel@greateranglia.co.uk

Currently this service is not available on Christmas Day and Boxing Day as we do not generally operate train services on those days with the exception of a limited Stansted Express service in operation on Boxing Day. We would therefore request that you bear this in mind when making your travel plans. Other train operating companies may open their Assisted Travel call centres on Boxing Day, and close instead on New Years Day. They will be happy to take your call on Boxing Day (for example, call ScotRail on 0800 912 2901).

Greater Anglia website

greateranglia.co.uk is our website for all your travel details, ticket purchases, performance reporting and general information.

Greater Anglia Contact Centre

Our Contact Centre is open from Monday – Saturday 0800-2000, Sunday 1000-2000 and Bank Holidays 0900-1800 for all your general enquiries, help and advice. Customers requiring Group Travel assistance for 10 or more people should contact the group sales team at the Contact Centre from 0900-1800 hours weekdays.

Greater Anglia Contact Centre
Norwich Railway Station
Station Approach
Norwich NR1 1EF

Telephone 0345 600 7245

Email contactcentre@greateranglia.co.uk for general enquiries. Email lostproperty@greateranglia.co.uk for enquiries about lost property (please note we may make a small charge for returning property).

We aim to respond to your complaint or contact as quickly as possible. We aim to answer 90% of all complaints or contacts within 10 working days and 95% within 20 working days. Our target for calls is to answer 90% of calls within 30 seconds and to answer 99% of all calls.

National Rail Enquiries

You can find information about train times, fares and ticket types, general advice, help in planning your journey, as well as up-to-date live information from National Rail Enquiries. The telephone line is available 24 hours a day, seven days a week and calls are charged at local rates and may be monitored.

Telephone 03457 48 49 50
Website nationalrail.co.uk

Also, you can call TrainTracker on 03457 48 49 50 or text 8 49 50 for current train times.

Traveline

This is an independent source of information about public transport and therefore includes details of trains, buses, coaches and trams across the UK. Telephone 0871 200 22 33 Website traveline.info

PLUSBUS

Tickets to many of our destinations also incorporate PLUSBUS, from £2 for unlimited bus travel at your starting point and/or destination. For more information about PLUSBUS please ask at our staffed stations or collect a leaflet, call our Contact Centre, visit our website or contact plusbus.info

Disabled Persons Railcard

Website disabledpersons-railcard.co.uk
Telephone 0345 605 0525
Textphone 0345 601 0132
Email disability@atoc.org

Transport Focus

If you are not happy with the response you received from Greater Anglia, you can contact Transport Focus about any issue, except those that are wholly to do with the following routes: Stansted Airport to London; Hertford East or Cheshunt to London or Stratford.

Transport Focus
FREEPOST (RTEH-XAGE-BYKZ)
PO Box 5594
Southend on Sea
SS1 9PZ

Telephone 0300 123 2350
Email advice@transportfocus.org.uk
Website transportfocus.org.uk

London TravelWatch

If you are not happy with the response you received from Greater Anglia, you can contact London TravelWatch about any issue that is wholly to do with the following routes: Stansted Airport to London; Hertford East or Cheshunt to London or Stratford.

London TravelWatch
169 Union Street
London SE1 0LL

Telephone 020 3176 2999
Email enquiries@londontravelwatch.org.uk
Website londontravelwatch.org.uk

We will also help in providing information about other operators; however detailed below and on page 32 are the contact details for other operators which share the same network as Greater Anglia.

Great Northern

Stations where GA services call: Downham Market, Kings Lynn, Littleport, Watlington and Waterbeach

Great Northern
Customer Relations
Freepost RTGL-ELXC-HAUU
Unit 16, Coalfield Way
Ashby-De-La-Zouch LE65 1JT
Telephone 0345 026 4700

London Overground

Stations where GA services call: Edmonton Green, Hackney Downs, Seven Sisters and White Hart Lane

LOROL Customer Services
Overground House
125 Finchley Road
Swiss Cottage
London NW3 6HY
Telephone 0343 222 1234

Network Rail

Stations where GA services call: Liverpool Street

Network Rail
Network Rail Station Reception
Liverpool Street Station
London EC2M 7QH
Telephone 020 7295 2789

TfL Rail

Stations where GA services call: Brentwood, Gidea Park, Harold Wood, Romford, Seven Kings and Stratford

TfL Customer Services
4th Floor, 14 Pier Walk
North Greenwich
London SE10 0ES
Telephone 0343 222 1234

Virgin Trains East Coast

Stations where GA services call: Peterborough

Virgin Trains East Coast Customer Relations
Freepost RTUH-TUGH-GCLZ
Cramlington NE23 1WG
Telephone 03457 225333

11. Alternative formats

We will provide this document to you in the following formats within 7 working days of your request:

- Printed copy
- Large print
- Audio

12. Station accessibility information

Please Note Staff availability is shown in the following categories:

Full: generally staff are available between 0600 and 2200 Monday to Sunday. In some cases the staff may not be available on Saturday afternoons and Sundays, if this is the case it is identified in the Comments section. Please note, normally our staff are in the ticket office and not necessarily on the platforms to offer assistance.

Part: available Monday–Friday from 0600 to 1100 and normally in ticket offices.

No: the station is unstaffed.

Full details of ticket office opening hours are available on our website, via the Contact Centre or from the individual station. Alternatively our Assisted Travel team will give you the details. Please note that information in this document is current as of the date of the last review (as shown on the front of this leaflet). The latest up-to-date information can be found on our website or via the Contact Centre.

In the event that the station is unstaffed and lifts are out of service, we can make alternative arrangements for you such as arranging a pre-booked taxi or suggesting the use of a nearby accessible station.

We will discuss your individual needs with you when you book assistance.

Station	Staff availability*	Step Free Access	Car Park / Accessible Spaces	Seating	Toilet / Accessible Toilets	Accessible Ticket Counter	Accessible Ticket Machines
Acle	No	Part	Yes / Yes	Yes	No	N/A	No
Alresford	Part	Yes	No	Yes	No	No	Yes
Althorne	No	Yes	Yes / Yes	Yes	No	No	No
Angel Road	No	No	No	Yes	No	N/A	No
Attleborough	No	Yes	Yes / Yes	Yes	No	No	No
Audley End	Full	Yes	Yes / Yes	Yes	Yes / Yes	No	Yes
Battlesbridge	No	Yes	Yes / Yes	Yes	No	N/A	No
Beccles	No	Yes	Yes	Yes	No	N/A	Yes
Berney Arms	No	Yes	No	No	No	N/A	No
Billericay	Full	Yes	Yes / Yes	Yes	Yes / Yes	No	Yes
Bishops Stortford	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Braintree	Part	Yes	Yes / Yes	Yes	Yes / Yes	No	Yes

Induction Loop	Designated meeting point	Customer information system	Secure Station Accreditation	Catering	Wheelchair	Ramp available to board trains	Comments
No	No	Yes	No	No	No	No	Nearest station with more facilities: Great Yarmouth
Yes	No	Yes	No	No	No	Yes	Nearest station with more facilities: Wivenhoe, Great Bentley
No	No	Yes	No	No	No	No	Nearest station with more facilities: Wickford
No	No	No	Yes	No	No	No	Steps to platforms
No	No	Yes	No	No	No	No	Nearest station with more facilities: Norwich
Yes	No	Yes	Yes	Yes	Yes	Yes	
No	No	No	No	No	No	No	Nearest station with more facilities: Wickford
No	No	Yes	No	No	No	No	Nearest station with more facilities: Lowestoft
No	No	No	No	No	No	No	Station only accessible by boat or walking. Nearest station with more facilities: Reedham, Great Yarmouth
Yes	No	Yes	Yes	Yes	No	Yes	
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Staffed 24 hours
Yes	No	Yes	No	Yes	No	Yes	

Station	Staff availability*	Step Free Access	Car Park / Accessible Spaces	Seating	Toilet / Accessible Toilets	Accessible Ticket Counter	Accessible Ticket Machines
Braintree Freeport	No	Yes	No	Yes	No	No	Yes
Brampton	No	Yes	Yes	Yes	No	N/A	No
Brandon	No	Part	Yes/Yes	Yes	No	N/A	No
Brimsgate	Part	Yes	No	Yes	No	No	Yes
Broxbourne	Full	Yes	Yes/Yes	Yes	Yes/Yes	Yes	Yes
Brundall	No	Yes	Yes/Yes	Yes	No	N/A	No
Brundall Gardens	No	Part	No	Yes	No	N/A	No
Buckenham	No	Yes	No	Yes	No	N/A	No
Bures	No	Yes	Yes	Yes	No	N/A	No
Burnham-on-Crouch	Part	Yes	Yes/Yes	Yes	No	Yes	Yes
Bury St Edmunds	Full	Yes	Yes/Yes	Yes	Yes/Yes	Yes	Yes
Cambridge	Full	Yes	Yes/Yes	Yes	Yes/Yes	No	Yes
Cantley	No	Yes	Yes/Yes	Yes	No	N/A	No

Induction Loop	Designated meeting point	Customer information system	Secure Station Accreditation	Catering	Wheelchair	Ramp available to board trains	Comments
No	No	No	No	No	No	No	Nearest station with more facilities: Braintree
No	No	No	No	No	No	No	Nearest station with more facilities: Halesworth, Beccles, Lowestoft
No	No	No	No	No	No	No	Nearest station with more facilities: Thetford, Ely
Yes	No	Yes	Yes	No	No	Yes	No staff on Sundays
Yes	No	Yes	Yes	Yes	Yes	Yes	Staffed 24 hours
No	No	Yes	No	No	No	No	Access via level crossing.
No	No	No	No	No	No	No	Nearest station with more facilities: Norwich
No	No	No	No	No	No	No	Nearest station with more facilities: Norwich
No	No	Yes	No	No	No	No	Nearest station with more facilities: Sudbury
Yes	No	Yes	No	Yes	No	Yes	
Yes	No	Yes	Yes	Yes	Yes	Yes	
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Staffed 24 hours
No	No	No	No	No	No	No	Nearest station with more facilities: Reedham, Brundall

Station	Staff availability*	Step Free Access	Car Park / Accessible Spaces	Seating	Toilet / Accessible Toilets	Accessible Ticket Counter	Accessible Ticket Machines
Chappel & Wakes Colne	No	Yes	Yes / Yes	Yes	No	N/A	No
Chelmsford	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Cheshunt	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Clacton on Sea	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Colchester	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Colchester Town	Full	Yes	No / Yes	Yes	Yes	No	Yes
Cressing	No	Yes	Yes	No	No	N/A	No
Cromer	No	Yes	Yes	Yes	No	N/A	No
Darsham	No	Yes	Yes	Yes	No	N/A	No
Derby Road	No	Yes	No	Yes	No	N/A	No
Diss	Full	Part	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Dovercourt	Part	Yes	Yes	Yes	No	No	Yes
Dullingham	No	Yes	Yes / Yes	Yes	No	N/A	No
Eccles Road	No	Part	Yes	Yes	No	N/A	No

Induction Loop	Designated meeting point	Customer information system	Secure Station Accreditation	Catering	Wheelchair	Ramp available to board trains	Comments
No	No	Yes	No	Yes	No	No	Car park not operated by GA
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Staffed 24 hours
Yes	No	Yes	Yes	Yes	No	Yes	
Yes	No	Yes	Yes	Yes	Yes	Yes	
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Staffed 24 hours
Yes	No	Yes	Yes	Yes	No	Yes	Public car park nearby
No	No	Yes	No	No	No	No	Car park not run by GA
No	No	Yes	No	No	No	No	
No	No	No	No	No	No	No	Step free access to Ipswich bound platform only. Nearest station with more facilities: Saxmundham, Halesworth
No	No	No	No	No	No	No	Nearest station with more facilities: Ipswich
Yes	No	Yes	Yes	Yes	Yes	Yes	Barrow crossing only available with staff help
Yes	No	Yes	No	No	No	Yes	Access to platforms is step free, 2 steps into ticket office
No	No	No	No	No	No	No	Nearest station with more facilities: Newmarket
No	No	No	No	No	No	No	Step free access to Norwich bound platform only

Station	Staff availability*	Step Free Access	Car Park / Accessible Spaces	Seating	Toilet / Accessible Toilets	Accessible Ticket Counter	Accessible Ticket Machines
Elmswell	No	Yes	Yes	Yes	No	N/A	No
Elsenham	Part	Yes	No	Yes	No	No	Yes
Ely	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Enfield Lock	Part	Yes	No	Yes	No	No	Yes
Felixstowe	No	Yes	No	Yes	No	N/A	No
Frinton on Sea	Part	Yes	Yes / Yes	Yes	Yes	No	Yes
Great Bentley	Part	Yes	Yes	Yes	Yes	No	Yes
Great Chesterford	Part	Part	No	Yes	No	No	No
Great Yarmouth	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Gunton	No	Yes	Yes	Yes	No	N/A	No
Haddiscoe	No	Yes	Yes / Yes	Yes	No	No	No
Halesworth	No	Yes	Yes / Yes	Yes	No	N/A	No

Induction Loop	Designated meeting point	Customer information system	Secure Station Accreditation	Catering	Wheelchair	Ramp available to board trains	Comments
No	No	No	No	No	No	No	Nearest station with more facilities: Stowmarket, Bury St Edmunds
Yes	No	Yes	Yes	No	No	Yes	
Yes	No	Yes	Yes	Yes	Yes	Yes	
Yes	No	Yes	Yes	Yes	No	Yes	
No	No	Yes	No	No	No	No	Nearest station with more facilities: Ipswich
Yes	No	Yes	No	No	Yes	Yes	
Yes	No	Yes	No	No	Yes	Yes	Wheelchairs available when ticket office open
Yes	No	No	Yes	No	No	Yes	Step free access to London bound platform only. Nearest station with more facilities: Whittlesford
Yes	No	Yes	Yes	Yes	Yes	Yes	
No	No	No	No	No	No	No	Nearest station with more facilities: North Walsham, Cromer
No	No	No	No	No	No	No	Barrow crossing. Nearest station with more facilities: Lowestoft, Great Yarmouth
No	No	Yes	Yes	No	No	No	Nearest station with more facilities: Lowestoft; Saxmundham

Station	Staff availability*	Step Free Access	Car Park / Accessible Spaces	Seating	Toilet / Accessible Toilets	Accessible Ticket Counter	Accessible Ticket Machines
Harling Road	No	Yes	Yes	Yes	No	N/A	No
Harlow Mill	Part	Part	Yes / Yes	Yes	No	No	Yes
Harlow Town	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Harwich International	Full	Yes	Yes / Yes	Yes	Yes / Yes	No	No
Harwich Town	No	Yes	Yes	Yes	No	No	No
Hatfield Peverel	Full	Part	Yes / Yes	Yes	Yes / Yes	No	Yes
Hertford East	Full	Yes	Yes / Yes	Yes	No	No	Yes
Hockley	Full	Part	Yes / Yes	Yes	Yes / Yes	No	Yes
Hoveton and Wroxham	No	Yes	Yes / Yes	Yes	No	N/A	No
Hythe	No	Yes	No	Yes	No	N/A	No
Ingatestone	Full	Yes	Yes / Yes	Yes	Yes	No	Yes
Ipswich	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes

Induction Loop	Designated meeting point	Customer information system	Secure Station Accreditation	Catering	Wheelchair	Ramp available to board trains	Comments
No	No	No	No	No	No	No	Nearest station with more facilities: Thetford, Attleborough
Yes	No	Yes	Yes	No	No	No	Step free access to London bound platform only
Yes	No	Yes	Yes	Yes	Yes	Yes	
Yes	No	Yes	Yes	No	Yes	Yes	Car park operated by Harwich Port
No	No	Yes	No	No	No	No	
No	No	Yes	Yes	No	No	Yes	Ticket office closed Sundays. Step free access on London bound platform only
Yes	No	Yes	Yes	Yes	Yes	Yes	Ticket office closed Sundays
Yes	No	Yes	No	No	No	Yes	Step free access to each platform. Nearest station with more facilities: Southend Victoria
No	No	Yes	No	No	No	No	Nearest station with more facilities: Norwich
No	No	Yes	No	No	No	No	Step free access via level crossing
Yes	No	Yes	Yes	No	Yes	Yes	
Yes	No	Yes	Yes	Yes	Yes	Yes	

Station	Staff availability*	Step Free Access	Car Park / Accessible Spaces	Seating	Toilet / Accessible Toilets	Accessible Ticket Counter	Accessible Ticket Machines
Kelvedon	Full	Part	Yes / Yes	Yes	Yes	No	Yes
Kennett	No	Yes	Yes	Yes	No	N/A	No
Kirby Cross	No	Yes	No	No	No	N/A	No
Lakenheath	No	Yes	No	Yes	No	N/A	No
Lea Bridge	No	Yes	No	Yes	No	N/A	Yes
Lingwood	No	Yes	Yes	Yes	No	N/A	No
London Liverpool Street	Full	Yes	No	Yes	Yes / Yes	Yes	Yes
Lowestoft	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Manea	No	Yes	No	Yes	No	N/A	No
Manningtree	Full	Part	Yes / Yes	Yes	Yes / Yes	Yes	Yes
March	Part	Part	Yes / Yes	Yes	Yes / Yes	No	Yes
Marks Tey	Full	Part	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Melton	No	Yes	Yes / Yes	Yes	No	N/A	No
Mistley	No	Yes	Yes	Yes	No	N/A	No

Induction Loop	Designated meeting point	Customer information system	Secure Station Accreditation	Catering	Wheelchair	Ramp available to board trains	Comments
Yes	No	Yes	Yes	No	No	Yes	Step free access to platforms
No	No	No	No	No	No	No	
No	No	No	No	No	No	No	
No	No	No	No	No	No	No	Nearest station with more facilities: Brandon
No	No	Yes	No	No	No	No	
No	No	Yes	No	No	No	No	Nearest station with more facilities: Great Yarmouth, Norwich
Yes	Yes	Yes	No	Yes	Yes	Yes	
Yes	No	Yes	Yes	No	Yes	Yes	
No	No	No	Yes	No	No	No	Nearest station with more facilities: March, Ely
Yes	No	Yes	Yes	Yes	Yes	Yes	Barrow crossing use with staff assistance
Yes	No	Yes	Yes	No	No	Yes	
Yes	No	Yes	Yes	Yes	Yes	Yes	
No	No	No	No	No	No	No	Nearest station with more facilities: Woodbridge
No	No	Yes	No	No	No	No	Nearest station with more facilities: Manningtree

Station	Staff availability*	Step Free Access	Car Park / Accessible Spaces	Seating	Toilet / Accessible Toilets	Accessible Ticket Counter	Accessible Ticket Machines
Needham Market	No	Part	Yes / Yes	Yes	No	N/A	No
Newmarket	No	Yes	Yes / Yes	Yes	No	N/A	No
Newport	Part	Part	Yes / Yes	Yes	No	No	Yes
North Farnbridge	No	Part	Yes / Yes	Yes	No	N/A	No
North Walsham	No	Yes	Yes	Yes	No	N/A	No
Northumberland Park	Part	Yes	No	Yes	No	No	Yes
Norwich	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Oulton Broad North	No	Yes	Yes	Yes	No	N/A	No
Oulton Broad South	No	Yes	Yes	Yes	No	N/A	No
Ponders End	Part	Yes	No	Yes	No	No	Yes
Prittlewell	Part	Part	Yes / Yes	Yes	No	Yes	No
Rayleigh	Full	Part	Yes / Yes	Yes	Yes / Yes	No	Yes

Induction Loop	Designated meeting point	Customer information system	Secure Station Accreditation	Catering	Wheelchair	Ramp available to board trains	Comments
No	No	Yes	No	No	No	No	A council car park is available. Nearest station with more facilities: Stowmarket
No	No	Yes	No	No	No	No	Nearest station with more facilities: Cambridge
Yes	No	Yes	Yes	No	No	Yes	Ticket office closed Sundays
No	No	Yes	No	No	No	No	Nearest station with more facilities: South Woodham Ferrers, Burnham-on-Crouch
No	No	Yes	No	No	No	No	
Yes	No	Yes	Yes	No	No	No	
Yes	Yes	Yes	Yes	Yes	Yes	Yes	
No	No	Yes P1	No	No	No	No	Nearest station with more facilities: Lowestoft
No	No	No	No	No	No	No	Nearest station with more facilities: Lowestoft
Yes	No	Yes	Yes	No	No	Yes	
Yes	No	Yes	No	No	No	Yes	Step free access to London bound platform only
Yes	No	Yes	Yes	Yes	Yes	Yes	Step free access to platforms only

Station	Staff availability*	Step Free Access	Car Park / Accessible Spaces	Seating	Toilet / Accessible Toilets	Accessible Ticket Counter	Accessible Ticket Machines
Reedham	No	Part	Yes	Yes	No	N/A	No
Rochford	Full	Part	Yes / Yes	Yes	Yes / Yes	No	Yes
Roughton Road	No	No	No	Yes	No	No	No
Roydon	No	Yes	Yes	Yes	No	No	Yes
Rye House	Part	Part	No	Yes	No	No	Yes
Salhouse	No	Yes	Yes	Yes	No	No	No
Sawbridgeworth	Full	Yes	Yes / Yes	Yes	No	No	Yes
Saxmundham	No	Yes	Yes / Yes	Yes	No	No	No
Shelford	Part	Yes	No	Yes	No	No	Yes
Shenfield	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Sheringham	No	Yes	Yes / Yes	Yes	No	N/A	No
Shippea Hill	No	Yes	Yes	Yes	No	N/A	No
Somerleyton	No	Yes	Yes / Yes	Yes	No	N/A	No
South Woodham Ferrers	Part	Yes	Yes / Yes	Yes	No	No	Yes

Induction Loop	Designated meeting point	Customer information system	Secure Station Accreditation	Catering	Wheelchair	Ramp available to board trains	Comments
No	No	Yes	No	No	No	No	Nearest station with more facilities: Great Yarmouth, Norwich
Yes	No	Yes	No	No	No	Yes	Step free access between platforms is via long road walk
No	No	No	No	No	No	No	
No	No	No	Yes	No	No	Yes	Nearest station with more facilities: Harlow; St Margarets
Yes	No	Yes	Yes	No	No	No	Step free access to platform 1
No	No	No	No	No	No	No	Nearest station with more facilities: Norwich
Yes	No	Yes P2	Yes	No	No	Yes	Nearest station with more facilities: Harlow Town
No	No	Yes	Yes	No	No	No	
Yes	No	Yes	Yes	No	No	Yes	
Yes	No	Yes	Yes	Yes	Yes	Yes	
No	No	Yes	No	No	No	No	
No	No	No	No	No	No	No	Nearest station with more facilities: Ely
No	No	No	No	No	No	No	Nearest station with more facilities: Lowestoft
Yes	No	Yes	No	No	No	Yes	

Station	Staff availability*	Step Free Access	Car Park / Accessible Spaces	Seating	Toilet / Accessible Toilets	Accessible Ticket Counter	Accessible Ticket Machines
Southend Airport	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Southend Victoria	Full	Yes	Yes / Yes	No	Yes / Yes	Yes	Yes
Southminster	No	Yes	Yes / Yes	Yes	Yes / Yes	Yes	No
Spooner Row	No	Yes	Yes	Yes	No	N/A	No
St Margarets	Part	Yes	Yes / Yes	Yes	No	No	Yes
Stansted Airport	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Stansted Mountfitchet	Part	Part	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Stowmarket	Full	Yes	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Sudbury	No	Yes	Yes / Yes	Yes	No	N/A	Yes
Thetford	Part	Part	Yes / Yes	Yes	Yes / Yes	Yes	Yes
Thorpe-Le-Soken	Full	No	Yes / Yes	Yes	Yes	No	Yes
Thurston	No	Yes	Yes	Yes	No	N/A	No
Tottenham Hale	Full	Part	Yes / Yes	Yes	Yes / Yes	No	Yes
Trimley	No	Yes	Yes / Yes	Yes	No	N/A	No
Waltham Cross	Full	Yes	Yes	Yes	No / Yes	Yes	Yes

Induction Loop	Designated meeting point	Customer information system	Secure Station Accreditation	Catering	Wheelchair	Ramp available to board trains	Comments
Yes	No	Yes	No	Yes	Yes	Yes	
Yes	No	Yes	Yes	Yes	Yes	Yes	
No	No	Yes	No	No	No	No	Nearest station with more facilities: Wickford
No	No	No	No	No	No	No	Nearest station with more facilities: Norwich
Yes	No	Yes	Yes	No	No	Yes	Ticket office closed Sundays
No	Yes	Yes	Yes	Yes	Yes	Yes	Car park not operated by GA
Yes	No	Yes	Yes	No	No	Yes	
Yes	No	Yes	Yes	Yes	Yes	Yes	
No	No	Yes	No	No	No	No	Car park not operated by GA
Yes	No	Yes	Yes	No	Yes	Yes	Ticket office closed Sundays
Yes	No	Yes	Yes	No	Yes	Yes	
No	No	Yes	No	No	No	No	Nearest station with more facilities: Bury St Edmunds
Yes	No	Yes	Yes	Yes	Yes	Yes	Step free access to Cambridge platform only. Car park not operated by GA
No	No	Yes	No	No	No	No	Nearest station with more facilities: Ipswich
Yes	No	Yes	Yes	Yes	No	Yes	

Station	Staff availability*	Step Free Access	Car Park / Accessible Spaces	Seating	Toilet / Accessible Toilets	Accessible Ticket Counter	Accessible Ticket Machines
Walton-on-the-Naze	Part	Yes	Yes / Yes	Yes	Yes / Yes	No	No
Ware	Full	Yes	Yes / Yes	Yes	No	No	Yes
Weeley	No	Part	No	Yes	No	No	No
West Runton	No	Yes	Yes	Yes	No	No	No
Westerfield	No	Yes	No	Yes	No	N/A	No
White Notley	No	Yes	No	Yes	No	N/A	No
Whittlesea	No	Yes	Yes	Yes	No	N/A	No
Whittlesford Parkway	Part	Part	Yes / Yes	Yes	No	No	No
Wickford	Full	Yes	Yes / Yes	Yes	Yes / Yes	No	Yes
Wickham Market	No	Yes	Yes / Yes	Yes	No	No	No
Witham	Full	Yes	Yes / Yes	Yes	Yes / Yes	No	Yes
Wivenhoe	Full	Part	Yes / Yes	Yes	Yes	No	Yes
Woodbridge	No	Yes	Yes / Yes	Yes	No	N/A	Yes

Induction Loop	Designated meeting point	Customer information system	Secure Station Accreditation	Catering	Wheelchair	Ramp available to board trains	Comments
No	No	Yes	No	No	No	Yes	Car park not operated by GA
Yes	No	Yes	Yes	Yes	No	Yes	
No	No	Yes	No	No	No	No	Step free access only on Clacton/ Walton platform
No	No	No	No	No	No	No	Nearest station with more facilities: Norwich
No	No	Yes P1	No	No	No	No	Nearest station with more facilities: Ipswich
No	No	Yes	No	No	No	No	Nearest station with more facilities: Witham
No	No	No	Yes	No	No	No	
Yes	No	Yes	Yes	No	No	Yes	Step free access to platforms only
Yes	No	Yes	Yes	Yes	No	Yes	Step free access between platforms is by road (4 minute walk)
No	No	No	No	No	No	No	Nearest station with more facilities: Ipswich
Yes	No	Yes	No	Yes	Yes	Yes	
Yes	No	Yes	No	No	Yes	Yes	Step free access to Colchester platform only
No	No	Yes	Yes	No	No	No	Car park not operated by GA

Station	Staff availability*	Step Free Access	Car Park / Accessible Spaces	Seating	Toilet / Accessible Toilets	Accessible Ticket Counter	Accessible Ticket Machines
Worstead	No	Yes	Yes	Yes	No	N/A	No
Wrabness	No	Yes	Yes / Yes	Yes	No	N/A	No
Wymondham	No	Part	Yes / Yes	Yes	No	No	No

Induction Loop	Designated meeting point	Customer information system	Secure Station Accreditation	Catering	Wheelchair	Ramp available to board trains	Comments
No	No	No	No	No	No	No	Nearest station with more facilities: Norwich
No	No	No	Yes	No	No	No	Nearest station with more facilities: Manningtree
No	No	Yes	No	Yes	No	No	Step free access on Norwich bound platform only. Car park not operated by GA



greateranglia



Making rail accessible

Guide to policies and practices

October 2016



Contents

1.	Our strategy	1
2.	Management arrangements	2
3.	Monitoring and evaluation	3
4.	Access improvements	4
5.	Working with others	6
6.	Staff training	7
7.	Emergency procedures	8
	Assistance during emergencies	
	Stations	
	Trains	
	Pre-planned replacement bus services	
8.	Communications strategy	10
9.	Car parking	11

1. Our strategy

Greater Anglia is part of Abellio Transport Holdings which operates ScotRail and Merseyrail train services, bus services in London, along with transport operations in Germany, Netherlands and the Czech Republic. All our companies operate within the same management framework known as the Abellio Way, which sets out how we deliver our operations to customers and stakeholders. We have established a service quality process to measure our standards of service to all customers and have two (east & west) Customer Panels, meeting six times each year, to represent their interests for our services on the West Anglia and Great Eastern mainlines (see greateranglia.co.uk/panels). We will also establish a Stakeholder Equality Group, made up of disabled user groups and accessibility organisations, to ensure the views of disabled passengers are fully represented and understood. We are committed to working with the Department for Transport (DfT), Network Rail, Transport Focus, London TravelWatch, Transport for London, Local Authorities, industry partners and other stakeholders to deliver further improvements to accessibility and facilities for our customers.

We have developed this document as part of our Disabled People's Protection Policy (DPPP) to set out the procedures and policies that Greater Anglia has in place to help older and disabled customers, and other customers requiring assistance. It reflects the guidance set out in the DfT document, 'How to write your Disabled People's Protection Policy: A guide for Train and Station Operators' (2009). Consequently this policy document should be read in conjunction with our customer document 'Making rail accessible: Helping older and disabled passengers'.

The document also sets out our approach to meeting the requirements of the DfT's current 'Design Standards for Accessible Railway Stations: A Code of Practice', the Equality Act (2010), the Rail Vehicle Accessibility Regulations 1998 (RVAR), and the Technical Specification on Interoperability: Persons with Reduced Mobility (PRM-TSI).

We recognise the broad range of our customers who require assistance, and we are committed to making the best practicable provision to meet their requirements and continue to improve the services and facilities for older and disabled customers. This approach not only applies to persons using wheelchairs but also:

- those with visual or auditory impairments, learning disabilities or mental health conditions;
- those whose mobility is impaired through arthritis or other temporary or long-term conditions;
- older people;
- those accompanying children in pushchairs;
- customers requiring assistance with luggage.

We recognise that all customers will benefit from changes to make the railway more accessible and our aim is to make continuous improvements to the accessibility of our services and stations for all of our customers.

We will operate, publicise and support the Passenger Assist system and the supporting station facilities information held on the National Rail Enquiries website.

At each of our stations we provide details on to how to obtain a copy of our 'Making rail accessible: helping older and disabled passengers' booklet and those of other operators serving the station. A copy of each part of our DPPP can also be obtained, free of charge, on request to our Contact Centre or found on our website. Both are also available in printed copy, large print and audio formats. We will send the copy in the format requested within 7 days of the request.

2. Management arrangements

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

Our DPPP is approved by our Board of Directors and endorsed and supported by the Managing Director and Executive Management team.

The Customer Service Director has executive responsibility for our DPPP and will ensure that it is integrated into business plans and incorporated at the planning stage of all major projects. The Customer Service Director will also ensure that the requirements of disabled people are represented and that briefings are cascaded throughout the business as appropriate. Our management teams have responsibility for the implementation and delivery of the day to day elements of customer service, including this policy.

All of our directors, managers and staff, including new entrants, who deal with passengers, receive appropriate disability awareness briefing and/or training in correctly assisting passengers. This includes all staff and managers that design or manage the upgrade and modification of our facilities and services.

From October 2016, we will introduce a new role in the organisation, our Integration and Accessibility Manager who will:

- Lead engagement on accessibility issues.
- Manage our Stakeholder Equality Group (which include local authorities relevant to the franchise and representatives from disability and accessibility organisations).
- Identify and agree spending priorities.
- Manage integrated transport products and services.
- Lead our Integrated Transport Group.
- Develop door-to-door products and services.
- Facilitate improvements in accessibility measures.

In our recruitment and selection process we seek to identify staff committed to the principles of customer service. We provide them with the understanding, knowledge and the appropriate skills to enable individual members of staff, whatever their duties, to meet and exceed customers' expectations.

3. Monitoring and evaluation

We fully support the view that the monitoring and evaluation of performance in delivering services and facilities to all customers, including passengers with reduced mobility, and acting upon the results, are crucial in ensuring that the standards of service are being met, as well as delivering on the commitment to continuous improvement. We monitor the impact of improvements we deliver to accessibility.

As a result, Greater Anglia has introduced a robust Customer Experience Performance Model (CEPM) encompassing Trains, Stations and People standards which has been specifically designed to measure standards of service on our Trains, at our Stations, and of our front line staff. This will include the specific requirements set out in our DPPP and included in the 'Making rail accessible: helping older and disabled customers' document.

Our approach to monitoring and evaluation is to measure services and facilities on a regular basis throughout the year to provide accurate information regarding the quality of the current services and facilities, and to identify gaps for improvement in future years. For example, we are introducing a customer satisfaction survey measurement tool whereby we will call 5% of users of our pre-booked assistance service to ensure that our service meets their expectations. This feedback will be used to set targets and monitor performance, and we will share data with our stakeholders. From 2017 we will employ an external organisation to complete mystery shops to assess our compliance with accessibility. Annual reviews are completed across the franchise and these will be combined with the wider information available to develop key actions to improve overall performance.

4. Access improvements

In operating the franchise Greater Anglia is committed to complying with the PRM-TSI and the DfT's Code of Practice when installing or refurbishing rolling stock and facilities at stations. As such, we are committed to applying for derogations against the PRM-TSI and/or dispensations against the Code of Practice when necessary, but only after every effort has been made to comply with the relevant requirements.

We have made a number of improvements in the past year to improve the accessibility of rolling stock and stations:

Rolling stock

- Our entire fleet is now wheelchair accessible, with majority of our services having a dedicated wheelchair space. Additionally, every train in our Stansted Express fleet is wheelchair accessible, fitted with dedicated wheelchair spaces and fitted with a wheelchair accessible toilet. While our 360, 170, 156 and Intercity sets now all have wheelchair accessible toilets fitted.
- Class 317/6: a refresh for the 24 Class 317/6 trains used on the West Anglia routes between London and Hertford, Harlow, Bishops Stortford and Cambridge, including colour contrasted grab handles and luggage racks. In addition, the Class 317/6 now have a dedicated area for wheelchairs.
- Class 321: wheelchair spaces and accessible toilets are currently being installed to Class 321 trains used on commuter services from Essex and South Suffolk.
- Intercity: all our Mk3 carriages used on the Intercity services operating on the Great Eastern Main Line between Norwich, Ipswich, Colchester, Chelmsford and London have benefitted from a major refresh. This project sees all carriages benefiting from power points, new carpets, new seat covers, better lighting, upgraded toilets and an interior and an exterior re-paint.

Stations

- Ely – New disabled toilet and waiting room on the island platform.
- Bury St Edmunds – New disabled toilet on the Ipswich-bound platform. Refurbished waiting room and toilets.
- Hockley, Rayleigh, Wickford, Billericay, Prittlewell, Shenfield, Witham, Stowmarket, Diss – Refurbished waiting rooms.
- Billericay – New Gateline and lift.
- Great Bentley – Footbridge refurbished.
- March – Footbridge refurbished.
- Roydon – New waiting room, ticket machine, help points and CCTV.
- Lea Bridge – New station opened 16 May 2016 (fully accessible, including lifts).
- Newmarket – New ticket machine.
- Bishops Stortford – New waiting rooms both platforms, new disabled toilet platform 2.
- Manningtree – Lifts. Due to be completed Autumn 2016.
- Chelmsford – Major station works. Due to be completed Autumn 2016.
- Cambridge – Temporary ticket office in place. Large new cycle point. Due to be completed Autumn 2016.
- Ipswich – Major station works. Due to be completed Autumn 2016.

- Norwich – Major station works. New waiting room already in place. Due to be completed Autumn 2016.
- ATOC funding – Has provided cycle storage and CCTV at 33 stations.

For each annual review we will review the progress of each programme/scheme undertaken to improve accessibility, plus the forthcoming plans for future developments and schemes.

We are also working to ensure that there is an accessible taxi service available at each of our stations, and will keep you updated on our progress via our website.

5. Working with others

During the franchise Greater Anglia will consult with a range of stakeholders and partners about accessibility issues to trains and stations, ensuring their feedback is included in our decision making. This will include consultation over the development of options for and prioritisation of access improvements.

As a result we would envisage working with the following groups and organisations:

- Department for Transport
- Office of Rail and Road
- Transport for London
- Network Rail
- Local authorities
- Local Enterprise Partnerships
- MAG (Stansted Airport)
- Other station and transport operators
- Greater Anglia Customer Panels
- Transport Focus
- London TravelWatch
- Local Disabled user groups
- Specialist consultants and agencies including RNIB, Action on Hearing Loss and Age UK

We will work in partnership with other train operating companies and Network Rail to ensure that if customers require assistance they can make bookings for journeys across the national rail network.

6. Staff training

During the franchise Greater Anglia will review the existing training plans to assess any required changes to the ongoing plans. This will include reference to industry guidelines and potential future needs.

Greater Anglia has created a specific customer service training intervention which encompasses frontline managers and staff. This will be supplemented by specific training for new starters at all levels of the business and local refresher training for individuals as required.

Feedback on training interventions will be provided by assessments carried out by line managers in pre and post-briefing sessions, and supplemented by the CEPM mystery shopping programme focussing on People standards (staff presentation, attitudes and behaviours). Additionally, our Stakeholder Equality Group will review the content of the training annually.

As a result Greater Anglia is fully committed to ensuring the following:

- All staff will receive relevant disability awareness training or disability equality training (to include classroom based, staff briefings, e-learning), including senior and key managers, to ensure that they are made aware of their responsibilities to disabled passengers. The training also covers knowledge and awareness of invisible disabilities. This will focus on new staff joining the franchise.
- Frontline staff who may, at any time, need to assist passengers will receive appropriate training in the use of equipment provided to assist people with disabilities, such as ramps, wheelchairs and induction loops.
- Any staff that may, at any time, deal directly with passengers will receive appropriate training to help them communicate with people with different disabilities.
- Any staff who answer telephones will be trained in communicating clearly with people who may have difficulty speaking, hearing or understanding.
- An overview of our relevant staff training, including the timetable and the numbers of staff that have received the training, will be provided to ORR annually when we submit our DPPP for review.

7. Emergency procedures

Assistance during emergencies

All our staff are trained in the procedures to be adopted in the event of an emergency on-board or at a station, including the evacuation of stations and trains. Our on-train staff and drivers are trained in emergency evacuation procedures. Our policy is not to evacuate passengers with mobility impairments or wheelchair users until appropriate support is available from the emergency services, unless they are in a life threatening situation.

Stations

If the platform from which a train departs is altered at short notice, our staff, where available, will help customers to reach the new platform, helping with luggage and providing guidance where required. We will give appropriate information via the facilities at each location (audio announcements, visual information displays, poster/notices).

A number of our stations are either not staffed or have limited staffing hours (see section 12 of 'Making rail accessible: Helping older and disabled passengers'). You will need to pre-book if you need assistance to access or leave the station at unstaffed stations, or at staffed stations outside of the published staffed hours. By using the booking system and giving us 24 hours' notice, we will arrange for a member of staff to be at the station when you need, or we can make alternative arrangements for you such as arranging a pre-booked taxi, or suggesting the use of a nearby accessible station as an alternative. We will discuss your individual needs with you when you book. If you arrive at an unstaffed station without booking assistance you will need to contact us by either using the help point or a phone. We will do our best to arrange assistance as quickly as possible, but this may take some time. Any unstaffed ticket barriers or gates will be left in the 'open' position for ease of access.

When disruption results in train service cancellations our staff will seek to inform customers in the same way as above and, if necessary, arrange alternative accessible replacement transport that meets their needs.

If a customer has booked assistance in advance that, because of service disruption, is no longer valid, our staff will seek to inform them in the same way as above, or contact them if they provided a mobile telephone number when booking, and, if necessary, arrange alternative accessible replacement transport that meets their need, or rebook their journey.

If a train service is subject to planned or unplanned engineering work an alternative bus service may be provided. If it is not possible to provide an accessible bus then a taxi suitable for the customer's needs will be provided at no extra cost to them. We will discuss what help is needed when customers call us to book their assistance.

Trains

We provide audio announcements on all trains, giving customers information about any delays, changes to stopping patterns, and connection information. Many trains also have visual information. All trains will have audio/visual information by 2020.

If a customer has pre-booked and travels on a different train to that on which they were originally booked due to service disruption, we will contact the terminating or interchange station to ensure that they are ready to assist the customer on arrival.

If a train terminates en route, then our driver or on-board staff will contact the station or operations control and advise them a customer requires assistance. Our staff are trained and briefed on the importance of providing timely and accurate information and any additional support to our disabled customers, during disruption. This includes taking account of the problems such disruption may have to them.

Pre-planned replacement bus services

Where our services cannot be operated and have to be replaced by bus services, we will endeavour to ensure that a PSVAR compliant accessible bus is used to provide the replacement service. Where this is not available, a suitable taxi will be provided at no extra charge to you for pre-booked journeys. We will discuss what help is needed when customers call us to book their assistance.

8. Communications strategy

Greater Anglia is committed to providing easy access to information for older and disabled customers, using a variety of formats, styles and equipment, to meet their individual needs. We will work alongside appropriate community and support groups, local authorities, charities and other organisations to publicise information about making the railway more accessible. We will be proactive in this approach and through the role of Integration and Accessibility Manager, will communicate directly with groups and issue our 'Making rail access: help for older and disabled passengers' document. This will be available at all of our staffed stations and can also be obtained, free of charge, on request from our Contact Centre or can be downloaded from our website. On request this policy can be made available in alternative formats such as audio, Braille and large print.

Greater Anglia is also committed to the following:

Telephone

- We will communicate using Next Generation Text (previously known as Typetalk) with customers who use textphone or minicom services. Please prefix your call to us with 18001 prior to dialling.
- Recorded information given by telephone is clear and will either provide an option to be connected to a human operator, or quote a phone number where a human operator can be contacted.

Websites

- We will work with partners in the development of our own website to make it as accessible as possible and commit to maintaining W3C standards during the franchise.

Signage

- We will work with local authorities, where required, to ensure that stations are clearly and consistently signposted. In addition when we change any signage we will refer to RSSB's good practice guide.

9. Car parking

We offer free car parking to disabled customers at all our car parks as shown in section 12 of 'Making rail accessible: helping older and disabled passengers'. You must ensure that a Blue Badge permit is displayed in the car windscreen. We will ensure that parking for those with a mobility impairment is in accessible locations as close to the station as practicable.

We use all reasonable endeavours to comply with the DfT Code of Practice requirements in relation to the number of Blue Badge parking bays where practicable. We regularly survey and record the provision and occupancy of designated spaces in our car parks where these are fewer than specified in the Code, providing the results to DfT at least every six months.

Enforcement at staffed stations is normally by either the car park managing agent or the local station staff. Illegally parked vehicles will be brought to the attention of the British Transport Police, who are able to take action under Byelaw 14 of the Railway Byelaws.

If a parking space for those with mobility impairment is unavailable for any reason, if the customer's car displays a Blue Badge permit they may park free of charge in any other public, non-restricted parking space in the car park.