

Marcus Clements
Head of Consumer Policy
Rail Markets and Economics

Email:

30 January 2020

David Horne
Managing Director
London North Eastern Railway
By Email

Dear David,

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

Thank you for submitting your 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 the Disabled Persons Transport Advisory Committee, Mobility and Access Committee for Scotland and Transport Focus and had several exchanges with you to clarify its commitments.

I can confirm that your 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 the implementation of the 6hr and 2hr notice periods for booking assistance (in April 2021 and April 2022 respectively). As indicated in your approved policy, we will continue to discuss with you how best to reflect in the communication of the notice period to passengers the limitations of LNER's ability to guarantee the availability of priority seats and wheelchair spaces at short notice on its long distance services.

I also highlight the following initiatives to which you have committed. I shall be grateful if you will provides updates on these until completion.

- The creation of a new cross-operator Rail Accessibility & Inclusion Forum for the North by April 2020 and a new LNER Accessibility and Inclusion Forum by June 2020. You have indicated in discussions that you will use your customer panels to inform how to disseminate your Making Rail Accessible leaflet most effectively.
- The use of e-learning and Training Engagement Days to provide refresher training in disability awareness to all existing frontline staff by 31 July 2021; as part of the report you are obliged to provide in July 2020 setting out progress against delivery of your training commitments, we will require further detail to ensure we have evidence that

you have evaluated your current training provision to determine what action needs to be taken to achieve the mandatory learning outcomes.

- The inclusion on the National Rail Enquiries and LNER websites of accurate and up to date accessibility information for every station at which you call by 1 April 2020.

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

- The first operator to launch Sunflower lanyards in April 2019 to help passengers with non-visible disabilities signify discretely that they may need assistance, and the introduction of Sunflower Ambassadors to help improve its promotion and awareness.

A copy of the final draft ATP is attached to this letter, and an approved version will be published on our website along with a copy of this letter. Please provide a branded version by 2 March 2020.

Please note that ORR is currently consulting on changes to the guidance with respect to the provision of accessible rail replacement services. Whilst your 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. Based on our current proposals, at this stage we do not expect that any changes will be required to the Making Rail Accessible leaflet provided at staffed stations.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Clements', is enclosed within a thin black rectangular border.

Marcus Clements



Making Rail Accessible

Our Accessible Travel Policy

March 2020



This booklet is available in other formats

If you would prefer a large print version or an electronic copy, call 03457 225 333 or visit LNER.co.uk/AssistedTravel

Contents

A

Commitments to providing assistance 3

A1: Booking and providing assistance 4

A2: Passenger information and promotion of Assisted Travel 11

A3: Ticketing 16

A4: Alternative accessible transport 19

A5: Wheelchairs, mobility scooters and mobility aids 20

A6: Delays, disruption to services, and emergencies 21

A7: Station facilities 23

A8: Redress 25

B

Strategy and management 28

B1: Strategy 28

B2: Management arrangements 31

B3: Monitoring and evaluation 32

B4: Access Improvements 33

B5: Working with disabled passengers, local communities and local authorities 34

B6: Training 36

A

Commitments to providing assistance

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

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

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

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

A1

Booking and providing assistance

Our Passenger Assist team

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

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

You can book using the above methods between 08:00 – 20:00 Monday to Saturday, or 10:00 – 20:00 on Sunday, except Christmas Day and Boxing Day.

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

Passenger Assist System

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

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

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

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

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

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

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

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

We commit to participating in the ORR handover protocol by June 2020. As part of this, we will ensure that there is a dedicated method of communicating between stations that allows monitoring and logging of contact to be made to ensure reliability. We intend to use the new Passenger Assist app to undertake this task however, should this not be delivered by June 2020, will ensure that an alternative phone line is in place in the interim. There will also be individual responsibility on the holder of this contact to ensure that the information is passed on to the relevant members of staff.

Recommended booking notice period

For us to be able to plan your assistance effectively and ensure staff are ready to help you, we recommend you book assistance in advance. At the time of this document being published, assistance can be booked up to 24 hours in advance of your train departure time.

- **From April 2020** we will shorten this notice period to be able to book up until 10pm the night before you travel.
- **From April 2021** we will further reduce that notice period to 6 hours before your train departure time.
- **From April 2022** we will further reduce that notice period to 2 hours before your train departure time.

We will face some challenges in delivering the reduced notice periods in 2021 and 2022 due to the frequency of our services and limited non-reserveable seating and wheelchair spaces. Between now and April 2021 we will

work with the ORR to determine a reasonable solution. A key step to ensuring these reductions can be delivered will be the introduction of the new Passenger Assist app. This will enable us to help customers who would like to request assistance at shorter notice. We will work with the ORR to understand how limited availability of seats and wheelchair spaces will be incorporated into this aspect of our policy. While we will ensure we are in a place to accept bookings with this shorter notice period, we are likely to continue to advise booking before 10pm the night before travel if you wish to guarantee a wheelchair space or seat, however this will not prevent you making a booking.

We are committed to the delivery of the reduction to 10pm the night before travel by April 2020. Our Contact Centre is already open until this time and we have worked to upskill members of the team to be able to do Passenger Assist bookings until this time.

Our services can be very busy and we strongly encourage customers to reserve a seat or wheelchair space before travelling. You can reserve a wheelchair space by contacting our Passenger Assist team.

Assistance at part-staffed or unstaffed stations

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

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

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

Ramps

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

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

Changes in arrangements

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

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

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

Assistance with onwards travel – trams, buses and taxis

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

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

Station facilities and services

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

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

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

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

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

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

Alterations to facilities

If facilities we operate become unavailable, such as due to a fault, we will update our system as soon as possible (and within 24 hours) of the fault being identified. This information will also be included when planning a journey through the National Rail Enquiries website.

Where this impacts the ability to carry out assistance you have requested, and where we also have your contact details, we will aim to contact you in advance to let you know about the facility being out of order, and how we can best proceed.

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

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

Assistance with luggage

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

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

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

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

Seats on trains

We offer seat reservations on all of our trains and we encourage customers to book seats in advance to guarantee getting a seat on a train.

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

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

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

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

Assistance Dogs

Assistance dogs are very welcome on all of our trains and stations free of charge and can travel in any part of the train. We will help you get access to the most suitable seating to make the journey comfortable for both you and your assistance dog – give our Passenger Assist team a call to arrange this. Where no seats are available please speak to a member of our onboard team who will help you find a priority seat.

A2

Passenger information and promotion of Assisted Travel

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

Our Accessible Travel Policy leaflet for customers – Making Rail Accessible

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

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

We will also work with local prominent areas where public services are provided to have this displayed to improve awareness of the accessibility of our service and our policies to the wider community. We intend to link this to our areas of promotion and marketing campaigns – such as where we are introducing new services – however we intend to determine the strategy for how we effectively reach out to the public who do not currently travel as part of our customer panels. These customer panels will be in place by April 2020 and following their introduction we will engage on the best strategy to achieve the intended outcome and ensure an informed decision process.

Stations and train accessibility information

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

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

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

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

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

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

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

Passenger journey information

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

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

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

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

Information points, help points and contact centres

At many LNER stations, our Customer Information Points will be the meeting point for Passenger Assist, while a few others may use the Travel Centre as a meeting point. From 4 December 2019 all stations will have a designated meeting point that is marked that shows where you need to go to get Passenger Assist. We have invested in large signs that are black with clearly contrasting yellow text on them – to make them easier to use for people with a visual impairment – that clearly mark the “Assistance meeting point”.

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

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

If you need information about the accessibility of other forms of transport from the station (such as the underground, metro, trams or buses), our staff will do the best they can to help you. Our station staff have smartphones and will be able to help you find this information to help you plan your journey. Should you want to plan this in advance, you can visit the National Rail Enquiries station pages where there is information on connecting transport options and how to find out more about their services. Our Contact Centre team can help you look up this information if you need any help.

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

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

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

Leaflets regarding our services and those of other train operators who serve the station are also available and placed at varying heights to be accessible to you. We also provide posters on our stations which give you information about local services/transport available from that station.

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

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

Websites

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

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

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

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

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

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

A3

Ticketing

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

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

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

Discounts

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

If you are visually impaired

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

	34% off
	34% off
	50% off

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

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

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

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

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

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

This discount also applies to one companion travelling with you.

Disabled Persons Railcard

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

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

Senior Railcard

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

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

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

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

Ticket machines

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

Ticket gates

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

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

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

Purchase of advance tickets

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

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

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

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

Booking assistance when purchasing tickets

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

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

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

A4

Alternative accessible transport

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

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

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

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

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

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

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

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

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

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

A5

Wheelchairs, mobility scooters and mobility aids

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

Width	700mm
Length	1200mm

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

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

The space provision is as follows:

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

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

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

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

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

A6

Delays, disruption to services, and emergencies

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

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

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

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

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

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

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

When train services are replaced with replacement road transport we will do everything possible to secure accessible vehicles from local operators. When this is not possible, we will book a taxi that is accessible to you. Our frontline employees, supported by our rail replacement team, have the authority to do all that is reasonably practicable to arrange suitable substitute services for you in such circumstances.

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

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

Emergency procedures

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

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

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

A7

Station facilities

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

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

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

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

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

Left luggage

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

Blue Badge Parking Spaces

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

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

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

We enforce railway byelaws accordingly ensuring that nobody who does not have a blue badge uses these spaces. Our station teams will monitor the use of these spaces and we will issue penalty notices accordingly for misuse of these spaces by making frequent checks of the car parks. If you wish to report abuse of blue badge parking, please report it to the station team.

Third-party provided facilities

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

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

Replacement facilities

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

Station entrances

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

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

A8

Redress

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

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

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

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

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

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

You can appeal to the Rail Ombudsman if:

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

or

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

and

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

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

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

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



B

Strategy and management

B1

Strategy

LNER have developed an initial two-year strategy for Accessibility and Inclusion that sets out how we intend to continually improve the provision of all aspects of our services to customers with disabilities.

To develop our strategy we carried out an analysis of the delivery of an Ideal Customer Experience journey and identified whether we achieved this, achieved this partially or did not achieve this for customers with disabilities. This analysis identified our key priorities as:

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

As well as these priority areas, we are committed to continually improving our service provision for customers with disabilities in all aspects of our service. We will do this over the coming year through the introduction of our brand new fleet of fully accessible Azuma trains, undertaking a review of all of our managed stations to identify areas of improvement for accessibility (not limited to changes to improve physical access to the station) and a review of our onboard accessibility; ensuring that signage and information provision is as easy to use as possible and information about our trains is clear. We have also introduced our “Disruption: Our Finest Hour” strategy to ensure that when things do not go to plan, we ensure the experience is as seamless as we can make it.

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

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

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

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

Improving access to LNER services

LNER are committed to maintaining the current standards of accessibility and continually seeking ways to further improve this to our services for all. We will do this by engaging with our customers and stakeholders as well as organisations representing disabled people so that we can identify areas of improvement and anticipate customers' needs. As part of the annual review of our Accessible Travel Policy we will review our policies that impact customers with disabilities and incorporate customer feedback as applicable.

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

- **Azuma:** We are introducing 65 brand new Azuma trains to the LNER fleet; replacing all our existing trains by mid-2020. These trains offer an increase in the number of wheelchair spaces, more accessible seating with increased legroom, automatic audio and visual announcements, window-blinds, windowless seats and more. They also provide quieter, smoother and more reliable journeys. Azuma will also allow us to increase the number of services we operate
- **Sunflower Lanyard:** In April 2019 we introduced the Sunflower Lanyard initiative – a nationally recognised lanyard that customers can wear to tell staff they have a hidden disability. The lanyard allows our staff to identify customers that need some extra help much more easily. The lanyard is already recognised in major UK airports, some shopping centres and other public organisations – LNER brought this to the railway to encourage seamless end-to-end journeys using one type of assistance aid. We intend on continuing this project further in the next year with wider promotion and staff awareness as well as giving customers better feedback options

- **Sunflower Ambassadors:** To enhance the provision of Sunflower Lanyard, we have introduced over 60 Sunflower Ambassadors – these are staff who have volunteered to be the face of the project and help improve promotion and awareness as well as identify areas of improvement across our network. This group includes all the Board of Directors and Managing Director. Over the coming year we intend to increase this number and consider what additional training we can provide to these ambassadors
- **Passengers Assist app:** We will take part in the national passenger assist improvement project, managed by Rail Delivery Group, which will give staff better tools to manage Passenger Assist and improve the reliability of the service we offer. It will additionally introduce a new customer app in 2020 giving customers more control over their assistance bookings
- **Customer Forums:** LNER will take part in the formation of a new customer panel working in partnership with five other train operators (TransPennine Express, Hull Trains, Northern, Grand Central and Crosscountry) – this forum will be known as the Rail Accessibility & Inclusion Forum for the North (RAIFN). We will also introduce an LNER route wide Customer Panel in 2020 to ensure our wider route is considered when engaging with customers on potential future improvements
- **Unlocking Kings Cross:** We are working with industry partners including Network Rail to deliver a significant improvement project for London Kings Cross. Over the next two years we will be undertaking work to increase the number of tracks into Kings Cross which will allow us to increase the number of services per hour. As a result, we will have more accessible Azuma trains running more frequent services along our route

B2

Management arrangements

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

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

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

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

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

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

All management level staff at LNER go through our corporate induction which includes our disability awareness training. This training includes informing all staff about their responsibilities to disabled people, LNER's policies and the law.

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

B3

Monitoring and evaluation

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

- Total number of customers who booked assistance over the period
- Total number of customers who requested assistance without booking over the period
- Ratio of customers who booked assistance versus customers who requested assistance without booking
- Total number of no-show customers who had booked assistance
- Total number of assistance failures over the period
- Total number of complaints relating to Passenger Assist over the period
- Total number of complaints relating to general accessibility over the period

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

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

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

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

B4

Access Improvements

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

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

Trains

LNER are introducing a fleet of 65 brand new Azuma trains. These trains are fully compliant with PRM-TSI and will be replacing (and expanding) our entire train fleet. Once the introduction of the Azuma fleet is completely rolled out (which is planned to be in mid-2020) we will have a fully accessible and compliant fleet.

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

Stations

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

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

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

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

- Automated the doors to all universally accessible toilets and 'changing places' toilets on our stations to create easier access using a radar key
- Introduction of sunflower lanyards for our customers to have more confidence on the station and use our network independently knowing staff will recognise that they may need extra support

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

We are also in the process of developing new station maps that give a more immersive experience and allow customers to better plan their station journey and understand what is around them.

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

We are working to improve some station lighting across our route to make the stations more accessible to those who are visually impaired and make the stations easier and safer to use for all.

B5

Working with disabled passengers, local communities and local authorities

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

- LNER participation in the Rail Accessibility & Inclusion Forum for the North (RAIFN) which is a cross-operator forum between LNER, TransPennine Express, Northern, Hull Trains, Grand Central, Avanti West Coast and Crosscountry. The purpose of this panel is to encourage not only engagement with disabled people but cross-operator projects and solution development to better the wider travel experience for customers in the north. The RAIFN will be in place by April 2020.
- The creation of a new LNER Accessibility and Inclusion forum covering our wider route and allowing customers to be involved in reviewing upcoming projects to ensure planning at the earliest stage as well as identifying areas for improvement across LNER. This forum will be in place by June 2020.

- We have an online customer panel that includes customers of a diverse spectrum including those with disabilities. This ensures wider representation and feedback for projects within our business
- LNER are part of Wavelength – a new customer feedback tool being used across the industry to understand customer views on our service

In the interim while we build these customer forums that do not yet exist, we have developed a small stakeholder group who we consult on significant changes to the business and engage where possible. This group of customers cover a wide range of disabilities allowing us to get a variety of feedback.

This group were involved in pre-launch rehearsal activities on our Azuma trains and allowed us to gain constructive feedback and help us make changes before the launch to benefit customers – including the adjustment of the on- train announcements.

Additionally, this group have been involved in the internal approval of our Accessible Travel Policy. This has been achieved by giving access to our Accessible Travel Policy draft and addressing comments raised.

We will work on the promotion of the accessibility of our services and Passenger Assist across our route. Work has begun on this engagement over the last year through:

- Social media promotion of new initiatives around accessibility including sunflower lanyard, passenger assist pre-order
- Revamping our Assisted Travel website page to provide better information around our projects and more useful Q&A sections
- Attendance at local authority events across our route to present our offering to business and councillors to help spread the word about what we offer for customers

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

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

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

The Sunflower Lanyard initiative that LNER participate in is a national scheme that spans wider than the railway. We chose this scheme to encourage seamless end-to-end journeys for our customers on the basis that the lanyard is also recognised in major UK airports, supermarkets, shopping centres and by a variety of other industries.

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

B6

Training

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

- By 31 July 2021 all new staff, including all management staff, will receive disability awareness training as part of their induction. This will be in a classroom based setting and delivers the following outcomes:
 - Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion
 - Equality Legislation: exploring and understanding the Equality Act 2010
 - Defining Disability: an introduction to the various definitions of disability and the appropriate terminology
 - Recognising passengers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance
 - Railway Regulatory Framework: understanding regulations and policies that are relevant within the railway industry
 - Passenger Assist: how it works for disabled passengers and the staff’s role in delivering the service. This will be delivered as a redesign of our existing “Welcome to” induction training

- Additionally, by 31 July 2021, all frontline staff who interact directly with passengers at any time as part of their duties, will receive training as part of their induction that covers:
 - Communication: finding a way to communicate with disabled people with patience, respect and dignity
 - Accessibility in stations: the identification of accessible features at the station where staff work as well as at the key destination stations on the network
 - Providing safe assistance: duties and process to ensure that both staff and passengers remain safe at all times This will be delivered as a redesign of our existing “Welcome to” induction training
- By 31 July 2021 we will have provided refresher training to all existing frontline staff to meet the requirements as set out above This will be delivered through a combination of our Training Engagement Days which all our station and on train staff participate in every 12 weeks, and e-learning modules
- We will provide refresher training within 2 years of receiving disability awareness training and a minimum of 2 years thereafter. This will be provided as above
- We will involve disabled people in the creation of our disability awareness training. We aim to do this through the creation of videos and lived-experiences being presented as well as the use of our customer panels to approve our training content on a recurring basis.
- By 31 July 2021, where we reasonably can, agency staff and contracted staff who are working on a temporary basis that have direct interaction with customers will receive a version of disability awareness training that will cover Passenger Assist, Communication and Providing safe assistance as a minimum. This will be added as part of their existing inductions.
- Our Customer Solutions Centre staff who provide information or advice directly to customers will receive disability awareness training as part of their induction which covers a minimum of Passenger Assist and Communication. This will be added as a combination of their all-business “Welcome to” induction as well as Contact Centre specific induction training.

We will report to the ORR by 31 July 2020 on our progress against all of these commitments.

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

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

- **Replacement coaches:** At the time of submitting this policy we have received a response from the majority of our coach operators. Our findings have been that the majority of companies we use have drivers who have received some standard of disability awareness training. The main source of this training across these companies forms part of the drivers' qualification card (also known as CPC course) which includes refresher training on a number of modules. Further to this, a number of our operators are instructing drivers to partake in online courses to widen their awareness.

It is therefore highly likely that the driver of a replacement coach provided for us will have had some level of disability awareness training.

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

- **Taxis:** At the time of submitting this policy, we received a response from taxi operators licensed at 6 of our 11 managed stations.

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

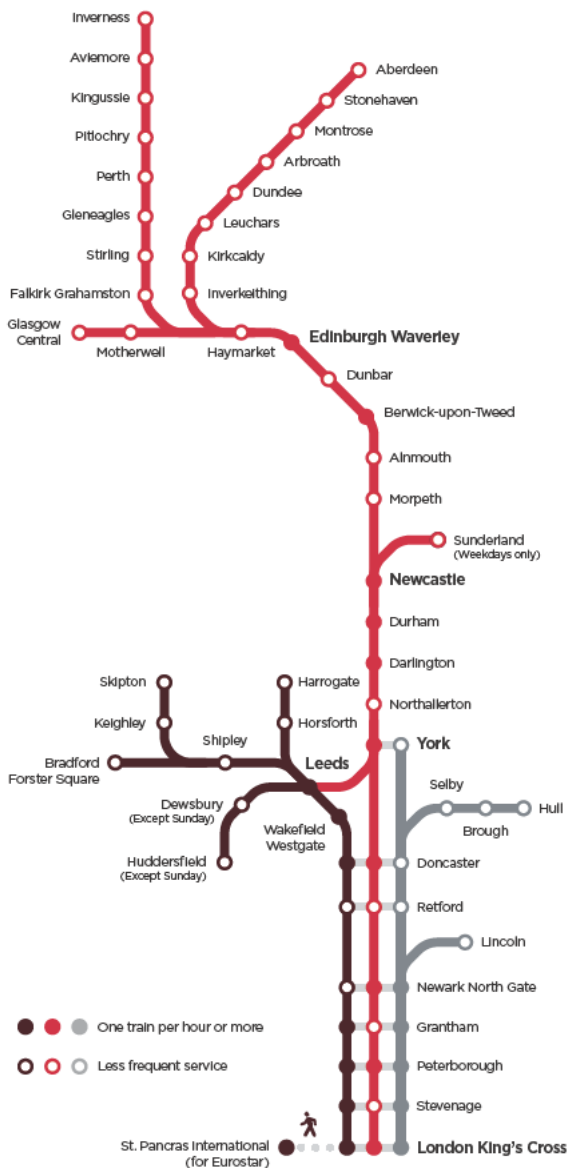
- All drivers received safeguarding training which incorporated disability awareness as part of local authority training licensed to use the station rank at York, Retford, Doncaster and Grantham
- Drivers of wheelchair accessible vehicles at the above locations as well as Peterborough and Wakefield have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

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

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

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

Our services





Making Rail Accessible

Helping our older and disabled customers

March 2020



This booklet is available in other formats

If you would prefer a large print
version or an electronic copy,
call 03457 225 333 or visit
LNER.co.uk/AssistedTravel

Contents

Introduction	3
Passenger Assist	4
Assistance: what is available and how to get it	4
For immediate travel	4
Ways to book assistance for your journey	6
When travel is being arranged in advance	6
The levels of assistance we are able to provide	7
Sunflower Lanyards	9
What to expect: our commitment to passengers at every stage of the journey	10
Before you travel	10
Buying your ticket	10
Discounts and railcards	11
Wheelchairs and mobility scooters	14
Help at the station	15
Help on the train	18
If things do not go as planned	20
Where to get more information and how to get in touch	25
Step-free station map	27

1

Introduction

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

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

The following pages contain information on:

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

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

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

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

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

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

Passenger Assist

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

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

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

2

Assistance: what is available and how to get it

For immediate travel

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

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

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



When travel is being arranged in advance

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

To guarantee assistance you will need to book 24 hours in advance of the start of your journey. We will be improving this period from 1 April 2020 to be able to book assistance up until 10pm the night before the day you travel.

Whilst all LNER stations are staffed, our trains stop at some stations which are either part-staffed or managed by other train operators and may be unstaffed.

When booking assistance to or from these locations we will do everything we can to ensure you get the help and assistance you need. If that station is not accessible to you we will provide you with alternative accessible transport, such as a taxi, to the nearest or most convenient accessible station – this will be at no extra cost to you.

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

Ways to book assistance for your journey

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

The levels of assistance we are able to provide

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

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

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

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



Sunflower Lanyards

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

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

You can get a Sunflower Lanyard by:

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

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

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

Before you travel

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

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

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

Buying your ticket

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

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

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

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

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

Discounts and railcards

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

If you are visually impaired

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

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

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

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

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

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

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

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

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

Disabled Persons Railcard

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

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

Senior Railcard

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

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

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

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



Wheelchairs and mobility scooters

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

Width	700mm
Length	1200mm

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

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

The space provision is as follows:

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

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

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

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

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

Help at the station

Station facilities

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

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

At a staffed station

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

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

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

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

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



At stations without any staff

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

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

Getting off the train

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

Inaccessible stations

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

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

Ticket gates

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

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

Help on the train

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

Seat reservations

We offer seat reservations on all of our trains and we encourage customers to book seats in advance to guarantee getting a seat on a train.

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

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

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

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

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

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

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

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

Audio and visual information

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

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

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

Train facilities

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

Assistance on arrival

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

If things do not go as planned

Delays and disruption

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

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

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

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

Emergencies

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



Redress and compensation

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

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

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

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

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

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

You can appeal to the Rail Ombudsman if:

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

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

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

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



4

Where to get more information and how to get in touch

Large Print or Easy Read versions of this leaflet

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

Our Accessible Travel Policy

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

Stations and trains accessibility information

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

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

Day of travel queries or issues:

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

Passenger Assist service contact details

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

How to contact us via social media

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

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

Send us an email at customers@LNER.co.uk and tell us how you would like to be involved.

How to provide feedback or make a complaint

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

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

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Step-free station map



Our services



Step-free station map



Traction type route map

Electric train

Main route: London to York, Newcastle and Edinburgh Waverley



Wheelchair spaces 2x in Standard, 1x in First Class	
Mobility scooters Travel in wheelchair space if within 700x1200mm. Can be folded and stored as luggage	
Accessible toilets 1x in Standard, 1x in First Class	
Boarding ramp Yes	Priority seating Yes
Aural Info Yes, manual	Visual Info Yes

Azuma 9 Coach

Main route: All routes



Wheelchair spaces 2x in Standard, 2x in First Class	
Mobility scooters Travel in wheelchair space if within 700x1200mm. Can be folded and stored as luggage	
Accessible toilets 1x in Standard, 1x in First Class	
Boarding ramp Yes	Priority seating Yes
Aural Info Yes, automatic	Visual Info Yes

Azuma 5 coach

Main route: London to Lincoln

Wheelchair spaces 2x in First Class	
Mobility scooters Travel in wheelchair space if within 700x1200mm	
Accessible toilets 1x in Standard, 1x in First Class	
Boarding ramp Yes	Priority seating Yes
Aural Info Yes, automatic	Visual Info Yes

Azuma 10 coach

Main route: London to Leeds

Wheelchair spaces 4x in First Class	
Mobility scooters Travel in wheelchair space if within 700x1200mm	
Accessible toilets 2x in Standard, 2x in First Class	
Boarding ramp Yes	Priority seating Yes
Aural Info Yes, automatic	Visual Info Yes

