

12 March 2020

Julian Edwards
West Midlands Trains
By Email

Dear Julian,

Approval of West Midlands Trains' Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

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

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

I can confirm that West Midlands Trains 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). We welcome West Midlands Trains' commitment to, in addition to implementing the required notice period changes, offering booked assistance up to 4 hours before travel between 1 January 2021 and 31 March 2022 for journeys on its own network.

We also discussed the implementation of a dual branding approach to your ATP to highlight the variances between the West Midlands Railway (WMR) and London Northwester Railway (LNR) routes. We have approved a single ATP covering both WMR and LNR brands, which sets out these variances, but agreed that separate documents for each of WMR and LNR be produced.

On the basis West Midlands Trains will produce:

- Two versions of the Making Rail Accessible leaflet,
- Two versions of the ATP policy document, and
- Dual branded additional support material for stations and rolling stock accessibility.

I also highlight the following initiatives to which West Midlands Trains has committed. I shall be grateful if you will provides updates on these until completion:

- the use of a blend of delivery channels, in addition to classroom-based learning, to provide accessibility training to all new staff, including senior and key managers; and
- the creation of an 'Access Squad' who will deliver live, on the job training to station staff.

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

- The trial of 'assistance travel slips' improve the reliability of assistance on Birmingham suburban routes.
- The development and roll out of station access guides which will provide more information to passengers about the accessible features of your stations. We note that West Midlands Trains plan to deliver this initiative for an initial eight stations by 31 July 2020.
- The Station Neighbour Scheme in which local businesses and venues provide West Midlands Trains passengers with free access to a toilet (accessible if possible), charge a phone or make a phone call to get a lift or a taxi. We note that West Midlands Trains hope deliver the first phase of this initiative by 31 March 2020 and deliver at least 25 schemes throughout 2020.

A copy of the approved ATP is attached to this letter, and will be published on our website along with a copy of this letter.

As you are aware, ORR has recently consulted on changes to the guidance with respect to the provision of accessible rail replacement services. Whilst West Midlands Trains' ATP meets the requirements of the current iteration of the guidance, on publication of any revised guidance we will set out the timescales for submitting a revised policy document for approval, if one is required.

Yours sincerely,



Marcus Clements







Making Rail Accessible

Helping Older and
Disabled Passengers



London
Northwestern
Railway

1) Introduction

Everyone is welcome to travel with us and we want you to enjoy the experience. We understand that some customers, particularly older and disabled people, experience barriers to train travel. This leaflet gives a handy summary of the kind of assistance we can give you, what you can expect from us and how to get more information.

We don't just offer assistance and support to passengers that identify as disabled or older people. We will help anyone who experiences access barriers to train travel.

2) Assistance: what is available and how to obtain it

How we can help you?

We can support you in the following ways as part of our Passenger Assist service:

- Helping you to plan your journey
- Checking what services and facilities are available on the train and at the station
- Buying your ticket (including Advance fares when booking assistance)
- Reserving seats or wheelchair spaces for other train companies (where reservations are available)
- Guiding you on and off the train and finding your seat or space
- Put a ramp down for you to get on or off the train
- Helping with luggage
- Helping you to change to a connecting train
- Providing a wheelchair to help you from the train or to a connecting train (if one is available)
- Helping you to enter or leave the station to reach connecting transport

All staff who give assistance are trained to help customers with visible and non-visible impairments.

We can support you if you feel unsteady (eg offering an arm) but cannot support with lifting or similar help. We cannot help with personal care (e.g. using a toilet).

If you need assistance with your journey you can turn up on the day or book this in advance.

The Passenger Assist system is provided by all train companies around the network so you can make seamless supported journeys.

a) Turning up on the day

If you know the station is accessible to you, you can turn up for your journey without booking and just ask for assistance at the station. If you do, then we will always do our best to assist you but some arrangements may not be possible or may take longer.

If the station is staffed, then a member of the station staff can help arrange your assistance. You can find out which stations are staffed and at what times by contacting the Passenger Assist team (page 4), our Customer Relations team (page 13) or via our website.

If the station is unstaffed, please use a help point (usually located by the station entrance or waiting area/ticket office) or call the Passenger Assist team (page 4). Our Senior Conductors will help you get on and off the train or the Passenger Assist team can arrange alternative accessible transport over the phone for you if needed.

b) Booking assistance

Alternatively, you might prefer to book assistance in advance for reassurance and convenience. Our Passenger Assist team can help you plan your journey and book any assistance you need.

Passenger Assist contact details

Phone	0800 024 8997
Next generation text	18001 024 8997
Online form	www.lnr.uk

This is a freephone number. The team can take your calls from 8am to 10pm everyday except Christmas Day and Boxing Day. To make a booking on Christmas Day to travel on Boxing Day, please call ScotRail (our sister company) on 0800 912 2901.

To making a Passenger Assist booking for anywhere on the national network, including seat reservations for journeys with other train companies, please contact us up to 10pm the day before your journey.

Are you travelling on our train services only? If so, you can book with us up to 12 hours ahead for journeys on the same day. Don't forget you can always simply 'turn up and go' without booking (see section 2(a) on page 3) but may choose to do so for peace of mind.

We can book assistance for journeys with multiple connections, even if they are with other train companies.

Alternative Transport

We want you to make as much of your journey with us by train. Sometimes we might need to make alternative arrangements for you. You will not be charged extra for this.

- If a station is not accessible for you (e.g. it is not step-free) then we can arrange a taxi suitable for your needs to take you to the nearest accessible station.
- In cases of unplanned disruption, we might need to arrange rail replacement transport for you (see below).

- In cases of planned disruption, we will organise rail replacement services. This will draw on a range of transport options including bus, coach, accessible and standard taxis. We will find an accessible service for you. Alternatively, we will use our best efforts to find you a different route by train with another operator at no extra cost if this better meets your specific access needs.

If you use a scooter or wheelchair, when organising rail replacement services we will discuss the options with you taking into consideration:

- Your preferences and individual needs;
- If your scooter or wheelchair can fold or be lifted safely in component parts;
- Which vehicles can transport your scooter or wheelchair safely;
- Community transport providers in the area; and
- Station Neighbours where you can wait safely in the warm if disruption is short-term (see page 17 for more information).

3) What to expect – our commitment to you

a) Before you travel

We promise to give you the information you need to plan your journey. We understand why this is very important for our disabled and older customers.

Buying your ticket

There are many ways to buy a ticket:

- At a station with a ticket office
- From a ticket machine at a station
- By phoning 0333 311 0006
- From our website: www.lnr.uk
- From websites of other companies who sell tickets

You can get help with buying a ticket from staff at ticket offices or over the phone. If you cannot buy a ticket in any of the ways set out above for reasons of inaccessibility, you can buy your ticket from a Senior Conductor on the train or at your destination station. There will be no penalty and you can still get any discount that applies to you.

There is a range of discounts available to older and disabled people.

Disabled Persons Railcard

This railcard will save you and a companion 1/3 off train fares. However, see overleaf for automatic discounts without a Disabled Persons Railcard.

Senior Railcard

If you're over 60, this railcard will save you a 1/3 off most train fares.

Two Together Railcard

With this railcard you and the person you travel with the most will get 1/3 off rail fares when you travel together.

Travelling without a Disabled Persons Railcard

Some disabled passengers are automatically entitled to discounts so it may be worth checking this out before buying a railcard. **The discounts are as follows:**

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

You are entitled to these discounts if you are:

- A wheelchair user staying in your wheelchair during the journey (the discount also applies to one person travelling with you); or
- Visually impaired (blind or partially sighted) and travelling with one other person. You are not entitled to this discount if you are travelling alone. You must provide written evidence of your visual impairment to get the discount.

Child wheelchair users are entitled to 75% off these tickets.

Please note that:

- In some cases it might be cheaper to buy a full-rate off-peak or advance ticket; and
- You cannot buy tickets with these discounts online or from ticket machines, only from ticket offices or Senior Conductors.



Planning your journey

Our Passenger Assist team can help you plan your journey. The contact details are on page 4. They can give you information on:

- Accessibility features of trains
- Accessibility features at stations (e.g. disabled parking, staff availability or whether certain things like lifts are out of order)
- Toilet facilities
- Train times and routes
- Whether your planned journey is affected by delays or disruption
- Whether your journey would involve changing trains, and talk you through the best option for your personal requirements
- Restrictions on what wheelchairs and scooters we can carry on trains (see page 11)
- How to get a Travel Support Card or Priority Seating Card (see page 16)
- The JAM cards and Sunflower lanyard schemes (see page 17)
- Any useful apps or websites, network-wide or with a station focus.

You can also download the following guides from our website or pick them up from any staffed station:

- Access map of our network which shows which stations are step-free and provide easy access
- Accessible trains guide which tells you what facilities and information provision you can expect on the different types of train – and also which routes you will find them running on

Please note that there are no wheelchair spaces in First Class accommodation on our services.

b) At the station

We are committed to making our stations accessible for everyone and will assist any disabled or older customer who experiences a barrier.

We manage 149 stations – a mixture of large and small stations, some with old historic features and others with brand new facilities. Here are some examples of station facilities:

- Some stations have car parks. Parking for blue badge holders is free
- Wider ticket gates for wheelchairs, pushchairs and luggage. These are locked open when staff are not on duty
- Many stations make announcements and have screens with train times
- You can use a Help Point if there are no staff on duty at a station. There is a Help Point at every station. The green button is to call the emergency services (e.g. fire, police or ambulance). The blue button is for help with your journey or to contact the Passenger Assist team
- Next to the Help Point you'll see information about our new Station Neighbours scheme. Our Customer Relations and Help Point operators can also provide full information on where to find the nearest Station Neighbour (as well as a list on our website). These are local businesses and venues near to the station that can give a helping hand in the case of an emergency or simply providing somewhere warm to wait for a lift. They are not available at every station but are being introduced gradually on the network. Details are on page 17)

For detailed information on facilities at each station, including staffing hours, please contact the Passenger Assist team or review our Station Accessibility Guide (see page 8 for details). Alternatively, you can also check the National

Rail Enquiries website or our website to find this out for yourself. Our website includes pictures of each station and the surrounding area (including bus stops) so you can make more informed decisions about your own door to door journey and whether the station is appropriate for you.

If you need assistance, make your way to the ticket office (or the meeting place you have been given) at least 20 minutes before your train so a member of staff can assist you. Please allow extra time if you need to buy a ticket or prefer to travel around the station at a relaxed pace. The type of help we can give is on page 2.

If the station is unstaffed and you have not booked assistance, please wait on the platform in time for your train to arrive and the Senior Conductor will be able to help you get on and off the train (using the on-board ramp or station ramp if you need this). Senior Conductors always step off the train and check the platform for people waiting to board. Some passengers with hidden impairments like to hold up a JAM card to indicate to Senior Conductors that they need assistance (see page 17 for more information). If there is a problem please use a Help Point or contact our Passenger Assist team (see page 4) for advice.

c) On the train

We are investing in more accessible trains for everyone but will always assist any disabled or older customer to use our services.

There are some differences between our trains and we are investing in our fleet. The best place to get up to date advice on what facilities you can expect on-board is to contact the Passenger Assist team (see page 4). Here are some examples of facilities you will find on some of our trains:

- An on-board ramp for anyone who needs this
- Visual screens that show the next stop
- Announcements on trains
- Wheelchair spaces with companion seats
- Priority seats
- Standard and accessible toilets

On the train, the Senior Conductor can help you buy a ticket if you need one and guide you to facilities, like the toilet. There is a help button in the wheelchair space which you can press to get in contact with the Senior Conductor.

The member of station staff helping you on-board will check the wheelchair space is free before you board. If there are ambulant passengers or luggage in the space, they will ask passengers to vacate the space. Wheelchair spaces cannot be reserved so access to these areas, for wheelchair and scooter users, is on a first come first served basis.

When a train reaches its destination, we aim to assist you off the train within 5 minutes.

We are only able to carry wheelchairs, scooters and mobility aids up to a certain size for safety reasons and to meet turning circle restrictions. The maximum size dimensions are:

- 700mm by 1200mm;
- 300kg (combined weight of passenger and wheelchair/scooter)

If your scooter or wheelchair is particularly large, staff may ask you to confirm the dimensions to ensure your safety on our services. If you are not sure of these, please contact your wheelchair or scooter provider before you travel.

d) If things do not go as planned

We understand that we may need to provide additional assistance and be particularly mindful of disabled and older passengers during disruption and delays.

As part of the booking process for assisted travel, we check and tell you if your journey might be affected by planned engineering works. This allows you to make an informed decision about whether to change your plans or what alternative arrangements can be made.

If you have booked assistance in advance and, before your journey takes place, planned disruption is announced (such as engineering works), we will contact you to discuss the impact and go through the options with you. We want you to be fully informed of your travel choices, so if we need to make changes to the booking, we have time to make that happen.

In times of disruption, at the station and on board the train we will issue audio and visual announcements. We will also put information on our website and on social media. Please make yourself known to a member of staff who will help get you on your way as comfortably as possible. This might include rearranging your assistance for a different route or booking alternative accessible transport for you.

Our staff keep customers safe in times of emergencies. We will not evacuate wheelchair users or customers with mobility impairments from our trains without appropriate support from the emergency services unless it is a life-threatening situation.

If you travelled on, or were due to travel on, one of our trains and you had booked assistance which failed to be provided, please contact us. You are entitled to redress, the nature of which is determined on a case-by-case basis. Please contact Customer Relations.

e) Where to get more information and how to get in touch

Customer Relations

Our Customer Relations team welcomes your comments, complaints and praise.

Phone	0333 311 0006
Next generation text	18001 0333 311 0006
Website	www.lnr.uk/contact-us
By post	Freepost LONDON NORTHWESTERN RAILWAY CUSTOMER RELATIONS
Twitter	@LNRailway
Facebook	@LondonNorthwesternRailway

We are open between 7am to 7pm Monday to Friday and 8am to 4pm on weekends and bank holidays. We are closed on Christmas Day and Boxing Day.

Alternative formats

Customer Relations can send you this leaflet in the following formats:

- A printed copy
- Large print
- Audio
- Easy read
- Braille

If you want a copy of this leaflet in large print, contact Customer Relations on 0333 311 0006

Accessible Travel Policy

We have a policy document as part of our overall Accessible Travel Policy. This provides more detail than this summary leaflet, and also tells you about our staff training programme and plans to improve accessibility.

We also produce a guide to accessibility features on both our trains and each of our stations.

All three documents are on our website. You can also get a copy sent to you by post or by email (and in different formats) free of charge by contacting Customer Relations (see page 13).

Support on the day of travel

If you are travelling with us and have any queries or issues related to accessibility and your journey, please contact our Passenger Assist team (see page 4).

We monitor and respond to social media as soon as possible. We may ask you to send us more information in a more suitable but accessible way to properly investigate a matter.



Other Support

If you do not receive the assistance you needed or something has gone wrong, please contact our Customer Relations team (see page 13).

If you are not happy with the way we have dealt with your complaint, you can contact the Rail Ombudsman.

Phone	0330 094 0362
SMS text	07427 580 060
Textphone	0330 094 0363
Email	info@railombudsman.org
Website	www.railombudsman.org
By post	FREEPOST – RAIL OMBUDSMAN

National Rail

National Rail offers a passenger assistance booking service.

Freephone	0800 0223720
SMS text	60083
Textphone	50 600
Website	Persons-railcard-assistance

Stakeholder Equality Group

Our Stakeholder Equality Group is made up of a wide range of people who provide us with very helpful views on the accessibility of our trains and services. It includes disabled and older customers who provide feedback, ideas and help us improve accessibility of our services. For more information on the group's activities and how to get involved please contact our Accessibility Manager on accessibility@wmtrains.co.uk.



Travel Support Card

Our staff are trained to listen to all passengers. However, if you would be more comfortable showing a member of staff a card that explains the help you need, you're welcome to download and print our Travel Support Card. Just fill it in - or ask someone to fill it in for you - and show it to a member of our station staff or Senior Conductors during your journey. If you can't download and print the card yourself, our Customer Relations team will be happy to send you one through the post (see page 13).



Priority Seating Card

All of our trains have designated priority seats for disabled, older or pregnant customers. When asked politely, most people will be quite happy to move from the seat (unless they need it too) to allow you to sit there instead. However, we understand that not everyone is comfortable or able to ask so we can give you a Priority Seating card to show that you have a real need for a seat. You can get one for free from our website or our Customer Relations team (see page 13).



Jam Card and Sunflower Lanyard Schemes

We promote use of the JAM cards and Sunflower Lanyards. These schemes help people with non-visible impairments to indicate that they might need support from staff.

JAM Card allows people with a learning difficulty, autism or communication barrier tell others they need 'Just A Minute' discreetly and easily.

The Sunflower Lanyard can be worn by people with learning difficulties let others know that you might need additional support or time.

We will be training our staff to look out for people using them at our stations and on our trains. For more information please visit www.jamcard.org and www.hiddendisabilitiesstore.com



Station Neighbours

A Station Neighbour is a local business or venue near to the station that can give a helping hand in the case of an emergency or simply provide somewhere warm to wait for a lift. By signing up to our Station Neighbour Charter, venues promise to offer access to a toilet (accessible if possible), charge a phone, or make a phone call for you to get a lift or a taxi. Services will be free of charge with no pressure to buy anything from the venue.

If there is a Station Neighbour locally to the station this will displayed near to the Help Point and listed on our website. We plan to have at least 25 schemes operating in 2020.

Notes

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Who to talk to about our accessibility strategy?

For any enquiries about the content of our Accessible Travel Policy or how to get involved in shaping access and inclusion initiatives on our network, including the work of our Stakeholder Equality Group, please contact Customer Relations or email: accessibility@wmtrains.co.uk

Please note that contacting Customer Relations is most efficient and effective way to deal with specific journey issues.



Accessible Travel Policy

This policy document is part of our overall Accessible Travel Policy. It provides more detail into our policies around accessibility and our processes and plans.

Other elements of our Accessible Travel Policy are:

- Making rail accessible: helping older and disabled people – a handy information leaflet
- Train accessibility guide
- Station accessibility guide

You can download all of these from our website or they can be sent to you free of charge from Customer Relations. There are several ways to contact Customer Relations:

Phone	0333 311 0006
Next generation text	18001 0333 311 0006
Website	www.lnr.uk/contact-us
By post	Freepost LONDON NORTHWESTERN RAILWAY CUSTOMER RELATIONS
Twitter	@LNRailway
Facebook	@LondonNorthwesternRailway

1) Commitments to providing assistance

a) Booking and providing assistance

If you book assistance in advance, we will arrange for station staff or a Senior Conductor to help you on and off the train at our stations during the hours when trains are due to stop at them. These times are listed on the National Rail Enquiries website.

We try hard to make all journeys comfortable, safe and efficient, irrespective of your assistance needs. We participate in a system called Passenger Assist, the reservation system for customers who wish to book assistance. We make these reservations, free of charge, whether you are travelling on our services or those operated by other train companies on the National Rail network.

We are committed to maintaining and providing sufficient resources to, and continually improving performance of, the Passenger Assist system. We have a dedicated team to operate this booking service and these colleagues are trained in the needs of disabled travellers.

We have a robust quality control system in place, including monthly review meetings, for us to share and discuss feedback from customers and staff. A long-term evaluation programme is in place, including anonymous surveys conducted by phone and email, which covers the booking process and journey experience.

This programme helps us to continually improve performance and to raise suggestions for continuous improvement, such as proposing alternative routes if a customer had concerns about using larger stations as a result of an invisible impairment (eg autism or anxiety). Most members of our Stakeholder Equality Group use Passenger Assist to travel with us and their feedback is invaluable (page 12).

At present, to book assistance for travel, including connecting trains in your journey (and seat reservations with other train companies) the notice period that passengers need to give us is no more than 10pm the day before. However, if you are travelling on our train services only you can book with us up to 12 hours ahead for journeys on the same day.

Over the next few years, the notice periods will be reduced to two hours' notice in the following phased approach:

From when	Until when	Notice period	Where applies
1 January 2021	31 March 2022	Up to 4 hours' notice	On our network only
1 April 2021	31 March 2022	Up to 6 hours' notice	Across the national network
1 April 2022	Until further notice	Up to 2 hours' notice	Across the national network

To allow appropriate arrangements to be put in place, please contact us 48 hours in advance for international travel.

When you book assistance in advance, our Passenger Assist team checks the accessibility of your start and departure stations (along with any connection stations) on the National Rail Enquiries website to ensure you will be able to complete your journey. If accessibility levels are not suitable (e.g. there is no step free access at a station) they can arrange alternative accessible transport for you or, if you prefer, consider a different route. We can advise you on the best route to meet your needs e.g. a smaller interchange station which is less crowded or has fewer platforms.

Your booking confirmation (including reference number) will be sent to you by email, or by post on request.

When your train reaches its final destination, you will be assisted off the train within 5 minutes where we reasonably can. This will be explained to you when you book assistance and in the booking confirmation.

We have been actively involved in exploring technology to improve the customer experience of passenger assistance, including running the trials for a new network-wide app. We are excited about the opportunities that technology like this will offer in the near future. In the meantime, all stations on the network can contact our stations by phone to ensure someone is available to meet and assist you at your destination and any connections. By June 2020, we will ensure that we provide a dedicated phone line for each station (staffed at all times our trains are running) to co-ordinate the delivery of assistance. All staff will follow the agreed industry handover protocol, until future alternative technology is put in place.

When assistance has not been booked in advance, we will still try to provide the support required whenever possible and with minimum delay. However, please be aware that if assistance has not been booked there may be a short wait for staff to be available to assist you or to make arrangements.

We will provide clear and reasonable explanations for any such delay, for example needing to first assist passengers who have booked assistance or the Passenger Assist team needing to coordinate alternative accessible transport. If, in the future, we consider changing the staffing levels at our stations we will assess the risk of passengers not being able to access the assistance they need and, if necessary, implement measures to mitigate this risk. We will submit these assessments to the Office of Rail and Road (ORR) to review.

We have portable ramps that are fit for purpose on-board all our trains and at many of our stations to enable passengers (for example those using a wheelchair or those with mobility impairments) to get on or off the train, whether assistance has been booked in advance or not. Our staff are trained to know which ramps to use in which circumstances, and the local conditions for using the ramps safely to help you on and off the train.

As part of the booking process, the Passenger Assist team will notify you if any of the stations you plan to use on your journey will not be staffed. We will explain that our Senior Conductors can operate the ramp and/or assist you on or off the train.

By booking assisted travel in advance, to travel with us or another train company, we can help you make connections with other trains at our stations. As part of the booking process, we will check you have sufficient time to make any connecting train. We will help you when trains change platforms or announcements are made at short notice.

You can also refer to the stations pages on our website. In addition to the key information about stations (that you can also see on the National Rail Enquiries website) these pages will also provide supplementary photos and information to help you decide if that station is suitable for you to use.

At stations where we have staff in addition to those in working in the booking offices we can provide directions and, wherever possible, escort customers to a safe waiting place for connecting buses and/or taxis if the interchange is within the immediate station vicinity. If there is a Station Neighbour nearby, we can take you there e.g. to wait for your taxi in the warm (see 6 for more information).

Where our train services connect with other modes of transport (such as buses, trams, London Underground or DLR) we will work with the operators of those services to provide, wherever possible, assistance which ensures a seamless onward journey for you. However, at London Euston station for example, assistance services are delivered by Network Rail (usually from train to concourse) so customers are advised to check their policy for further information. Over the coming years we plan to use our Access Squad to train staff in the importance of accessing connecting transport (see page 14 for more information). During 2020 we will work with other operators to establish partnership arrangements for delivering assistance at stations we serve but do not operate and vice versa.

We advise you to check the accessibility levels of onward connecting transport, particularly with local bus companies and also community transport organisations.

Where taxi ranks or bus stops are provided at stations these are clearly signposted. We include, where possible, the contact details of local taxi operators on our station information posters which are displayed at each of our stations. Please visit www.nationalrail.co.uk/stations_destinations for information about taxis and buses serving our stations.

Private hire vehicle companies who apply to provide services from our stations are asked what proportion of their fleet is accessible and about the provision of driver disability awareness training. This information is influential in the award of contracts, however we are mindful that many ambulant disabled people would prefer to use standard vehicles due to their mobility needs. Where access is regulated under contract, from the earliest opportunity we will require the taxi operator to provide wheelchair accessible vehicles and ensure a reasonable number of drivers are trained in disability awareness. In the meantime, we will continue to explore opportunities to work collaboratively with other operators who serve our stations and in our group company to improve the last mile experience of our customers, including access to taxis.

We actively work in partnership with taxi operators and community transport providers to develop creative 'last mile' solutions e.g. coupled with our ongoing Enterprise Coaching programme, we are looking to provide them with support by developing skills and capacity. This could include support with writing funding bids for accessible vehicles in areas where there is particular demand.

We have a database of community transport providers and are working in partnership with them to facilitate access to rail. This provides us with the opportunity to access a wider range of vehicles which can be used as rail replacement in times of planned disruption. These vehicles may be also be more suitable to convey scooters safely.

To enable you to make informed decisions and for us to arrange assistance that results in successful and fuss-free journeys, we are committed to providing accurate and clear information about our stations on National Rail Enquiries. This will include information on assisted travel, whether staff help is available (including staffing hours) and a step-free access note.

To ensure consistency and, in turn, reliability, this note will include the following wording to clarify the step-free status by category:

- Category A: “This station has step-free access to all platforms / the platform”.
- Category B: the text description will explain the access conditions. Where this varies by platform, we will give the platform number and train direction if possible. Where platforms do not have step-free access we will state the phrase: “There is no step-free access to Platform [X]”.
- Category C: “This station does not have step-free access”.

As part of the information on the National Rail Enquiries station pages we will also clearly state:

- Availability of station and on-board staff to assist passengers, including times. Scope of assistance will be clearly outlined e.g. if Senior Conductors can only assist a passenger get on or off the train, or if staff are available to help get around the station.
- Whether a platform ramp is available and confirming that this is always available when assistance has been booked.
- What to do on arrival at a station when you need assistance, including the meeting point (e.g. ticket office or on the platform).

As part of your booking for assistance, the Passenger Assist team can let you know if there are any issues which might affect your journey, e.g. a lift out of order. We put a note on the National Rail Enquiries station pages of these sorts of issues at our stations (which may be temporary) as soon as possible but no more than 24 hours after we know about them.

Examples include:

- Stations have a physical feature which might prevent some disabled people from using it
- Significant temporary work affects station accessibility
- Changes to stations make them temporarily inaccessible (for example, if station lifts or toilets are out of order)
- Changes are made to the accessibility of our trains which might affect disabled and older customers' journeys

In addition to our Station Accessibility Guide and the National Rail Enquiries station pages, in 2020 we will develop a detailed database on our website covering all our stations which will include images of access features. This is intended to be an additional resource to National Rail Enquiries. We have recently audited all our stations and want to help you make informed decisions about access barriers.

If you need help with luggage within our station or station vicinity (e.g. station car park), to the platform and on and off the train please book assistance. The service is free of charge. If you haven't booked assistance, we will do our best to help, subject to staff availability. The weight, size and quantity of luggage must be safe for our members of staff to carry. Each piece of luggage cannot weigh more than 23kg. The National Rail Conditions of Travel state that, as a general rule, you may take up to three items of luggage onto the train.

Seats and wheelchair spaces cannot be reserved on our services but staff will help you to find a seat or use an on-board wheelchair space. As wheelchair spaces on the train are limited and cannot be reserved, these positions are available on a first-come-first-served basis. During the process for booking assistance, we will explain to you that we cannot reserve you a seat or space.

We operate a Priority Seat Card scheme. Whilst this does not guarantee a seat, it is a tool for customers to use to show fellow passengers that they have a real need to sit down. This scheme is optional and our staff will still help customers to find a seat whether or not they have a card.

We promote use of the JAM cards and Sunflower Lanyards. These schemes help people with non-visible impairments to indicate that they might need support from staff. We will be training our staff to look out for people using them at our stations and on our trains. For more information please visit www.jamcard.org and www.hiddendisabilitiesstore.com.

We are trialing the use 'assistance travel slips' on Birmingham suburban routes in partnership with Network Rail to reduce the risk of failed assistance. The member of station staff hands the slip containing the customer's journey details and assistance needs to the Senior Conductor when he/she assists the customer on-board. This intervention requires direct communication between the staff involved and acts as a reminder tool for the Senior Conductor (particularly at busy commuter times) thereby enhancing communication and improving reliability of the Passenger Assist service.

We welcome assistance dogs on our services. Staff assisting customers on-board a train will help ensure an assistance dog is comfortably and safely positioned (e.g. in the footwell of an empty adjacent seat).

b) Information provision

i) Accessible Travel Policy documentation is made available in different formats

Our information leaflet, which forms part of our overall policy, is called 'Making Rail Accessible: Helping Older and Disabled Passengers'. Copies of this leaflet are available on our leaflet racks and ticket offices at staffed stations that our services call at. We routinely monitor supply levels and staff are reminded to check the racks.

The leaflet is also available on our website as a PDF (in a screen-reader compatible format). We commit to providing this in alternative formats (including audio) on request within 7 days. You can request copies - in a range of formats - by contacting Customer Relations (see page 2 for contact details).

We share our leaflets with prominent locations in the community. In addition to using our extensive stakeholder database, our Stakeholder Equality Group which includes representatives of customers with hidden impairments, give us strategic advice on identifying valuable 'community hubs' for sharing this leaflet and other messages.

This policy document is available on our website and free of charge by post or email within 7 days on request to Customer Relations.

At all of our stations, there is a poster setting out useful information. This explains how to get a copy of our information leaflet and this policy document. The poster is positioned to be accessible to wheelchair users.

ii) Stations and rolling stock

We produce a station accessibility guide and a train accessibility guide to provide clear information about our facilities and services. You can access this via our website or we can send it to you in other formats within 7 days on request.

We are committed to providing accurate and clear information about our facilities at stations and on trains on the National Rail Enquiries website (see page 3 for more information).

All front line staff have access to a device (e.g. mobile phone) to be able to check the status of facilities for disabled and older customers via the National Rail Enquiries website. This means they can give up to date information on request.

We have recently performed an extensive review and revamp of our step-free map. We recognise that accessibility may mean more to you than just 'step free status' so we are developing Access Guides for the local community around a station as part of our station travel planning programme. In addition to mobility factors, we consider factors which influence people with invisible impairments eg identifying less crowded streets from the station into town. By mid-2020 we will publish (in print and online) at least eight Access Guides including Lichfield, Milton Keynes, St Albans and Tring. We will continue to develop and publish Access Guides, building on customer and stakeholder feedback from the first tranche of guides.

iii) Passenger journey information

Where systems are fitted, we provide clear and consistent audio and visual information on platforms and station entrances about train departures and arrivals, including during disruption. If audio announcements are not available, we have customer information Help Points which enable you to speak to a person to get information. On the train, announcements are made in time to give passengers the time to prepare to get off.

We continually review facilities at stations and will be identifying potential schemes for improving access to information at individual stations.

We understand that barriers within the 'last mile' home from the station can have a significant impact on a customer's ability to travel by train. For this reason we have a comprehensive Station Travel Planning Programme in place. The programme's tools enable us to identify gaps in, and measures to improve, accessibility e.g. performing access audits on routes to/from our stations. We have already audited all the stations we manage, including the forecourt and environment surrounding around the station. The process also involves access to taxis and public transport.

Our Transport Integration Forum (TIF) is the overarching mechanism for stakeholder engagement and collaboration, with specific themes feeding in (e.g. bus integration, housing developers and stakeholder equality group). The TIF is attended by other operators and local authority representatives e.g. walking, cycling and accessibility officers.

When you are travelling with more than one train company, we will let the next station know that you are making connections.

Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to contact you if you provided a mobile telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or, if you prefer, rebook your journey.

We provide audio announcements on all trains, giving you information about any delays or changes to stopping patterns. We will provide clear audio and visual information to direct you to substitute transport where applicable. If you have booked assistance but have to travel on a different train to that on which you were originally booked due to service disruption, we will contact the terminating or interchange station staff to ensure that they are ready to assist you on arrival. If a train terminates en route, then our on-board colleagues will contact the station or operation control and advise them you require assistance. Our staff are trained and briefed on the importance of providing timely and accurate information and additional support that our older and disabled customers may need during times of disruption.

Our staff (including cleaning staff) are vigilant to any facilities being out of order, eg an accessible toilet. However, if you spot a problem please let us know so we can fix it as soon as possible and warn customers who might be relying on them. There are many ways to do this:

- Tell a member of staff in person
- Contact Customer Relations (including social media) – see page 2.

When key accessibility facilities are out of order (e.g. accessible toilets or lifts) we put an alert on the station page of the National Rail Enquiries website. If we know the repair or works timescale, we will share this on the page. Our Passenger Assist team can see these alerts and discuss this with you as part of a booking for assistance. Our Customer Relations team also have access to this information to respond to enquiries. We will also put up notices at the station as appropriate.

To ensure the information and alerts we share about accessibility are clear and reliable, we perform an annual review of our language and tone of voice.

iv) Information points, help points and contact centres

At staffed stations, staff at the ticket office can give you all the information you need e.g. service updates, accessibility of our stations, contact details for Passenger Assist etc. At unstaffed stations you can speak to a person via a Help Point (usually located on the platform).

At our busiest stations (or quieter stations with high levels of customers needing passenger assistance) we have clearly marked information points which offer timetables, posters and information leaflets at heights which are suitable for wheelchair users and standing passengers. We will make information on the facilities, services and accessibility of all stations (as well as information on timetables, fares and connections) available at station ticket offices, over the telephone from our Passenger Assist team and on our website as well as the National Rail Enquiries website. Our stations pages of our website provide additional information and images to help you make informed decisions.

Wherever possible, leaflet racks and timetable displays will be placed so that wheelchair users and standing customers can use them. We have issued devices to all front-line staff (including those who work at our customer service points) so that they are able to provide accurate, up to date information to customers e.g. on delays and diversions. This also includes access to details about our services and those of other operators, accessibility of other transport available near the station and direct customers to appropriate sources of further information.

Meeting Points

Where you have booked assistance for a journey at a staffed station (unless agreed otherwise in your booking) please approach the ticket office to let us know you have arrived. At stations which do not have staff on duty, please wait on the platform in time for your train and our Senior Conductor will assist you on board. We are working on some initiatives to help passengers be more easily identifiable to Senior Conductors if they wish to (see page 4).

If a station is not staffed, we always provide a way for you to speak to someone at times when our trains are running. Our station information posters display the freephone Passenger Assist number (who can provide service information) and the next nearest staffed station, as well as detail of our Station Neighbours as and when they become available. You can also use a Help Point located on the platform. The textphone or Next Generation Text number is also clearly displayed.

Station Neighbours

A Station Neighbour is a local business or venue near to the station that can give a helping hand in the case of an emergency or simply provide somewhere warm to wait for a lift. This could be a local café, '8 til late' shop, petrol station or a 24 hour takeaway, which are a couple of minutes' walk from the station. Station Neighbours will display the scheme logo in their window.

By signing up to our Station Neighbour Charter, venues promise to offer access to a toilet (accessible if possible), charge a phone or make a phone call for you to get a lift or a taxi. Services will be free of charge with no pressure to buy anything from the venue.

If there is a Station Neighbour locally to the station this will be displayed near to the Help Point and listed on our website. We plan to have at least 25 schemes operating in 2020.

v) Websites

We are committed to achieving Web Content Accessibility Guidelines (WCAG) standards for our website by 1 April 2020. We have partnered with Shaw Trust to review our website and provide us with recommendations to improve accessibility. We consider this to be the start of a regular audit commitment and process of continuous improvement. We will also engage a working group in our Stakeholder Equality Group as mystery shoppers of our website and digital services, eg using our Passenger Assist webform.

Our website is designed to work with screen readers, magnifiers and in-browser accessibility functions. A dedicated page on our website provides further information and guidance on assisted travel.

For consistency, we use the term 'Passenger Assist' to refer to the booking system for assistance and visitors to our website can access the dedicated page by a link from our homepage.

Our Accessible Travel webpage is a great source of valuable information if you have access needs. This will always include:

- A concise explanation of the Passenger Assist service in plain English
- Contact information to book Passenger Assist services (including freephone and Next Generation Text numbers)
- How to book tickets (including availability of discounts and railcards)
- Links to up to date train and station accessibility information documents
- Links to information on temporary reductions in accessibility and delays or disruptions
- Advice on any restrictions on the size of wheelchairs, scooters and mobility aids we can carry
- How to access any initiatives we operate e.g. Travel Support Cards, Priority Seat Cards, JAM cards and sunflower lanyards
- How to access 'Making Rail Accessible: Helping Older and Disabled Passengers' leaflet (including link to download the pdf) and how to request this in different formats
- How to give feedback, make a complaint or details for availability of compensation when booked assistance has not been given
- Links across to the stations pages where you can find further detailed information on station facilities and public transport provision

c) Ticketing and fares

We expect all customers to have a valid ticket or pass to travel before starting their journey. However, if for reasons of inaccessibility you are unable to buy a ticket at the station before your journey, you will be able to purchase a ticket either on the train or upon arrival at your destination without penalty and with any eligible discount applied.

Our ticket machines at stations are able to issue discounted tickets to holders of a Disabled Persons Railcard and a companion.

Ticket gates can impact on accessibility so, wherever possible, staff will be positioned nearby and can provide assistance. At least one wider gate is provided for wheelchair users, disabled customers, pushchairs etc. When a station is unstaffed or staff are not in attendance, gates are locked open.

When purchasing tickets in advance (whether online, by phone or ticket office) we will warn customers if they would not otherwise be able to use the ticket for accessibility reasons which we should reasonably be aware of e.g. a wheelchair user attempting to buy First Class tickets when we do not have a First Class wheelchair space. We cannot control the practices or advice given by third party retailers so, if you have needs, we advise you to contact us directly.

d) Alternative accessible transport

We aim for all of our customers to travel by rail but recognise that sometimes this may not be possible. In these cases we will coordinate alternative accessible transport for you at no extra cost to your ticket.

On an individual case basis, we will consider:

- The customer's assistance needs
- The journey times involved
- The accessibility of trains and stations, including staffing levels
- The potential for staff from other locations to be deployed

We will offer an option, where reasonably practicable, that is most similar to the service provided to customers not requiring assistance. However, we will be led by your individual needs.

Alternative accessible transport (e.g. a taxi suitable for your needs) will be offered when a station is not physically accessible to you. Please see below regarding rail replacement services in cases of planned or unplanned disruption.

e) Scooters and mobility aids

We are able to carry wheelchairs (manual or powered), scooters and mobility aids up to a certain size. The reasons for these restrictions are due to maximum safe loading weights of the ramps, the width of on-board doorways and to meet turning circle needs inside the carriage and on the platform. The maximum size dimensions are:

- 700mm by 1200mm
- 300kg (combined weight of passenger and wheelchair/scooter)

If a scooter or wheelchair is particularly large, staff may discreetly ask you to confirm the dimensions to ensure your safety on our services. You need to check these dimensions before travelling and are advised to contact your wheelchair or scooter provider for this information. For safety reasons, our staff need to decline support in individual cases where he/she is not physically able to provide the assistance needed but we will always do our utmost to support you with your journey.

Scooters which are foldable or can be dismantled to meet these dimensions, can be folded and carried on as luggage by you or a companion. Scooter users may travel in the scooter and are not required to transfer to a seat.

Please see below for arrangements regarding scooters in times of disruption.

f) Delays, disruption and emergencies

We recognise that disruption to facilities and services can have a significant impact on rail services to disabled people and on confidence levels of those travelling with us. We will therefore do everything we can to ensure disabled and older customers are able to continue their journey and are safe and comfortable.

We understand that each customer's needs are different and will discuss this with you in times of disruption, delays or the breakdown of facilities. For example:

- We update the station pages of National Rail Enquiries website with issues affecting accessibility features of stations (e.g. out of order accessible toilets and lifts) to enable you to make informed decisions
- We will warn you before assisting you on-board if the accessible toilet is out of order, giving you the option to wait for the next service or continue your journey if you prefer.

If there are station staff available, we will help you make connections when trains change platforms or announcements are made at short notice.

Sometimes we need to provide rail replacement services e.g. during planned or emergency engineering works. We rely on a range of vehicles for this e.g. bus, coach, minibus, accessible and standard taxis. We understand that you may have access needs which can only be met by certain vehicles. We will discuss these needs with you in the event of rail replacement.

If rail best suits your access needs and there is a similar route operated by another train company which will get you to your destination, we will do our very best to get you on that service as a first option. During disruption we will ask other train (and sometime bus) operators to accept our tickets. However this will depend on how busy their trains are at the time and the specific routes affected. We will try to provide a solution that works for you.

Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to contact you if you provided a mobile telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or, if you prefer, rebook your journey.

We will always do our best to help in times of disruption even if we have no advance warning. If you are already part way through your journey when disruption occurs (e.g. the train terminates early) the Senior Conductor will arrange alternative accessible transport if necessary or coordinate the assistance for your delayed or altered journey.

If you are a scooter user we will source alternative transport based on individual considerations eg:

- An accessible taxi which can safely transport the scooter in one piece
- An accessible or standard taxi for scooters which can fold or be carried in components
- A community transport minibus

In the event that your scooter cannot be transported on buses or taxis (eg due to manufacturer's guidance) and/or you are not comfortable with this option, we will explore alternatives with you, such as:

- Supporting you to travel home and leaving your scooter at the station in a safe and secure place overnight
- Escorting you to a Station Neighbour to wait in a warm and safe place until you can continue your journey by rail once the disruption passes (see page 6 for more information on our Station Neighbour scheme)

We will provide replacement facilities, where reasonable, when accessibility levels are compromised e.g. if access to station toilets is blocked off for several weeks we would look to hire portable toilets.

All our staff are trained in the procedures to be adopted in the event of an emergency on-board a train or at a station. Our policy is not to evacuate customers with mobility impairments or wheelchair users without appropriate support from the emergency services unless it is a life threatening situation. You will never be left on your own.

g) Station facilities

i) Left luggage

We do not provide left luggage facilities at any of the stations we operate. If this is introduced we will ensure the design accommodates our disabled and older customers including various heights, sizes and appropriate opening mechanisms for people who experience a range of access barriers. There are left luggage facilities at London Euston, Liverpool Lime Street and Birmingham New Street (operated by Network Rail).

ii) Disabled parking

Where we have car parks at our stations, we offer free car parking to Blue Badge holders. If a designated parking space is unavailable, Blue Badge holders may park free of charge in any other non-restricted parking space in the car park. The availability of car parking is shown on our Station Accessibility Guide.

We use all reasonable endeavours to comply with the Department for Transport's (DfT) Code of Practice requirements in relation to the number of Blue Badge parking bays where practicable.

iii) Third party provided facilities

Where third parties provide facilities at our stations, for example retailers and coffee kiosks, we will ensure that the contracts we issue to them will include the requirement to comply with their duties under the Equality Act 2010. We will ensure that the location of these facilities does not impact on the accessibility of the station or other facilities.

iv) Replacement facilities

We will provide replacement facilities, where reasonable, when accessibility levels are compromised e.g. if access to station toilets is blocked off for several weeks, we would look to hire portable toilets.

v) Station entrances

We will not permanently close station entrances or gates if it would lead to a reduction in accessibility for disabled customers to any platform or facility at the station unless we have consulted with DfT, Transport Focus or London TravelWatch, our Stakeholder Equality Group and local access groups and received the approval of the DfT. We will also consider the impact on disabled customers if we need to restrict or temporarily close an access point during building works. We would apply to the DfT for permission to close an entrance or gate permanently.

h) Redress

If you book assistance to travel on one of our trains and it is not provided or has failed in some way, we will fully investigate what happened and will provide appropriate redress to you. Your complaints are dealt with on their individual merit and compensation can therefore vary depending on the nature and extent of the assistance failure. For example, it might be appropriate to consider a full or partial refund of your travel fare or to offer you a complimentary ticket where no ticket was purchased. In addition, we recognise that in some cases your main priority might be to know that action has been put in place to stop failures happening again, e.g. enhancing the content of our staff training programmes. Our Accessibility Manager works closely with the team who investigate failed assistance and complaints relating to accessibility to consider whether process changes or training updates are needed. Any particularly emerging themes are raised with the Stakeholder Equality Group to consider what effective changes or initiatives can be put in place.

Any compensation will be in addition to your entitlement to Delay Repay (see our Passengers' Charter for further details). In our response, we will explain why the assistance was not provided and what steps we have taken to ensure it does not happen again.

We tell passengers how to let us know when their assistance fails - on our website, via social media and in our leaflet 'Making Rail Accessible: Helping Older and Disabled Passengers'. Staff can also provide the contact details of Customer Relations in person on request.

We aim to investigate and respond to your complaint within 10 working days. If you are dissatisfied with the response, contact us again and the complaint will be referred to a senior person who has not previously been involved in the case. They will respond within 10 working days. We do everything possible to deliver a high standard of service but if you are unhappy with the response you receive you have the right to appeal to the Rail Ombudsman.

To be clear, we are responsible for any complaint or claim for redress about failed assistance if you travelled, or were supposed to travel, on one of our trains.

If you travelled (or were due to travel) with one or more train company, you only need to make a single complaint or claim. If there were multiple assistance failures in one journey travelling with different train companies, we will coordinate a single response from us all. However, if one company managed the bulk of the assistance, we may refer the claim to that company so that they may respond to you directly. We will ask you for permission to pass on your claim before we do this.

Nothing in this policy affects our statutory duties, including the Consumer Rights Act 2015, the Equality Act 2010 or the EC1371/2007.

2) Strategy and Management

Our commitments

We are committed to ensuring that needs of disabled and older people (and indeed everyone with access and inclusion needs under the Equality Act) is understood and embedded in the way we do our business, both internally and externally.

In this section we outline how we make sure that:

- We embed provision of services to disabled and older customers (and people protected under the Equality Act) within our business and project planning and delivery
- We adopt a culture of continuous improvement to enhance access to the railway for disabled people and those with access needs, including physical, operational and behavioural measures
- Our staff and contractors have the resources, skills and confidence to deliver assistance to passengers and our wider customer base
- We measure the success of our Accessible Travel Policy – not just in numbers but also how people feel about our approach to service delivery

a) Strategy

West Midlands Trains is responsible for running both the West Midlands Railway and the London Northwestern Railway services. West Midlands Trains is part of Abellio Transport Holdings which also operates East Midlands, Greater Anglia, ScotRail and Merseyrail train services, bus services in London, along with transport operations in Germany, Netherlands and the Czech Republic.

All our companies operate within the same overall management framework known as the Abellio Way, which sets out how we deliver our operations to passengers and stakeholders.

We also have our own behaviour codes and messaging that we promote across staff at West Midlands Trains. Under the headings of 'Real, Proud, Open and Simple' we aim to demonstrate positive, inclusive behaviours at all times, reinforced through our own Equality, Diversity and Inclusion strategy. This strategy includes the principles of FREDIE (Fairness, Respect, Equality, Diversity, Inclusion and Engagement).

West Midlands Trains has now achieved Stage 1 Investors in Diversity status and is working towards Stage 2 during 2020. We have also signed up to be Disability Confident committed from 2019 to 2022. Disability Confident is a government scheme designed to encourage employers to recruit and retain disabled people and those with health conditions. We have committed to ensure that our recruitment processes are accessible and inclusive and that we will support any existing employee who becomes disabled or acquires a long-term health condition to stay in work and provide reasonable adjustments.

We are also working towards being a Disability Confident employer which would include:

- Challenging attitudes towards disability
- Increasing understanding of disability
- Removing barriers to disabled people and those with long-term health conditions
- Ensuring that disabled people have the opportunities to fulfil their potential and realise their aspirations
- Improving employee morale and commitment by demonstrating that all employees are treated fairly

From the first day of operations, we secured an accessibility specialist to advise at the early planning stages of our projects and obligations as a reflection of our commitment to inclusion. We recruited a full-time Accessibility Manager in the first year of operations who is responsible for the external facing accessibility issues that impact on our customers. This role works very closely with our internal Equality and Diversity expert within HR.

Our overall accessibility strategy is driven through a series of committed obligations that, when linked together, provide a significant uplift in the quality and standard of provision for disabled and older customers. This includes a great commitment to investment.

Flagship schemes include:

- New fleets of trains and enhancements to existing trains
- New accessible stations, working with the West Midlands Rail Executive and other transport authorities
- Provision of new lift schemes at key stations on the network, through Network Rail's Access for All programme, including Lichfield Trent Valley, Tring, Kings Langley and replacement of the lifts at Watford Junction
- Provision of over £330,000 minor works improvements every year, including handrails, steps, and tactile guidance paving
- Development of local community improvement schemes at stations, with access and inclusion playing a key part in the decision making on the bids we receive into our Customer and Community Improvement Fund each year
- Development of our 'Passenger Assist Plus' service, which is designed to support passengers needing additional traveller confidence with their door to door journey planning through phone and web-based assistance;
- Delivery of front-line customer service training, of which equality and inclusion forms a key component
- Development of community transport solutions, making more use of accessible minibuses and taxis, and voluntary car schemes, to help people access their local stations
- Development of over 90 station travel plans across our network. These travel plans look at the whole station including location and function, accessibility and attractiveness, the ability to generate more rail users and how the wider surrounding area can be improved to make it a better and more inclusive environment

For more information about these initiatives, customers can contact the Accessibility Manager by email on accessibility@wmtrains.co.uk.

Our implementation priorities for the coming year

During 2020 there will be a number of projects 'going live' which will have a direct or indirect impact on accessibility. The projects are not limited purely to physical improvements on the network but also operational and behavioural measures that will also have a positive impact. Examples include:

- Introduce new fully accessible trains on the network in late 2020/early 2021
- Continued development of new customer lounges and mobility facilities at Milton Keynes station
- Opening of the Access for All lift scheme at Tring station
- Introduction of 10 Station Neighbour schemes across the network to provide convenient places for customers to wait for a lift, access toilets or ask for help and signposting (see page 6 for more information)

- Delivery of over 25 station travel plan strategies on our network including producing access audits for stations and the walking and cycling routes linking to them. This includes accessibility consideration for our community rail lines serving the Marston Vale and Watford-St Albans communities
- On train and at station personalised travel planning advice providing an enhanced level of passenger advice and support ahead of timetable changes or planned disruption due to engineering works;
- Access Maps and guides produced for key stations in partnership with local authorities and other operators
- Launch and promotion of the JAM card, sunflower lanyards and Baby on Board badge schemes
- Working with partners (eg JAM card) to explore tools to help passengers get the attention of Senior Conductors on platforms at unstaffed stations. Tools we will consider with our Stakeholder Equality Group might include extendable 'selfie sticks' to hold a JAM card, arm bands or wearable clothing. We will look to trial an initiative by July 2020
- Continued working with the Alzheimer's Society across our network –as part of our Dementia Free Railway Initiative
- Review success of trial of 'assistance travel slips' and consider extending trial or wider roll-out by July 2020
- Continued development of our Passenger Assistance Plus service working in partnership with DfT and other train operating companies;
- Working with community transport operators to support access to our stations and introduction of new minibus links
- Delivering a major accessibility and equality conference for the network, planned for Spring 2020
- Continued roll out of customer service training for front line staff and wider equality, diversity and inclusion training for managers and directors
- Achieving Investors in Diversity Stage 2 accreditation
- Maintaining Disability Confident accreditation
- Pilot schemes including:
 - Personal on train phone charging support for passengers needing to make calls for lifts/support in the evenings or on the last train;
 - Accessible planters at stations to enable disabled and older people to access gardening activities
 - Use of new tactile paving technologies to allow more stations to have platform edge treatment
 - Development of additional 'calm or memory' waiting rooms at key location, supporting customers for example on the autism or dementia spectrum
 - Mobility trial connecting stations with Shopmobility and hospital locations using smart electric vehicle solutions
 - Deploying our mobile 'Access Squad' training team to work with front line staff at stations and on trains.

b) Management arrangements

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

Our Accessible Travel Policy (ATP) is approved by our Board of Directors and endorsed and fully supported by the Managing Director and Executive Management team.

The Commercial Director has executive responsibility for our ATP and ensures that it is integrated into business plans and incorporated at the planning stage of all major projects through the early involvement of the Accessibility Manager and proper use of the Equality and Diversity Impact assessment process.

The Commercial Director also ensures that the requirements of disabled people are represented and that briefings are cascaded throughout the business as appropriate. Our management teams are responsible for the implementation and delivery of the day to day elements of customer service, including this policy.

All of our directors, managers and staff, including new entrants, who deal with passengers, receive appropriate disability equality training commensurate with the role they play in supporting passengers directly or developing accessibility in the organisation.

For example, in the last year, our Executive team has received bespoke disability equality training by an expert with lived experience of disability and the session explored the commercial benefits of accessibility as well as the consumer expectations of disabled people. As part of the course, the Directors also shadowed disabled and older customers on train journeys to observe barriers and staff protocols first-hand.

Staff and managers that design or manage the upgrade and modification of our facilities and services also receive appropriate training, including bespoke sessions for property and project management teams that explore how to effectively perform equality impact assessments.

Our Accessibility Manager is responsible for:

- Leading engagement on accessibility issues
- Managing our Stakeholder Equality Group
- Influencing and developing the design of stations, trains and other projects
- Developing and implementing project-based Equality and Diversity Impact Assessments for both physical and operational initiatives
- Identifying and agreeing spending priorities
- Managing integrated transport products and services
- Representing access and inclusion issues within the organisation
- Developing door-to-door products and services
- Leading on our station travel plan programme, which looks at access and integration on a station-by-station basis
- Facilitating improvements in accessibility measures, including working with local authorities and other partners that deliver 'last mile' provision to our stations, and preparing strategic funding bids
- Developing training
- Ensuring access and integration is properly embedded into all our key events, including our stakeholder conference
- Working collaboratively with other train operating companies, local authorities, West Midlands Rail Executive, Transport for London and other strategic partners.

Our plans and aspirations for access and inclusion include realistic budgets and resources to secure their success. Systems are in place for reviewing return on investment, to include financial and social factors. Planned investment in station facilities, technology and passenger assistance services, for example, are expected to deliver return on investment by increasing journeys made by existing and new types of passengers. All projects must have evaluation mechanisms built-in from the outset and so this is under constant review. All of these plans and processes are subject to rigorous Equality and Diversity Impact assessments which are either led or scrutinised by the Accessibility Manager.

c) Monitoring and evaluation

Monitoring and evaluating our performance in delivering services and facilities to all passengers, including disabled passengers - and then acting upon what we learn - is key to our commitment to a cycle of continuous improvement.

Our Stakeholder Equality Group (SEG) is our critical friend and also a source of new ideas and innovation. The group not only scrutinise our plans but are also empowered to tell us what we can do differently. See page 12 for more information about the group. We review achievements and opportunities at the end of each programme year at the SEG meeting.

Members of the SEG give individual feedback on their journeys and overall customer experience throughout the year, and therefore provide informal 'mystery shopper' feedback.

Our approach to monitoring and evaluation is to measure services and facilities on a regular basis throughout the year to provide accurate information regarding the quality of the current services and facilities and to identify gaps for improvement in future years. For example, as part of our customer satisfaction survey measurement tool we contact 10% of Passenger Assist users to evaluate the extent that the service met their expectations.

We collect data on the number of Passenger Assist bookings and 'turn up and go' requests we receive, deliver and fail to deliver (along with reasons). Every month we share this with the Office of Rail and Road (ORR) for them to monitor our performance. As part of our annual review, we also report to the ORR with details of key actions we have identified to improve our performance.

Every monthly rail period we review the feedback from our own stations' staff about booked and 'turn up and go' assistance which have failed or not gone according to plan. Whilst these cases are low in number, analysing these is part of our ongoing improvement plan.

We also review the customer feedback from our Customer Relations team relating to accessible travel and use periodic reviews of this feedback to work with our Customer Experience team to target routes, locations and services that need attention.

Our station travel plan programme includes a detailed customer survey for each station. This involves key recommendations for improving access and inclusion in an action plan. Every station travel plan will be developed in close consultation with stakeholders and, as part the process, a workshop will be held which will include representation from local disability groups and other organisations representing the needs of older people and those with other inclusion barriers.

We will also take any key findings from our web based 'Always Listening' survey to look at ways to improve the service we offer to disabled and older customers.

We have established a process where any significant complaint or improvement suggestion is referred to the Accessibility Manager who speaks to the customer or his/her representative personally. This enables us to address any specific concern swiftly. In some cases, the customer has joined our SEG as a full or corresponding member to continue giving helpful feedback.

The service quality regime involves inspecting 60 stations and 160 vehicles in every four-week period. This means every station and every vehicle will be inspected at least four times a year on top of any qualitative feedback we receive through the channels above.

We also obtain first-hand insight from staff about ideas for improving the way in which they support passengers, particularly those with non-visible impairments. We will be doing this through our 'Access Squad' mobile training and mentoring unit and also through our customer shadowing work where key staff will accompany a SEG member in order to see a journey through a passenger's eyes. We will work hard to ensure these valuable training exercises involve passengers with visible and non-visible impairments.

Internally, our Accessibility Manager also submits a monthly report to our Executive team containing a summary of this data along with a commentary to ensure they have full awareness of our performance for decision making purposes.

d) Access Improvements

Trains

We are committed to complying with Technical Specification for Interoperability for Persons with Reduced Mobility (PRM-TSI) to ensure our trains meet accessibility standards. Over the course of the franchise, we are investing in brand new trains and to refurbishing our older, less accessible trains.

Most of our trains meet all the requirements in the PRM-TSI regulations. However, despite our best efforts, two types of train we run are not 100% compliant.

Class 323 trains

A small proportion (8%) of our 323-type trains (Birmingham Cross City line) will not fully meet accessibility standards until later in 2020 as works are still needed to fit wheelchair accessible toilets. Removing all these trains from service at one time would result in overcapacity and crowding. This would have a disproportionately negative impact on passengers with access needs who rely on the services on this busy line, particularly people who need to sit down during a journey or find crowding distressing. Given this line serves Queen Elizabeth II hospital and the University, our equality impact assessment identified the increased use of these services by people with access needs and potential risks posed to them by over-crowding.

We are committed to bringing these trains up to standard as quickly, and with as little disruption, as possible. Every fortnight, we are taking two trains out of service for refurbishment and putting two back into service that meet accessibility standards. By the end of 2020 all of our class 323 trains will be fully compliant.

In the meantime, it may be mean that your train does not have an accessible toilet on-board. We have put in place a number of measures to help:

- Station staff, Senior Conductors or our Passenger Assist team have the tools to help you find nearest accessible toilet at a station. If you break your journey to use an accessible toilet, trains run every 10 minutes and we can help you check which train you need to get back on your way. If you are travelling on an advanced fare ticket, we will honour this if you have to pause your journey to use station toilet facilities
- Information on our website to help you find the nearest accessible toilet
- Announcements and information on platforms and on trains to alert you that a particular train does not have an on-board accessible toilet
- Provision of a taxi to access suitable facilities in an emergency situation

Class 153 trains

A smaller proportion (4%) of our fleet are class 153 diesel units also fall short of full compliance with accessibility standards (eg do not have an accessible toilet). Whilst we wait for brand new trains which will replace these by the end of 2020, we have decided not to remove these non-compliant trains from service in the meantime. Again, they are also needed to boost seating capacity on the routes between Worcester/Hereford and Warwickshire via Birmingham. Removing these trains from service would lead to over-capacity and crowding.

However, to minimise the impact on accessibility, we are keeping them in use temporarily by coupling them to 'accessibility compliant' carriages. In practice, these means an accessible toilet is available in at least one area of the train.

Until they are replaced by new trains, where trains are coupled like this we commit to:

- Providing additional support and guidance to platform and train staff so they can advise customers where to sit on-board for easy access to an accessible toilet
- Ensuring our Passenger Assist teams make a note of this on assistance bookings
- Providing information and labeling in the non-compliant coaches to alert you to the location of accessible facilities

These measures mean that our whole fleet of trains will be 'accessibility compliant' by 1 January 2021. In the meantime, we guarantee that all our trains are wheelchair accessible and every service has at least one wheelchair space and priority seating areas.

There are no wheelchair spaces in First Class accommodation (Class 350 trains). We inform you of this as part of the process of booking tickets and/or assistance by telephone and are introducing clear messages on our website to alert customers to this when booking tickets online.

Stations

When we install or refurbish our stations, we are committed to adhering to the Joint Code of Practice and other industry standards. We also undertake a rigorous Equality and Diversity Impact Assessment (EDIA) that takes account of both the positive and potentially negative impacts of the project, as outlined above on page 10. The EDIA process reflects on not just the physical design and mitigations needed but also how the finished project will operate and what this means for each of the protected characteristics (under the Equality Act 2010).

Details of the key infrastructure schemes are outlined above on page 9.

Access to and from stations

We are committed to using the Station Travel Planning process (which we call the 'Stations as Places' programme) to assess the barriers to using the rail industry beyond the station environment.

Customers need to make informed choices about how to travel. In particular, we understand that people with access needs have additional considerations when planning door-to-door travel.

As part of our Stations as Places programme, we have audited each station that we operate from an accessibility viewpoint, enabling the evidence to be used to help prioritise station improvements, minor access works and influence more significant projects such as station rebuilds and nominations for DfT's Access for All bids. These audits have also looked at the level of access from the station entrance of the forecourt across to bus stops, tram stops and transport.

We will be working in partnership with other train operating companies that run stations where our trains stop and agreeing to carry out similar assessments at these locations.

In addition, as part of over 90 detailed Station Travel Plans we have audited the quality and customer experience in using cycle paths and the wider pedestrian network, targeting key routes leading to hospitals, schools, tourist attractions and town centres.

We will use this evidence to develop access solutions with local councils and other stakeholders, and generate third party funding through wider partnership working with planning and highway authorities and developers.

The customer evidence collected from the Stations as Places survey will also be used to help negotiate adjusted or new bus services, potentially using taxi and community transport providers.

e) Working with disabled passengers, local communities and local authorities

We are committed to the continuous improvement of services and facilities for disabled people and recognise that everyone will benefit from a truly accessible railway. A key aspect is listening to and working with customers with access needs to ensure that the plans set out on page 9 reflect our customers' priorities and are not based on assumptions.

To that end, we established our Stakeholder Equality Group (SEG) significantly ahead of the franchise schedule to ensure consultation was embedded in our work from the outset. The SEG represents customers who experience a wide range of access barriers, including non-visible impairments, and other social factors such as age, gender and ethnicity.

The SEG has its own detailed terms of reference and now has over 40 members.

The group is comprised of:

- Customers with lived experience of access barriers, predominantly through disability, but also for wider social and economic factors under the Equality Act 2010
- Organisations that represent the people with access needs including invisible impairments
- Individual customers that have offered to give their time and input covering a particular area of interest
- Key members of staff that are present to help, listen and take suggestions into their own work areas
- Other stakeholders including West Midlands Rail Executive and other train operators

Examples of organisations who are currently involved include:

- Age of Experience
- Alzheimer's Society
- BID Services
- Birmingham Sight Loss Council
- Pocklington Trust
- Prince's Trust
- Retina UK
- Shaw Trust

The Accessibility Manager is responsible for the SEG, who has a link to both the Head of Corporate Affairs and the Commercial Director for wider support and development of initiatives across the business.

Around 20 people attend each meeting. Through the network of skills and customer insight present we set up 'task and finish' groups to focus on specific projects and consultations, ranging from station audits to input on new trains, ideas for training content and responding to national rail policy direction on inclusion.

Although the SEG is a franchise commitment, we have expanded its reach beyond the core aims originally laid out to try and achieve the depth and breadth of customer insight needed across such a diverse network.

The main aims of our SEG are to:

- Offer ideas and advice and provide constructive feedback on proposals, challenges and experiences;
- Review our progress on all accessibility matters, including meeting the needs of disabled people and other passengers with accessibility requirements
- Consult with stakeholders on how to improve accessibility and provide regular access audits
- Use the feedback gathered through call back surveys to agree performance targets for Passenger Assist in relation to reliability, punctuality, quality and professionalism of the service
- Provide advice on policy, schemes, initiatives and approaches adopted by us to optimise the benefits of access for all in the spirit of the Equality Act 2010 and the requirements of the Public Sector Equality Duty; and
- Work seamlessly with our wider equality, diversity and inclusion aims and activities.

We actively promote the availability of the Passenger Assist service. One tool for this is our Assisted Travel cards which display our contact details (including in Braille) for station staff and Senior Conductors to distribute at their discretion when interacting with customers. Another key tool for this is our leaflet "Making Rail Accessible: Helping Older and Disabled Passengers". We display this at our staffed stations, on our website and promote the service by social media. Our members have valuable community links and this helps us share the leaflet and promote the message in places of influence.

A key member of our Stakeholder Equality Group is the Equality and Diversity Manager for Transport for West Midlands. This creates more cohesion and the opportunity to share best practice. We are striving to avoid a multitude of different approaches and accessibility initiatives by many transport providers all operating in the same region, as this is not helpful to customers.

For example, Just a Minute (JAM) cards allow disabled customers to control when and to whom they flag that they need more time or support for their journey via a series of prompt cards. The initiative is particularly valuable to people with hidden impairments such as learning difficulties and autism. JAM cards had already been adopted by Avanti Trains and, through consultation with our Stakeholder Equality Group, we identified firm support to adopt this tool on our network. We are introducing this by the end of 2019 alongside the use of Sunflower Lanyards at key interchanges (such as airport stations and central Birmingham stations).

Another example of joined-up working to test ideas and tackle barriers is the Calm Room at Crewe station. This provides a quiet dementia and autism friendly space within the busy station environment. Whilst Crewe station is not one which we manage, we were keen to support this pilot initiative by providing funding and to learn from the outcomes. As a result of the positive outcomes of this initiative, we plan to introduce some calm/dementia-friendly rooms at our own stations.

In addition to working with other train operators, we work closely with Network Rail to share best practice, for example building on Network Rail's diversity impact assessments with workshops for our property and project management teams.

Our Way to Work programme provides free travel for interviews and training to people who are unemployed, as well as a 3-month season ticket for anyone who is then offered a job including apprentices and newly qualified graduates. We actively promote this scheme to disability organisations to share the initiative with their members and network.

Following a year long partnership with Alzheimer's Society, we are striving to make our railway more dementia friendly. This includes supporting the charity to educate our frontline staff on best practice, encouraging all staff to become Dementia Friends and recruiting Dementia Friends Champions in different regions and roles around the network.

We provide an annual report to the Office of Rail and Road on our work with disabled passengers and local communities on our activities, collaborative working and the outputs of these.

f) Staff training

Our colleagues have a clear passion for delivering exceptional customer service – whether that is helping someone plan their journey or sitting with someone who is experiencing distress. We recognise that training is essential to protect and enhance the customer experience of disabled and older customers.

We are in the process of reviewing our existing training portfolio to include access, equality and inclusion matters that align with the Office of Rail and Road (ORR) training outcomes. We are also examining ways to tackle specific learning objectives for key staff in niche areas and are adopting a blended learning approach to positively reinforce equality considerations. This way the programme embeds the training outcomes required by the Office of Rail and Road. This will be developed with support of our Stakeholder Equality Group and customers with lived experience of access barriers, as well as paying attention to any changes in operational standards that need to be communicated.

By 31 July 2021 all new staff, including senior and key managers, will receive disability equality training as part of the corporate induction. This will take place in a classroom environment and be supplemented by activities through blended learning techniques. This will cover the following themes:

- Understanding disabled people's everyday challenges;
- Equality legislation
- Defining disability
- Recognising passengers who need assistance
- Railway Regulatory Framework

In addition, training for all frontline staff who deliver Passenger Assist services will also cover communication, accessibility at stations and providing safe assistance. We are reviewing the extent to which existing frontline staff can also meet these training outcomes and ensure any gaps are addressed by 31 July 2021, either through targeted training activities or refresher training.

In developing our new programme, we will explore a blend of delivery channels in addition to classroom-based learning, including:

- Videos and vox pops with real customers and staff
- On the job training and shadowing (via the Access Squad)
- Research activities (eg perform an access audit at a station)
- Evaluation and staff professional development objectives

We plan to establish an 'Access Squad' which will comprise of a team of colleagues who we will train up to deliver on the job training for staff at stations. Learning in a live and real setting (rather than solely in the classroom) will enhance the quality of the training programme.

Refresher training for staff will be implemented every 2 years, with particular focus on frontline staff who provide assistance and will evolve to reflect customer expectations and operational changes. This will be a blended learning approach, using face-to-face and online training. Refresher training provides the opportunity to raise 'hot topics' highlighted to us by the disabled community and respond trends in customer experience data by targeting specific themes.

We will ensure that, by 31 July 2021, our training package gives our colleagues the opportunity to hear directly from disabled and older people and encourage reflection and facilitated discussion in a safe space.

We understand that agency and temporary staff may have a direct impact on our customers' experiences so, by 31 July 2020, we will implement an appropriate condensed package for these staff groups.

A package specifically designed for our Customer Relations team will carefully consider the role they play, with particular focus on communication barriers. This will be in place by 31 July 2021. We will also review and, if necessary, enhance the training delivered to our Passenger Assist agents.

We commission a specialist provider to source taxis for us when alternative transport is needed, particularly for disabled and older customers. We do not provide those taxi companies with training as, given the geographic area our network covers, this is not practicable but we emphasise the importance of this in our procurement processes and our ongoing service monitoring.

Part of our taxi brokerage process is assessing the extent to which drivers receive training e.g. through the local licensing authority. If any driver operates offensive, unsafe or discriminatory practices towards a customer, we would take appropriate action, which may include organising training or not using the driver again. We have a zero-tolerance policy against any taxi driver who refuses an assistance dog.

We will report to the Office of Rail and Road on our progress with the development of this programme by 31 July 2020.

In the meantime:

- Accessibility and inclusion is included in our existing induction programme
- The programme is delivered to any staff who deal directly and indirectly with customers with a range of impairments
- All statistics, legislation and language in our training modules used is up to date
- All frontline staff who assist passengers receive appropriate training in equipment e.g. ramps and wheelchairs
- Staff who answer telephones are trained in communicating effectively with people who experience communication barriers.

Indicative Timeline of Commitments

Access initiative	Initiative Delivered*
Online stations database including guidance photos and other helpful information	1st October 2020 to 31st March 2021
Access guides for selected stations	1st September 2020 to 31st March 2021
Staff training package	By 31st July 2021
Access Squad	First phase by 31st December 2020
Station Neighbours	First phase by 31st December 2020

*Dates reflect target based on current situation.

Who to talk to?

For any enquiries concerning the content of our Accessible Travel Policy, including our strategy and consultation, please contact:

Accessibility Manager
West Midlands Trains
134 Edmund Street
Birmingham
B3 2ES

Email: accessibility@wmtrains.co.uk

Making Rail Accessible

Helping Older and Disabled Passengers



West
Midlands
Railway

1) Introduction

Everyone is welcome to travel with us and we want you to enjoy the experience. We understand that some customers, particularly older and disabled people, experience barriers to train travel. This leaflet gives a handy summary of the kind of assistance we can give you, what you can expect from us and how to get more information.

We don't just offer assistance and support to passengers that identify as disabled or older people. We will help anyone who experiences access barriers to train travel.

2) Assistance: what is available and how to obtain it

How we can help you?

We can support you in the following ways as part of our Passenger Assist service:

- Helping you to plan your journey
- Checking what services and facilities are available on the train and at the station
- Buying your ticket (including Advance fares when booking assistance)
- Reserving seats or wheelchair spaces for other train companies (where reservations are available)
- Guiding you on and off the train and finding your seat or space
- Put a ramp down for you to get on or off the train
- Helping with luggage
- Helping you to change to a connecting train
- Providing a wheelchair to help you from the train or to a connecting train (if one is available)
- Helping you to enter or leave the station to reach connecting transport

All staff who give assistance are trained to help customers with visible and non-visible impairments.

We can support you if you feel unsteady (eg offering an arm) but cannot support with lifting or similar help. We cannot help with personal care (e.g. using a toilet).

If you need assistance with your journey you can turn up on the day or book this in advance.

The Passenger Assist system is provided by all train companies around the network so you can make seamless supported journeys.

a) Turning up on the day

If you know the station is accessible to you, you can turn up for your journey without booking and just ask for assistance at the station. If you do, then we will always do our best to assist you but some arrangements may not be possible or may take longer.

If the station is staffed, then a member of the station staff can help arrange your assistance. You can find out which stations are staffed and at what times by contacting the Passenger Assist team (page 4), our Customer Relations team (page 13) or via our website.

If the station is unstaffed, please use a help point (usually located by the station entrance or waiting area/ticket office) or call the Passenger Assist team (page 4). Our Senior Conductors will help you get on and off the train or the Passenger Assist team can arrange alternative accessible transport over the phone for you if needed.

b) Booking assistance

Alternatively, you might prefer to book assistance in advance for reassurance and convenience. Our Passenger Assist team can help you plan your journey and book any assistance you need.

Passenger Assist contact details

Phone	0800 024 8998
Next generation text	18001 0800 024 8998
Online form	www.wmr.uk

This is a freephone number. The team can take your calls from 8am to 10pm everyday except Christmas Day and Boxing Day. To make a booking on Christmas Day to travel on Boxing Day, please call ScotRail (our sister company) on 0800 912 2901.

To making a Passenger Assist booking for anywhere on the national network, including seat reservations for journeys with other train companies, please contact us up to 10pm the day before your journey.

Are you travelling on our train services only? If so, you can book with us up to 12 hours ahead for journeys on the same day. Don't forget you can always simply 'turn up and go' without booking (see section 2(a) on page 3) but may choose to do so for peace of mind.

We can book assistance for journeys with multiple connections, even if they are with other train companies.

Alternative Transport

We want you to make as much of your journey with us by train. Sometimes we might need to make alternative arrangements for you. You will not be charged extra for this.

- If a station is not accessible for you (e.g. it is not step-free) then we can arrange a taxi suitable for your needs to take you to the nearest accessible station.
- In cases of unplanned disruption, we might need to arrange rail replacement transport for you (see below).

- In cases of planned disruption, we will organise rail replacement services. This will draw on a range of transport options including bus, coach, accessible and standard taxis. We will find an accessible service for you. Alternatively, we will use our best efforts to find you a different route by train with another operator at no extra cost if this better meets your specific access needs.

If you use a scooter or wheelchair, when organising rail replacement services we will discuss the options with you taking into consideration:

- Your preferences and individual needs;
- If your scooter or wheelchair can fold or be lifted safely in component parts;
- Which vehicles can transport your scooter or wheelchair safely;
- Community transport providers in the area; and
- Station Neighbours where you can wait safely in the warm if disruption is short-term (see page 17 for more information).

3) What to expect – our commitment to you

a) Before you travel

We promise to give you the information you need to plan your journey. We understand why this is very important for our disabled and older customers.

Buying your ticket

There are many ways to buy a ticket:

- At a station with a ticket office
- From a ticket machine at a station
- By phoning 0333 311 0039
- From our website: www.wmr.uk
- From websites of other companies who sell tickets

You can get help with buying a ticket from staff at ticket offices or over the phone. If you cannot buy a ticket in any of the ways set out above for reasons of inaccessibility, you can buy your ticket from a Senior Conductor on the train or at your destination station. There will be no penalty and you can still get any discount that applies to you.

There is a range of discounts available to older and disabled people.

Disabled Persons Railcard

This railcard will save you and a companion 1/3 off train fares. However, see overleaf for automatic discounts without a Disabled Persons Railcard.

Senior Railcard

If you're over 60, this railcard will save you a 1/3 off most train fares.

Two Together Railcard

With this railcard you and the person you travel with the most will get 1/3 off rail fares when you travel together.



Travelling without a Disabled Persons Railcard

Some disabled passengers are automatically entitled to discounts so it may be worth checking this out before buying a railcard. **The discounts are as follows:**

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

You are entitled to these discounts if you are:

- A wheelchair user staying in your wheelchair during the journey (the discount also applies to one person travelling with you); or
- Visually impaired (blind or partially sighted) and travelling with one other person. You are not entitled to this discount if you are travelling alone. You must provide written evidence of your visual impairment to get the discount.

Child wheelchair users are entitled to 75% off these tickets.

Please note that:

- In some cases it might be cheaper to buy a full-rate off-peak or advance ticket; and
- You cannot buy tickets with these discounts online or from ticket machines, only from ticket offices or Senior Conductors.

Planning your journey

Our Passenger Assist team can help you plan your journey. The contact details are on page 4. They can give you information on:

- Accessibility features of trains
- Accessibility features at stations (e.g. disabled parking, staff availability or whether certain things like lifts are out of order)
- Toilet facilities
- Train times and routes
- Whether your planned journey is affected by delays or disruption
- Whether your journey would involve changing trains, and talk you through the best option for your personal requirements
- Restrictions on what wheelchairs and scooters we can carry on trains (see page 11)
- How to get a Travel Support Card or Priority Seating Card (see page 16)
- The JAM cards and Sunflower lanyard schemes (see page 17)
- Any useful apps or websites, network-wide or with a station focus.

You can also download the following guides from our website or pick them up from any staffed station:

- Access map of our network which shows which stations are step-free and provide easy access
- Accessible trains guide which tells you what facilities and information provision you can expect on the different types of train – and also which routes you will find them running on

Please note that there are no wheelchair spaces in First Class accommodation on our services.

b) At the station

We are committed to making our stations accessible for everyone and will assist any disabled or older customer who experiences a barrier.

We manage 149 stations – a mixture of large and small stations, some with old historic features and others with brand new facilities. Here are some examples of station facilities:

- Some stations have car parks. Parking for blue badge holders is free
- Wider ticket gates for wheelchairs, pushchairs and luggage. These are locked open when staff are not on duty
- Many stations make announcements and have screens with train times
- You can use a Help Point if there are no staff on duty at a station. There is a Help Point at every station. The green button is to call the emergency services (e.g. fire, police or ambulance). The blue button is for help with your journey or to contact the Passenger Assist team
- Next to the Help Point you'll see information about our new Station Neighbours scheme. Our Customer Relations and Help Point operators can also provide full information on where to find the nearest Station Neighbour (as well as a list on our website). These are local businesses and venues near to the station that can give a helping hand in the case of an emergency or simply providing somewhere warm to wait for a lift. They are not available at every station but are being introduced gradually on the network. Details are on page 17)

For detailed information on facilities at each station, including staffing hours, please contact the Passenger Assist team or review our Station Accessibility Guide (see page 8 for details). Alternatively, you can also check the National

Rail Enquiries website or our website to find this out for yourself. Our website includes pictures of each station and the surrounding area (including bus stops) so you can make more informed decisions about your own door to door journey and whether the station is appropriate for you.

If you need assistance, make your way to the ticket office (or the meeting place you have been given) at least 20 minutes before your train so a member of staff can assist you. Please allow extra time if you need to buy a ticket or prefer to travel around the station at a relaxed pace. The type of help we can give is on page 2.

If the station is unstaffed and you have not booked assistance, please wait on the platform in time for your train to arrive and the Senior Conductor will be able to help you get on and off the train (using the on-board ramp or station ramp if you need this). Senior Conductors always step off the train and check the platform for people waiting to board. Some passengers with hidden impairments like to hold up a JAM card to indicate to Senior Conductors that they need assistance (see page 17 for more information). If there is a problem please use a Help Point or contact our Passenger Assist team (see page 4) for advice.

c) On the train

We are investing in more accessible trains for everyone but will always assist any disabled or older customer to use our services.

There are some differences between our trains and we are investing in our fleet. The best place to get up to date advice on what facilities you can expect on-board is to contact the Passenger Assist team (see page 4). Here are some examples of facilities you will find on some of our trains:

- An on-board ramp for anyone who needs this
- Visual screens that show the next stop
- Announcements on trains
- Wheelchair spaces with companion seats
- Priority seats
- Standard and accessible toilets

On the train, the Senior Conductor can help you buy a ticket if you need one and guide you to facilities, like the toilet. There is a help button in the wheelchair space which you can press to get in contact with the Senior Conductor.

The member of station staff helping you on-board will check the wheelchair space is free before you board. If there are ambulant passengers or luggage in the space, they will ask passengers to vacate the space. Wheelchair spaces cannot be reserved so access to these areas, for wheelchair and scooter users, is on a first come first served basis.

When a train reaches its destination, we aim to assist you off the train within 5 minutes.

We are only able to carry wheelchairs, scooters and mobility aids up to a certain size for safety reasons and to meet turning circle restrictions. The maximum size dimensions are:

- 700mm by 1200mm;
- 300kg (combined weight of passenger and wheelchair/scooter)

If your scooter or wheelchair is particularly large, staff may ask you to confirm the dimensions to ensure your safety on our services. If you are not sure of these, please contact your wheelchair or scooter provider before you travel.

d) If things do not go as planned

We understand that we may need to provide additional assistance and be particularly mindful of disabled and older passengers during disruption and delays.

As part of the booking process for assisted travel, we check and tell you if your journey might be affected by planned engineering works. This allows you to make an informed decision about whether to change your plans or what alternative arrangements can be made.

If you have booked assistance in advance and, before your journey takes place, planned disruption is announced (such as engineering works), we will contact you to discuss the impact and go through the options with you. We want you to be fully informed of your travel choices, so if we need to make changes to the booking, we have time to make that happen.

In times of disruption, at the station and on board the train we will issue audio and visual announcements. We will also put information on our website and on social media. Please make yourself known to a member of staff who will help get you on your way as comfortably as possible. This might include rearranging your assistance for a different route or booking alternative accessible transport for you.

Our staff keep customers safe in times of emergencies. We will not evacuate wheelchair users or customers with mobility impairments from our trains without appropriate support from the emergency services unless it is a life-threatening situation.

If you travelled on, or were due to travel on, one of our trains and you had booked assistance which failed to be provided, please contact us. You are entitled to redress, the nature of which is determined on a case-by-case basis. Please contact Customer Relations.

e) Where to get more information and how to get in touch

Customer Relations

Our Customer Relations team welcomes your comments, complaints and praise.

Phone	0333 311 0039
Next generation text	18001 0333 311 0039
Website	www.wmr.uk/contact-us
By post	Freepost WEST MIDLANDS RAIL CUSTOMER RELATIONS
Twitter	@WestMidRailway
Facebook	@WestMidsRailway

We are open between 7am to 7pm Monday to Friday and 8am to 4pm on weekends and bank holidays. We are closed on Christmas Day and Boxing Day.

Alternative formats

Customer Relations can send you this leaflet in the following formats:

- A printed copy
- Large print
- Audio
- Easy read
- Braille

If you want a copy of this leaflet in large print, contact Customer Relations on 0333 311 0039

Accessible Travel Policy

We have a policy document as part of our overall Accessible Travel Policy. This provides more detail than this summary leaflet, and also tells you about our staff training programme and plans to improve accessibility.

We also produce a guide to accessibility features on both our trains and each of our stations.

All three documents are on our website. You can also get a copy sent to you by post or by email (and in different formats) free of charge by contacting Customer Relations (see page 13).

Support on the day of travel

If you are travelling with us and have any queries or issues related to accessibility and your journey, please contact our Passenger Assist team (see page 4).

We monitor and respond to social media as soon as possible. We may ask you to send us more information in a more suitable but accessible way to properly investigate a matter.

Other Support

If you do not receive the assistance you needed or something has gone wrong, please contact our Customer Relations team (see page 13).

If you are not happy with the way we have dealt with your complaint, you can contact the Rail Ombudsman.

Phone	0330 094 0362
SMS text	07427 580 060
Textphone	0330 094 0363
Email	info@railombudsman.org
Website	www.railombudsman.org
By post	FREEPOST – RAIL OMBUDSMAN

National Rail

National Rail offers a passenger assist booking service.

Freephone	0800 0223720
SMS text	60083
Textphone	0845 60 50 600
Website	ersons-railcard. -assistance



Stakeholder Equality Group

Our Stakeholder Equality Group is made up of a wide range of people who provide us with very helpful views on the accessibility of our trains and services. It includes disabled and older customers who provide feedback, ideas and help us improve accessibility of our services. For more information on the group's activities and how to get involved please contact our Accessibility Manager on accessibility@wmtrains.co.uk.



Travel Support Card

Our staff are trained to listen to all passengers. However, if you would be more comfortable showing a member of staff a card that explains the help you need, you're welcome to download and print our Travel Support Card. Just fill it in - or ask someone to fill it in for you - and show it to a member of our station staff or Senior Conductors during your journey. If you can't download and print the card yourself, our Customer Relations team will be happy to send you one through the post (see page 13).



Priority Seating Card

All of our trains have designated priority seats for disabled, older or pregnant customers. When asked politely, most people will be quite happy to move from the seat (unless they need it too) to allow you to sit there instead. However, we understand that not everyone is comfortable or able to ask so we can give you a Priority Seating card to show that you have a real need for a seat. You can get one for free from our website or our Customer Relations team (see page 13).



Jam Card and Sunflower Lanyard Schemes

We promote use of the JAM cards and Sunflower Lanyards. These schemes help people with non-visible impairments to indicate that they might need support from staff.

JAM Card allows people with a learning difficulty, autism or communication barrier tell others they need 'Just A Minute' discreetly and easily.

The Sunflower Lanyard can be worn by people with learning difficulties let others know that you might need additional support or time.

We will be training our staff to look out for people using them at our stations and on our trains. For more information please visit www.jamcard.org and www.hiddendisabilitiesstore.com



Station Neighbours

A Station Neighbour is a local business or venue near to the station that can give a helping hand in the case of an emergency or simply provide somewhere warm to wait for a lift. By signing up to our Station Neighbour Charter, venues promise to offer access to a toilet (accessible if possible), charge a phone, or make a phone call for you to get a lift or a taxi. Services will be free of charge with no pressure to buy anything from the venue.

If there is a Station Neighbour locally to the station this will displayed near to the Help Point and listed on our website. We plan to have at least 25 schemes operating in 2020.

Notes

This image shows a single sheet of white paper with horizontal blue or grey ruling lines, typical of notebook paper. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.[illegible]

Who to talk to about our accessibility strategy?

For any enquiries about the content of our Accessible Travel Policy or how to get involved in shaping access and inclusion initiatives on our network, including the work of our Stakeholder Equality Group, please contact Customer Relations or email: accessibility@wmtrains.co.uk

Please note that contacting Customer Relations is most efficient and effective way to deal with specific journey issues.

Accessible Travel Policy



This policy document is part of our overall Accessible Travel Policy. It provides more detail into our policies around accessibility and our processes and plans.

Other elements of our Accessible Travel Policy are:

- Making rail accessible: helping older and disabled people – a handy information leaflet
- Train accessibility guide
- Station accessibility guide

You can download all of these from our website or they can be sent to you free of charge from Customer Relations. There are several ways to contact Customer Relations:

Phone	0333 311 0039
Next generation text	18001 0333 311 0039
Website	www.wmr.co.uk/contact-us
By post	Freepost WEST MIDLANDS RAIL CUSTOMER RELATIONS
Twitter	@WestMidRailway
Facebook	@WestMidsRailway

1) Commitments to providing assistance

a) Booking and providing assistance

If you book assistance in advance, we will arrange for station staff or a Senior Conductor to help you on and off the train at our stations during the hours when trains are due to stop at them. These times are listed on the National Rail Enquiries website.

We try hard to make all journeys comfortable, safe and efficient, irrespective of your assistance needs. We participate in a system called Passenger Assist, the reservation system for customers who wish to book assistance. We make these reservations, free of charge, whether you are travelling on our services or those operated by other train companies on the National Rail network.

We are committed to maintaining and providing sufficient resources to, and continually improving performance of, the Passenger Assist system. We have a dedicated team to operate this booking service and these colleagues are trained in the needs of disabled travellers.

We have a robust quality control system in place, including monthly review meetings, for us to share and discuss feedback from customers and staff. A long-term evaluation programme is in place, including anonymous surveys conducted by phone and email, which covers the booking process and journey experience.

This programme helps us to continually improve performance and to raise suggestions for continuous improvement, such as proposing alternative routes if a customer had concerns about using larger stations as a result of an invisible impairment (eg autism or anxiety). Most members of our Stakeholder Equality Group use Passenger Assist to travel with us and their feedback is invaluable (page 12).

At present, to book assistance for travel, including connecting trains in your journey (and seat reservations with other train companies) the notice period that passengers need to give us is no more than 10pm the day before. However, if you are travelling on our train services only you can book with us up to 12 hours ahead for journeys on the same day.

Over the next few years, the notice periods will be reduced to two hours' notice in the following phased approach:

From when	Until when	Notice period	Where applies
1 January 2021	31 March 2022	Up to 4 hours' notice	On our network only
1 April 2021	31 March 2022	Up to 6 hours' notice	Across the national network
1 April 2022	Until further notice	Up to 2 hours' notice	Across the national network

To allow appropriate arrangements to be put in place, please contact us 48 hours in advance for international travel.

When you book assistance in advance, our Passenger Assist team checks the accessibility of your start and departure stations (along with any connection stations) on the National Rail Enquiries website to ensure you will be able to complete your journey. If accessibility levels are not suitable (e.g. there is no step free access at a station) they can arrange alternative accessible transport for you or, if you prefer, consider a different route. We can advise you on the best route to meet your needs e.g. a smaller interchange station which is less crowded or has fewer platforms.

Your booking confirmation (including reference number) will be sent to you by email, or by post on request.

When your train reaches its final destination, you will be assisted off the train within 5 minutes where we reasonably can. This will be explained to you when you book assistance and in the booking confirmation.

We have been actively involved in exploring technology to improve the customer experience of passenger assistance, including running the trials for a new network-wide app. We are excited about the opportunities that technology like this will offer in the near future. In the meantime, all stations on the network can contact our stations by phone to ensure someone is available to meet and assist you at your destination and any connections. By June 2020, we will ensure that we provide a dedicated phone line for each station (staffed at all times our trains are running) to co-ordinate the delivery of assistance. All staff will follow the agreed industry handover protocol, until future alternative technology is put in place.

When assistance has not been booked in advance, we will still try to provide the support required whenever possible and with minimum delay. However, please be aware that if assistance has not been booked there may be a short wait for staff to be available to assist you or to make arrangements.

We will provide clear and reasonable explanations for any such delay, for example needing to first assist passengers who have booked assistance or the Passenger Assist team needing to coordinate alternative accessible transport. If, in the future, we consider changing the staffing levels at our stations we will assess the risk of passengers not being able to access the assistance they need and, if necessary, implement measures to mitigate this risk. We will submit these assessments to the Office of Rail and Road (ORR) to review.

We have portable ramps that are fit for purpose on-board all our trains and at many of our stations to enable passengers (for example those using a wheelchair or those with mobility impairments) to get on or off the train, whether assistance has been booked in advance or not. Our staff are trained to know which ramps to use in which circumstances, and the local conditions for using the ramps safely to help you on and off the train.

As part of the booking process, the Passenger Assist team will notify you if any of the stations you plan to use on your journey will not be staffed. We will explain that our Senior Conductors can operate the ramp and/or assist you on or off the train.

By booking assisted travel in advance, to travel with us or another train company, we can help you make connections with other trains at our stations. As part of the booking process, we will check you have sufficient time to make any connecting train. We will help you when trains change platforms or announcements are made at short notice.

You can also refer to the stations pages on our website. In addition to the key information about stations (that you can also see on the National Rail Enquiries website) these pages will also provide supplementary photos and information to help you decide if that station is suitable for you to use.

At stations where we have staff in addition to those working in the booking offices we can provide directions and, wherever possible, escort customers to a safe waiting place for connecting buses and/or taxis if the interchange is within the immediate station vicinity. If there is a Station Neighbour nearby, we can take you there e.g. to wait for your taxi in the warm (see 6 for more information).

Where our train services connect with other modes of transport (such as buses, trams, London Underground or DLR) we will work with the operators of those services to provide, wherever possible, assistance which ensures a seamless onward journey for you. However, at London Euston station for example, assistance services are delivered by Network Rail (usually from train to concourse) so customers are advised to check their policy for further information. Over the coming years we plan to use our Access Squad to train staff in the importance of accessing connecting transport (see page 14 for more information). During 2020 we will work with other operators to establish partnership arrangements for delivering assistance at stations we serve but do not operate and vice versa.

We advise you to check the accessibility levels of onward connecting transport, particularly with local bus companies and also community transport organisations.

Where taxi ranks or bus stops are provided at stations these are clearly signposted. We include, where possible, the contact details of local taxi operators on our station information posters which are displayed at each of our stations. Please visit www.nationalrail.co.uk/stations_destinations for information about taxis and buses serving our stations.

Private hire vehicle companies who apply to provide services from our stations are asked what proportion of their fleet is accessible and about the provision of driver disability awareness training. This information is influential in the award of contracts, however we are mindful that many ambulant disabled people would prefer to use standard vehicles due to their mobility needs. Where access is regulated under contract, from the earliest opportunity we will require the taxi operator to provide wheelchair accessible vehicles and ensure a reasonable number of drivers are trained in disability awareness. In the meantime, we will continue to explore opportunities to work collaboratively with other operators who serve our stations and in our group company to improve the last mile experience of our customers, including access to taxis.

We actively work in partnership with taxi operators and community transport providers to develop creative 'last mile' solutions e.g. coupled with our ongoing Enterprise Coaching programme, we are looking to provide them with support by developing skills and capacity. This could include support with writing funding bids for accessible vehicles in areas where there is particular demand.

We have a database of community transport providers and are working in partnership with them to facilitate access to rail. This provides us with the opportunity to access a wider range of vehicles which can be used as rail replacement in times of planned disruption. These vehicles may be also be more suitable to convey scooters safely.

To enable you to make informed decisions and for us to arrange assistance that results in successful and fuss-free journeys, we are committed to providing accurate and clear information about our stations on National Rail Enquiries. This will include information on assisted travel, whether staff help is available (including staffing hours) and a step-free access note.

To ensure consistency and, in turn, reliability, this note will include the following wording to clarify the step-free status by category:

- Category A: “This station has step-free access to all platforms / the platform”.
- Category B: the text description will explain the access conditions. Where this varies by platform, we will give the platform number and train direction if possible. Where platforms do not have step-free access we will state the phrase: “There is no step-free access to Platform [X]”.
- Category C: “This station does not have step-free access”.

As part of the information on the National Rail Enquiries station pages we will also clearly state:

- Availability of station and on-board staff to assist passengers, including times. Scope of assistance will be clearly outlined e.g. if Senior Conductors can only assist a passenger get on or off the train, or if staff are available to help get around the station.
- Whether a platform ramp is available and confirming that this is always available when assistance has been booked.
- What to do on arrival at a station when you need assistance, including the meeting point (e.g. ticket office or on the platform).

As part of your booking for assistance, the Passenger Assist team can let you know if there are any issues which might affect your journey, e.g. a lift out of order. We put a note on the National Rail Enquiries station pages of these sorts of issues at our stations (which may be temporary) as soon as possible but no more than 24 hours after we know about them.

Examples include:

- Stations have a physical feature which might prevent some disabled people from using it;
- Significant temporary work affects station accessibility;
- Changes to stations make them temporarily inaccessible (for example, if station lifts or toilets are out of order); or
- Changes are made to the accessibility of our trains which might affect disabled and older customers' journeys.

In addition to our Station Accessibility Guide and the National Rail Enquiries station pages, in 2020 we will develop a detailed database on our website covering all our stations which will include images of access features. This is intended to be an additional resource to National Rail Enquiries. We have recently audited all our stations and want to help you make informed decisions about access barriers.

If you need help with luggage within our station or station vicinity (e.g. station car park), to the platform and on and off the train please book assistance. The service is free of charge. If you haven't booked assistance, we will do our best to help, subject to staff availability. The weight, size and quantity of luggage must be safe for our members of staff to carry. Each piece of luggage cannot weigh more than 23kg. The National Rail Conditions of Travel state that, as a general rule, you may take up to three items of luggage onto the train.

Seats and wheelchair spaces cannot be reserved on our services but staff will help you to find a seat or use an on-board wheelchair space. As wheelchair spaces on the train are limited and cannot be reserved, these positions are available on a first-come-first-served basis. During the process for booking assistance, we will explain to you that we cannot reserve you a seat or space.

We operate a Priority Seat Card scheme. Whilst this does not guarantee a seat, it is a tool for customers to use to show fellow passengers that they have a real need to sit down. This scheme is optional and our staff will still help customers to find a seat whether or not they have a card.

We promote use of the JAM cards and Sunflower Lanyards. These schemes help people with non-visible impairments to indicate that they might need support from staff. We will be training our staff to look out for people using them at our stations and on our trains. For more information please visit www.jamcard.org and www.hiddendisabilitiesstore.com

We are trialing the use of 'assistance travel slips' on Birmingham suburban routes in partnership with Network Rail to reduce the risk of failed assistance. The member of station staff hands the slip containing the customer's journey details and assistance needs to the Senior Conductor when he/she assists the customer on-board. This intervention requires direct communication between the staff involved and acts as a reminder tool for the Senior Conductor (particularly at busy commuter times) thereby enhancing communication and improving reliability of the Passenger Assist service.

We welcome assistance dogs on our services. Staff assisting customers on-board a train will help ensure an assistance dog is comfortably and safely positioned (e.g. in the footwell of an empty adjacent seat).

b) Information provision

i) Accessible Travel Policy documentation is made available in different formats

Our information leaflet, which forms part of our overall policy, is called 'Making Rail Accessible: Helping Older and Disabled Passengers'. Copies of this leaflet are available on our leaflet racks and ticket offices at staffed stations that our services call at. We routinely monitor supply levels and staff are reminded to check the racks.

The leaflet is also available on our website as a PDF (in a screen-reader compatible format). We commit to providing this in alternative formats (including audio) on request within 7 days. You can request copies - in a range of formats - by contacting Customer Relations (see page 2 for contact details).

We share our leaflets with prominent locations in the community. In addition to using our extensive stakeholder database, our Stakeholder Equality Group which includes representatives of customers with invisible impairments, give us strategic advice on identifying valuable 'community hubs' for sharing this leaflet and other messages.

This policy document is available on our website and free of charge by post or email within 7 days on request to Customer Relations.

At all of our stations, there is a poster setting out useful information. This explains how to get a copy of our information leaflet and this policy document. The poster is positioned to be accessible to wheelchair users.

ii) Stations and rolling stock

We produce a station accessibility guide and a train accessibility guide to provide clear information about our facilities and services. You can access this via our website or we can send it to you in other formats within 7 days on request.

We are committed to providing accurate and clear information about our facilities at stations and on trains on the National Rail Enquiries website (see page 3 for more information).

All front line staff have access to a device (e.g. mobile phone) to be able to check the status of facilities for disabled and older customers via the National Rail Enquiries website. This means they can give up to date information on request.

We have recently performed an extensive review and revamp of our step-free map. We recognise that accessibility may mean more to you than just 'step free status' so we are developing Access Guides for the local community around a station as part of our station travel planning programme. In addition to mobility factors, we consider factors which influence people with invisible impairments eg identifying less crowded streets from the station into town. By mid-2020 we will publish (in print and online) at least eight Access Guides including Lichfield, Sutton Coldfield, Stechford, University and Selly Oak. We will continue to develop and publish Access Guides, building on customer and stakeholder feedback from the first tranche of guides.

iii) Passenger journey information

Where systems are fitted, we provide clear and consistent audio and visual information on platforms and station entrances about train departures and arrivals, including during disruption. If audio announcements are not available, we have customer information Help Points which enable you to speak to a person to get information. On the train, announcements are made in time to give passengers the time to prepare to get off.

We continually review facilities at stations and will be identifying potential schemes for improving access to information at individual stations.

We understand that barriers within the 'last mile' home from the station can have a significant impact on a customer's ability to travel by train. For this reason we have a comprehensive Station Travel Planning Programme in place. The programme's tools enable us to identify gaps in, and measures to improve, accessibility e.g. performing access audits on routes to/from our stations. We have already audited all the stations we manage, including the forecourt and environment surrounding around the station. The process also involves access to taxis and public transport.

Our Transport Integration Forum (TIF) is the overarching mechanism for stakeholder engagement and collaboration, with specific themes feeding in (e.g. bus integration, housing developers and stakeholder equality group). The TIF is attended by other operators and local authority representatives e.g. walking, cycling and accessibility officers.

When you are travelling with more than one train company, we will let the next station know that you are making connections.

Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to contact you if you provided a mobile telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or, if you prefer, rebook your journey.

We provide audio announcements on all trains, giving you information about any delays or changes to stopping patterns. We will provide clear audio and visual information to direct you to substitute transport where applicable. If you have booked assistance but have to travel on a different train to that on which you were originally booked due to service disruption, we will contact the terminating or interchange station staff to ensure that they are ready to assist you on arrival. If a train terminates en route, then our on-board colleagues will contact the station or operation control and advise them you require assistance. Our staff are trained and briefed on the importance of providing timely and accurate information and additional support that our older and disabled customers may need during times of disruption.

Our staff (including cleaning staff) are vigilant to any facilities being out of order, eg an accessible toilet. However, if you spot a problem please let us know so we can fix it as soon as possible and warn customers who might be relying on them. There are many ways to do this:

- Tell a member of staff in person
- Contact Customer Relations (including social media) – see page 2.

When key accessibility facilities are out of order (e.g. accessible toilets or lifts) we put an alert on the station page of the National Rail Enquiries website. If we know the repair or works timescale, we will share this on the page. Our Passenger Assist team can see these alerts and discuss this with you as part of a booking for assistance. Our Customer Relations team also have access to this information to respond to enquiries. We will also put up notices at the station as appropriate.

To ensure the information and alerts we share about accessibility are clear and reliable, we perform an annual review of our language and tone of voice.

iv) Information points, help points and contact centres

At staffed stations, staff at the ticket office can give you all the information you need e.g. service updates, accessibility of our stations, contact details for Passenger Assist etc. At unstaffed stations you can speak to a person via a Help Point (usually located on the platform).

At our busiest stations (or quieter stations with high levels of customers needing passenger assistance) we have clearly marked information points which offer timetables, posters and information leaflets at heights which are suitable for wheelchair users and standing passengers. We will make information on the facilities, services and accessibility of all stations (as well as information on timetables, fares and connections) available at station ticket offices, over the telephone from our Passenger Assist team and on our website as well as the National Rail Enquiries website. Our stations pages of our website provide additional information and images to help you make informed decisions.

Wherever possible, leaflet racks and timetable displays will be placed so that wheelchair users and standing customers can use them. We have issued devices to all front-line staff (including those who work at our customer service points) so that they are able to provide accurate, up to date information to customers e.g. on delays and diversions. This also includes access to details about our services and those of other operators, accessibility of other transport available near the station and direct customers to appropriate sources of further information.

Meeting Points

Where you have booked assistance for a journey at a staffed station (unless agreed otherwise in your booking) please approach the ticket office to let us know you have arrived. At stations which do not have staff on duty, please wait on the platform in time for your train and our Senior Conductor will assist you on board. We are working on some initiatives to help passengers be more easily identifiable to Senior Conductors if they wish to (see page 4).

If a station is not staffed, we always provide a way for you to speak to someone at times when our trains are running. Our station information posters display the freephone Passenger Assist number (who can provide service information) and the next nearest staffed station, as well as detail of our Station Neighbours as and when they become available. You can also use a Help Point located on the platform. The textphone or Next Generation Text number is also clearly displayed.

Station Neighbours

A Station Neighbour is a local business or venue near to the station that can give a helping hand in the case of an emergency or simply provide somewhere warm to wait for a lift. This could be a local café, '8 til late' shop, petrol station or a 24 hour takeaway, which are a couple of minutes' walk from the station. Station Neighbours will display the scheme logo in their window.

By signing up to our Station Neighbour Charter, venues promise to offer access to a toilet (accessible if possible), charge a phone or make a phone call for you to get a lift or a taxi. Services will be free of charge with no pressure to buy anything from the venue.

If there is a Station Neighbour locally to the station this will be displayed near to the Help Point and listed on our website. We plan to have at least 25 schemes operating in 2020.

v) Websites

We are committed to achieving Web Content Accessibility Guidelines (WCAG) standards for our website by 1 April 2020. We have partnered with Shaw Trust to review our website and provide us with recommendations to improve accessibility. We consider this to be the start of a regular audit commitment and process of continuous improvement. We will also engage a working group in our Stakeholder Equality Group as mystery shoppers of our website and digital services, eg using our Passenger Assist webform.

Our website is designed to work with screen readers, magnifiers and in-browser accessibility functions. A dedicated page on our website provides further information and guidance on assisted travel.

For consistency, we use the term 'Passenger Assist' to refer to the booking system for assistance and visitors to our website can access the dedicated page by a link from our homepage.

Our Accessible Travel webpage is a great source of valuable information if you have access needs. This will always include:

- A concise explanation of the Passenger Assist service in plain English
- Contact information to book Passenger Assist services (including freephone and Next Generation Text numbers)
- How to book tickets (including availability of discounts and railcards)
- Links to up to date train and station accessibility information documents
- Links to information on temporary reductions in accessibility and delays or disruptions
- Advice on any restrictions on the size of wheelchairs, scooters and mobility aids we can carry
- How to access any initiatives we operate e.g. Travel Support Cards, Priority Seat Cards, JAM cards and sunflower lanyards
- How to access 'Making Rail Accessible: Helping Older and Disabled Passengers' leaflet (including link to download the pdf) and how to request this in different formats
- How to give feedback, make a complaint or details for availability of compensation when booked assistance has not been given
- Links across to the stations pages where you can find further detailed information on station facilities and public transport provision

c) Ticketing and fares

We expect all customers to have a valid ticket or pass to travel before starting their journey. However, if for reasons of inaccessibility you are unable to buy a ticket at the station before your journey, you will be able to purchase a ticket either on the train or upon arrival at your destination without penalty and with any eligible discount applied.

Our ticket machines at stations are able to issue discounted tickets to holders of a Disabled Persons Railcard and a companion.

Ticket gates can impact on accessibility so, wherever possible, staff will be positioned nearby and can provide assistance. At least one wider gate is provided for wheelchair users, disabled customers, pushchairs etc. When a station is unstaffed or staff are not in attendance, gates are locked open.

When purchasing tickets in advance (whether online, by phone or ticket office) we will warn customers if they would not otherwise be able to use the ticket for accessibility reasons which we should reasonably be aware of e.g. a wheelchair user attempting to buy First Class tickets when we do not have a First Class wheelchair space. We cannot control the practices or advice given by third party retailers so, if you have needs, we advise you to contact us directly.

d) Alternative accessible transport

We aim for all of our customers to travel by rail but recognise that sometimes this may not be possible. In these cases we will coordinate alternative accessible transport for you at no extra cost to your ticket.

On an individual case basis, we will consider:

- The customer's assistance needs
- The journey times involved
- The accessibility of trains and stations, including staffing levels
- The potential for staff from other locations to be deployed

We will offer an option, where reasonably practicable, that is most similar to the service provided to customers not requiring assistance. However, we will be led by your individual needs.

Alternative accessible transport (e.g. a taxi suitable for your needs) will be offered when a station is not physically accessible to you. Please see below regarding rail replacement services in cases of planned or unplanned disruption.

e) Scooters and mobility aids

We are able to carry wheelchairs (manual or powered), scooters and mobility aids up to a certain size. The reasons for these restrictions are due to maximum safe loading weights of the ramps, the width of on-board doorways and to meet turning circle needs inside the carriage and on the platform. The maximum size dimensions are:

- 700mm by 1200mm; and
- 300kg (combined weight of passenger and wheelchair/scooter)

If a scooter or wheelchair is particularly large, staff may discreetly ask you to confirm the dimensions to ensure your safety on our services. You need to check these dimensions before travelling and are advised to contact your wheelchair or scooter provider for this information. For safety reasons, our staff need to decline support in individual cases where he/she is not physically able to provide the assistance needed but we will always do our utmost to support you with your journey.

Scooters which are foldable or can be dismantled to meet these dimensions, can be folded and carried on as luggage by you or a companion. Scooter users may travel in the scooter and are not required to transfer to a seat.

Please see below for arrangements regarding scooters in times of disruption.

f) Delays, disruption and emergencies

We recognise that disruption to facilities and services can have a significant impact on rail services to disabled people and on confidence levels of those travelling with us. We will therefore do everything we can to ensure disabled and older customers are able to continue their journey and are safe and comfortable.

We understand that each customer's needs are different and will discuss this with you in times of disruption, delays or the breakdown of facilities. For example:

- We update the station pages of National Rail Enquiries website with issues affecting accessibility features of stations (e.g. out of order accessible toilets and lifts) to enable you to make informed decisions.
- We will warn you before assisting you on-board if the accessible toilet is out of order, giving you the option to wait for the next service or continue your journey if you prefer.

If there are station staff available, we will help you make connections when trains change platforms or announcements are made at short notice.

Sometimes we need to provide rail replacement services e.g. during planned or emergency engineering works. We rely on a range of vehicles for this e.g. bus, coach, minibus, accessible and standard taxis. We understand that you may have access needs which can only be met by certain vehicles. We will discuss these needs with you in the event of rail replacement.

If rail best suits your access needs and there is a similar route operated by another train company which will get you to your destination, we will do our very best to get you on that service as a first option. During disruption we will ask other train (and sometime bus) operators to accept our tickets. However this will depend on how busy their trains are at the time and the specific routes affected. We will try to provide a solution that works for you.

Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to contact you if you provided a mobile telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or, if you prefer, rebook your journey.

We will always do our best to help in times of disruption even if we have no advance warning. If you are already part way through your journey when disruption occurs (e.g. the train terminates early) the Senior Conductor will arrange alternative accessible transport if necessary or coordinate the assistance for your delayed or altered journey.

If you are a scooter user we will source alternative transport based on individual considerations e.g.:

- An accessible taxi which can safely transport the scooter in one piece
 - An accessible or standard taxi for scooters which can fold or be carried in components
 - A community transport minibus
- In the event that your scooter cannot be transported on buses or taxis (e.g. due to manufacturer's guidance) and/or you are not comfortable with this option, we will explore alternatives with you, such as:
- Supporting you to travel home and leaving your scooter at the station in a safe and secure place overnight; or
 - Escorting you to a Station Neighbour to wait in a warm and safe place until you can continue your journey by rail once the disruption passes (see page 6 for more information on our Station Neighbour scheme)

We will provide replacement facilities, where reasonable, when accessibility levels are compromised e.g. if access to station toilets is blocked off for several weeks we would look to hire portable toilets.

All our staff are trained in the procedures to be adopted in the event of an emergency on-board a train or at a station. Our policy is not to evacuate customers with mobility impairments or wheelchair users without appropriate support from the emergency services unless it is a life threatening situation. You will never be left on your own.

g) Station facilities

i) Left luggage

We do not provide left luggage facilities at any of the stations we operate. If this is introduced we will ensure the design accommodates our disabled and older customers including various heights, sizes and appropriate opening mechanisms for people who experience a range of access barriers. There are left luggage facilities at London Euston, Liverpool Lime Street and Birmingham New Street (operated by Network Rail).

ii) Disabled parking

Where we have car parks at our stations, we offer free car parking to Blue Badge holders. If a designated parking space is unavailable, Blue Badge holders may park free of charge in any other non-restricted parking space in the car park. The availability of car parking is shown on our Station Accessibility Guide.

We use all reasonable endeavours to comply with the Department for Transport (DfT) Code of Practice requirements in relation to the number of Blue Badge parking bays where practicable.

iii) Third party provided facilities

Where third parties provide facilities at our stations, for example retailers and coffee kiosks, we will ensure that the contracts we issue to them will include the requirement to comply with their duties under the Equality Act 2010. We will ensure that the location of these facilities does not impact on the accessibility of the station or other facilities.

iv) Replacement facilities

We will provide replacement facilities, where reasonable, when accessibility levels are compromised e.g. if access to station toilets is blocked off for several weeks, we would look to hire portable toilets.

v) Station entrances

We will not permanently close station entrances or gates if it would lead to a reduction in accessibility for disabled customers to any platform or facility at the station unless we have consulted with DfT, Transport Focus or London TravelWatch, our Stakeholder Equality Group and local access groups and received the approval of the DfT. We will also consider the impact on disabled customers if we need to restrict or temporarily close an access point during building works. We would apply to the DfT for permission to close an entrance or gate permanently.

h) Redress

If you book assistance to travel on one of our trains and it is not provided or has failed in some way, we will fully investigate what happened and will provide appropriate redress to you. Your complaints are dealt with on their individual merit and compensation can therefore vary depending on the nature and extent of the assistance failure. For example, it might be appropriate to consider a full or partial refund of your travel fare or to offer you a complimentary ticket where no ticket was purchased. In addition, we recognise that in some cases your main priority might be to know that action has been put in place to stop failures happening again, e.g. enhancing the content of our staff training programmes. Our Accessibility Manager works closely with the team who investigate failed assistance and complaints relating to accessibility to consider whether process changes or training updates are needed. Any particularly emerging themes are raised with the Stakeholder Equality Group to consider what effective changes or initiatives can be put in place.

Any compensation will be in addition to your entitlement to Delay Repay (see our Passengers' Charter for further details). In our response, we will explain why the assistance was not provided and what steps we have taken to ensure it does not happen again.

We tell passengers how to let us know when their assistance fails - on our website, via social media and in our leaflet 'Making Rail Accessible: Helping Older and Disabled Passengers'. Staff can also provide the contact details of Customer Relations in person on request.

We aim to investigate and respond to your complaint within 10 working days. If you are dissatisfied with the response, contact us again and the complaint will be referred to a senior person who has not previously been involved in the case. They will respond within 10 working days. We do everything possible to deliver a high standard of service but if you are unhappy with the response you receive you have the right to appeal to the Rail Ombudsman.

To be clear, we are responsible for any complaint or claim for redress about failed assistance if you travelled, or were supposed to travel, on one of our trains.

If you travelled (or were due to travel) with one or more train company, you only need to make a single complaint or claim. If there were multiple assistance failures in one journey travelling with different train companies, we will coordinate a single response from us all. However, if one company managed the bulk of the assistance, we may refer the claim to that company so that they may respond to you directly. We will ask you for permission to pass on your claim before we do this.

Nothing in this policy affects our statutory duties, including the Consumer Rights Act 2015, the Equality Act 2010 or the EC1371/2007.

2) Strategy and Management

Our commitments

We are committed to ensuring that needs of disabled and older people (and indeed everyone with access and inclusion needs under the Equality Act) is understood and embedded in the way we do our business, both internally and externally.

In this section we outline how we make sure that:

- We embed provision of services to disabled and older customers (and people protected under the Equality Act) within our business and project planning and delivery
- We adopt a culture of continuous improvement to enhance access to the railway for disabled people and those with access needs, including physical, operational and behavioural measures
- Our staff and contractors have the resources, skills and confidence to deliver assistance to passengers and our wider customer base
- We measure the success of our Accessible Travel Policy – not just in numbers but also how people feel about our approach to service delivery

a) Strategy

West Midlands Trains is responsible for running both the West Midlands Railway and the London Northwestern Railway services. West Midlands Trains is part of Abellio Transport Holdings which also operates East Midlands, Greater Anglia, ScotRail and Merseyrail train services, bus services in London, along with transport operations in Germany, Netherlands and the Czech Republic.

All our companies operate within the same overall management framework known as the Abellio Way, which sets out how we deliver our operations to passengers and stakeholders.

We also have our own behaviour codes and messaging that we promote across staff at West Midlands Trains. Under the headings of 'Real, Proud, Open and Simple' we aim to demonstrate positive, inclusive behaviours at all times, reinforced through our own Equality, Diversity and Inclusion strategy. This strategy includes the principles of FREDIE (Fairness, Respect, Equality, Diversity, Inclusion and Engagement).

West Midlands Trains has now achieved Stage 1 Investors in Diversity status and is working towards Stage 2 during 2020. We have also signed up to be Disability Confident committed from 2019 to 2022. Disability Confident is a government scheme designed to encourage employers to recruit and retain disabled people and those with health conditions. We have committed to ensure that our recruitment processes are accessible and inclusive and that we will support any existing employee who becomes disabled or acquires a long-term health condition to stay in work and provide reasonable adjustments.

We are also working towards being a Disability Confident employer which would include:

- Challenging attitudes towards disability
- Increasing understanding of disability
- Removing barriers to disabled people and those with long-term health conditions
- Ensuring that disabled people have the opportunities to fulfil their potential and realise their aspirations
- Improving employee morale and commitment by demonstrating that all employees are treated fairly

From the first day of operations, as a reflection of our commitment to inclusion, we secured an accessibility specialist to advise at the early planning stages of our projects and obligations. We recruited a full-time Accessibility Manager in the first year of operations who is responsible for the external facing accessibility issues that impact on our customers. This role works very closely with our internal Equality and Diversity expert within HR.

Our overall accessibility strategy is driven through a series of committed obligations that, when linked together, provide a significant uplift in the quality and standard of provision for disabled and older customers. This includes a great commitment to investment.

Flagship schemes include:

- New fleets of trains and enhancements to existing trains
- New accessible stations, working with the West Midlands Rail Executive and other transport authorities;
- Provision of new lift schemes at key stations on the network, through Network Rail's Access for All programme, including Lichfield Trent Valley, Stechford, Worcester Shrub Hill, Wellington and Smethwick Rolfe Street
- Provision of over £330,000 minor works improvements every year, including handrails, steps, and tactile guidance paving
- Development of local community improvement schemes at stations, with access and inclusion playing a key part in the decision making on the bids we receive into our Customer and Community Improvement Fund each year
- Development of our 'Passenger Assist Plus' service, which is designed to support passengers needing additional traveller confidence with their door to door journey planning through phone and web-based assistance
- Delivery of front-line customer service training, of which equality and inclusion forms a key component
- Development of community transport-based solutions, making more use of accessible minibuses and taxis, and voluntary car schemes, to help people access their local stations
- Development of over 90 station travel plans across our network. These travel plans look at the whole station including location and function, accessibility and attractiveness, the ability to generate more rail users and how the wider surrounding area can be improved to make it a better and more inclusive environment.

For more information about these initiatives, customers can contact the Accessibility Manager by email on accessibility@wmtrains.co.uk.

Our implementation priorities for the coming year

During 2020 there will be a number of projects 'going live' which will have a direct or indirect impact on accessibility. The projects are not limited purely to physical improvements on the network but also operational and behavioural measures that will also have a positive impact. Examples include:

- Introduce new fully accessible trains on the network in late 2020/early 2021
- Continued introduction of refurbished trains on the CrossCity line with new accessible toilets
- New accessible station projects including Worcester Foregate Street customer lounge and ticket area and Kidderminster's new station building and forecourt
- Continued input into new stations design at University and Perry Barr
- Introduction of 15 Station Neighbour schemes across the network to provide convenient places for customers to wait for a lift, access toilets or ask for help and signposting (see page 6 for more information)
- Delivery of over 40 station travel plan strategies on our network including producing access audits for stations and the walking and cycling routes linking to them.

- On train and at station personalised travel planning advice providing an enhanced level of passenger advice and support ahead of timetable changes or planned disruption due to engineering works
- Access Maps and guides produced for key stations in partnership with local authorities and other operators
- Launch and promotion of the JAM card, sunflower lanyards and Baby on Board badge schemes
- Working with partners (eg JAM card) to explore tools to help passengers get the attention of Senior Conductors on platforms at unstaffed stations. Tools we will consider with our Stakeholder Equality Group might include extendable 'selfie sticks' to hold a JAM card, arm bands or wearable clothing. We will look to trial an initiative by July 2020
- Continued working with the Alzheimer's Society across our network as part of our Dementia Free Railway Initiative
- Review success of our trial of 'assistance travel slips' and consider extending the trial or wider roll-out by July 2020
- Continued development of our Passenger Assistance Plus service working in partnership with DfT and other train operating companies
- Working with community transport operators to support access to our stations and introduction of new minibus links
- Delivering a major accessibility and equality conference for the network, planned for Spring 2020
- Continued roll out of customer service training for front line staff and wider equality, diversity and inclusion training for managers and directors
- Achieving Investors in Diversity Stage 2 accreditation
- Maintaining the Disability Confident accreditation
- Pilot schemes including:
 - Personal on train phone charging support for passengers needing to make calls for lifts/support in the evenings or on the last train
 - Accessible planters at stations to enable disabled and older people to access gardening activities
 - Use of new tactile paving technologies to allow more stations to have platform edge treatment
 - Development of additional 'calm or memory' waiting rooms at key locations, supporting customers for example on the autism or dementia spectrum
 - Mobility trial connecting stations with Shopmobility and hospital locations using smart electric vehicle solutions
 - Deploying our mobile 'Access Squad' training team to work with front line staff at stations and on trains.

b) Management arrangements

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

Our Accessible Travel Policy (ATP) is approved by our Board of Directors and endorsed and fully supported by the Managing Director and Executive Management team.

The Commercial Director has executive responsibility for our ATP and ensures that it is integrated into business plans and incorporated at the planning stage of all major projects through the early involvement of the Accessibility Manager and proper use of the Equality and Diversity Impact assessment process.

The Commercial Director also ensures that the requirements of disabled people are represented and that briefings are cascaded throughout the business as appropriate. Our management teams are responsible for the implementation and delivery of the day to day elements of customer service, including this policy.

All of our directors, managers and staff, including new entrants, who deal with passengers, receive appropriate disability equality training commensurate with the role they play in supporting passengers directly or developing accessibility in the organisation.

For example, in the last year, our Executive team has received bespoke disability equality training by an expert with lived experience of disability and the session explored the commercial benefits of accessibility as well as the consumer expectations of disabled people. As part of the course, the Directors also shadowed disabled and older customers on train journeys to observe barriers and staff protocols first-hand.

Staff and managers that design or manage the upgrade and modification of our facilities and services also receive appropriate training, including bespoke sessions for property and project management teams that explore how to effectively perform equality impact assessments.

Our Accessibility Manager is responsible for:

- Leading engagement on accessibility issues
- Managing our Stakeholder Equality Group
- Influencing and developing the design of stations, trains and other projects
- Developing and implementing project-based Equality and Diversity Impact Assessments for both physical and operational initiatives
- Identifying and agreeing spending priorities
- Managing integrated transport products and services
- Representing access and inclusion issues within the organisation
- Developing door-to-door products and services
- Leading on our station travel plan programme, which looks at access and integration on a station-by-station basis
- Facilitating improvements in accessibility measures, including working with local authorities and other partners that deliver 'last mile' provision to our stations, and preparing strategic funding bids
- Developing training
- Ensuring access and integration is properly embedded into all our key events, including our stakeholder conference
- Working collaboratively with other train operating companies, local authorities, West Midlands Rail Executive, Transport for London and other strategic partners

Our plans and aspirations for access and inclusion include realistic budgets and resources to secure their success. Systems are in place for reviewing return on investment, to include financial and social factors. Planned investment in station facilities, technology and passenger assistance services, for example, are expected to deliver return on investment by increasing journeys made by existing and new types of passengers. All projects must have evaluation mechanisms built-in from the outset and so this is under constant review. All of these plans and processes are subject to rigorous Equality and Diversity Impact assessments which are either led or scrutinised by the Accessibility Manager.

c) Monitoring and evaluation

Monitoring and evaluating our performance in delivering services and facilities to all passengers, including disabled passengers - and then acting upon what we learn - is key to our commitment to a cycle of continuous improvement.

Our Stakeholder Equality Group (SEG) is our critical friend and also a source of new ideas and innovation. The group not only scrutinise our plans but are also empowered to tell us what we can do differently. See page 12 for more information about the group. We review achievements and opportunities at the end of each programme year at the SEG meeting.

Members of the SEG give individual feedback on their journeys and overall customer experience throughout the year, and therefore provide informal 'mystery shopper' feedback.

Our approach to monitoring and evaluation is to measure services and facilities on a regular basis throughout the year to provide accurate information regarding the quality of the current services and facilities and to identify gaps for improvement in future years. For example, as part of our customer satisfaction survey measurement tool we contact 10% of Passenger Assist users to evaluate the extent that the service met their expectations.

We collect data on the number of Passenger Assist bookings and 'turn up and go' requests we receive, deliver and fail to deliver (along with reasons). Every month we share this with the Office of Rail and Road (ORR) for them to monitor our performance. As part of our annual review, we also report to the ORR with details of key actions we have identified to improve our performance.

Every monthly rail period we review the feedback from our own stations' staff about booked and 'turn up and go' assistance which have failed or not gone according to plan. Whilst these cases are low in number, analysing these is part of our ongoing improvement plan.

We also review the customer feedback from our Customer Relations team relating to accessible travel and use periodic reviews of this feedback to work with our Customer Experience team to target routes, locations and services that need attention.

Our station travel plan programme includes a detailed customer survey for each station. This involves key recommendations for improving access and inclusion in an action plan. Every station travel plan will be developed in close consultation with stakeholders and, as part the process, a workshop will be held which will include representation from local disability groups and other organisations representing the needs of older people and those with other inclusion barriers.

We will also take any key findings from our web based 'Always Listening' survey to look at ways to improve the service we offer to disabled and older customers.

We have established a process where any significant complaint or improvement suggestion is referred to the Accessibility Manager who speaks to the customer or his/her representative personally. This enables us to address any specific concern swiftly. In some cases, the customer has joined our SEG as a full or corresponding member to continue giving helpful feedback.

The service quality regime involves inspecting 60 stations and 160 vehicles in every four-week period. This means every station and every vehicle will be inspected at least four times a year on top of any qualitative feedback we receive through the channels above.

We also obtain first-hand insight from staff about ideas for improving the way in which they support passengers, particularly those with invisible impairments. We will be doing this through our 'Access Squad' mobile training and mentoring unit and also through our customer shadowing work where key staff will accompany a SEG member in order to see a journey through a passenger's eyes. We will work hard to ensure these valuable training exercises involve passengers with visible and invisible impairments.

Internally, our Accessibility Manager also submits a monthly report to our Executive team containing a summary of this data along with a commentary to ensure they have full awareness of our performance for decision making purposes.

d) Access Improvements

Trains

We are committed to complying with Technical Specification for Interoperability for Persons with Reduced Mobility (PRM-TSI) to ensure our trains meet accessibility standards. Over the course of the franchise, we are investing in brand new trains and to refurbishing our older, less accessible trains.

Most of our trains meet all the requirements in the PRM-TSI regulations. However, despite our best efforts, two types of train we run are not 100% compliant.

Class 323 trains

A small proportion (8%) of our 323-type trains (Birmingham Cross City line) will not fully meet accessibility standards until later in 2020 as works are still needed to fit wheelchair accessible toilets. Removing all these trains from service at one time would result in overcapacity and crowding. This would have a disproportionately negative impact on passengers with access needs who rely on the services on this busy line, particularly people who need to sit down during a journey or find crowding distressing. Given this line serves Queen Elizabeth II hospital and the University, our equality impact assessment identified an increased likelihood of these services being used by people with access needs and potential risks posed to them by over-crowding.

We are committed to bringing these trains up to standard as quickly, and with as little disruption, as possible. Every fortnight, we are taking two trains out of service for refurbishment and putting two back into service that meet accessibility standards. By the end of 2020 all of our class 323 trains will be fully compliant.

In the meantime, it may be mean that your train does not have an accessible toilet on-board. We have put in place a number of measures to help:

- Station staff, Senior Conductors or our Passenger Assist team have the tools to help you find nearest accessible toilet at a station. If you break your journey to use an accessible toilet, trains run every 10 minutes and we can help you check which train you need to get back on your way. If you are travelling on an advanced fare ticket, we will honour this if you have to pause your journey to use station toilet facilities.
- Information on our website to help you find the nearest accessible toilet.
- Announcements and information on platforms and on trains to alert you that a particular train does not have an on-board accessible toilet.
- Provision of a taxi to access suitable facilities in an emergency situation.

Class 153 trains

A smaller proportion (4%) of our fleet are class 153 diesel units and also fall short of full compliance with accessibility standards (eg do not have an accessible toilet). Whilst we wait for brand new trains which will replace these by the end of 2020, we have decided not to remove these non-compliant trains from service in the meantime. Again, they are also needed to boost seating capacity on the routes between Worcester/Hereford and Warwickshire via Birmingham. Removing these trains from service would lead to over-capacity and crowding.

However, to minimise the impact on accessibility, we are keeping them in use temporarily by coupling them to 'accessibility compliant' carriages. In practice, these means an accessible toilet is available in at least one area of the train.

Until they are replaced by new trains, where trains are coupled like this we commit to:

- Providing additional support and guidance to platform and train staff so they can advise customers where to sit on-board for easy access to an accessible toilet
- Ensuring our Passenger Assist teams make a note of this on assistance bookings
- Providing information and labeling in the non-compliant coaches to alert you to the location of accessible facilities.

These measures mean that our whole fleet of trains will be 'accessibility compliant' by 1 January 2021. In the meantime, we guarantee that all our trains are wheelchair accessible and every service has at least one wheelchair space and priority seating areas.

There are no wheelchair spaces in First Class accommodation (Class 350 trains). We inform you of this as part of the process of booking tickets and/or assistance by telephone and are introducing clear messages on our website to alert customers to this when booking tickets online.

Stations

When we install or refurbish our stations, we are committed to adhering to the Joint Code of Practice and other industry standards. We also undertake a rigorous Equality and Diversity Impact Assessment (EDIA) that takes account of both the positive and potentially negative impacts of the project, as outlined above on page 10. The EDIA process reflects on not just the physical design and mitigations needed but also how the finished project will operate and what this means for each of the protected characteristics (under the Equality Act 2010).

Details of the key infrastructure schemes are outlined above on page 9.

Access to and from stations

We are committed to using the Station Travel Planning process (which we call the 'Stations as Places' programme) to assess the barriers to using the rail industry beyond the station environment.

Customers need to make informed choices about how to travel. In particular, we understand that people with access needs have additional considerations when planning door-to-door travel.

As part of our Stations as Places programme, we have audited each station that we operate from an accessibility viewpoint, enabling the evidence to be used to help prioritise station improvements, minor access works and influence more significant projects such as station rebuilds and nominations for DfT's Access for All bids. These audits have also looked at the level of access from the station entrance of the forecourt across to bus stops, tram stops and transport.

We will be working in partnership with other train operating companies that run stations where our trains stop and agreeing to carry out similar assessments at these locations.

In addition, as part of over 90 detailed Station Travel Plans we have audited the quality and customer experience in using cycle paths and the wider pedestrian network, targeting key routes leading to hospitals, schools, tourist attractions and town centres.

We will use this evidence to develop access solutions with local councils and other stakeholders, and generate third party funding through wider partnership working with planning and highway authorities and developers.

The customer evidence collected from the Stations as Places survey will also be used to help negotiate adjusted or new bus services, potentially using taxi and community transport providers.

e) Working with disabled passengers, local communities and local authorities

We are committed to the continuous improvement of services and facilities for disabled people and recognise that everyone will benefit from a truly accessible railway. A key aspect is listening to and working with customers with access needs to ensure that the plans set out on page 9 reflect our customers' priorities and are not based on assumptions.

To that end, we established our Stakeholder Equality Group (SEG) significantly ahead of the franchise schedule to ensure consultation was embedded in our work from the outset. The SEG represents customers who experience a wide range of access barriers, including invisible impairments, and other social factors such as age, gender and ethnicity.

The SEG has its own detailed terms of reference and now has over 40 members.

The group is comprised of:

- Customers with lived experience of access barriers, predominantly through disability, but also for wider social and economic factors under the Equality Act 2010
- Organisations that represent the people with access needs including invisible impairments
- Individual customers that have offered to give their time and input covering a particular area of interest
- Key members of staff that are present to help, listen and take suggestions into their own work areas
- Other stakeholders including West Midlands Rail Executive and other train operators

Examples of organisations who are currently involved include:

- Age of Experience
- Alzheimer's Society
- BID Services
- Birmingham Sight Loss Council
- Pocklington Trust
- Prince's Trust
- Retina UK
- Shaw Trust

The Accessibility Manager is responsible for the SEG, who has a link to both the Head of Corporate Affairs and the Commercial Director for wider support and development of initiatives across the business.

Around 20 people attend each meeting. Through the network of skills and customer insight present we set up 'task and finish' groups to focus on specific projects and consultations, ranging from station audits to input on new trains, ideas for training content and responding to national rail policy direction on inclusion.

Although the SEG is a franchise commitment, we have expanded its reach beyond the core aims originally laid out to try and achieve the depth and breadth of customer insight needed across such a diverse network.

The main aims of our SEG are to:

- Offer ideas and advice and provide constructive feedback on proposals, challenges and experiences
- Review our progress on all accessibility matters, including meeting the needs of disabled people and other passengers with accessibility requirements
- Consult with stakeholders on how to improve accessibility and provide regular access audits
- Use the feedback gathered through call back surveys to agree performance targets for Passenger Assist in relation to reliability, punctuality, quality and professionalism of the service
- Explore and evaluate the wider impact of rail policy, operations and initiatives on protected characteristic groups
- Provide advice on policy, schemes, initiatives and approaches adopted by us to optimise the benefits of access for all in the spirit of the Equality Act 2010 and the requirements of the Public Sector Equality Duty
- Work seamlessly with our wider equality, diversity and inclusion aims and activities

We actively promote the availability of the Passenger Assist service. One tool for this is our Assisted Travel cards which display our contact details (including in Braille) for station staff and Senior Conductors to distribute at their discretion when interacting with customers. Another key tool for this is our leaflet "Making Rail Accessible: Helping Older and Disabled Passengers". We display this at our staffed stations, on our website and promote the service by social media. Our members have valuable community links and this helps us to share the leaflet and promote the message in places of influence.

A key member of our Stakeholder Equality Group is the Equality and Diversity Manager for Transport for West Midlands. This creates more cohesion and the opportunity to share best practice. We are striving to avoid a multitude of different approaches and accessibility initiatives by many transport providers all operating in the same region, as this is not helpful to customers.

For example, Just a Minute (JAM) cards allow disabled customers to control when and to whom they flag that they need more time or support for their journey via a series of prompt cards. The initiative is particularly valuable to people with invisible impairments such as learning difficulties and autism. JAM cards had already been adopted by Avanti Trains and, through consultation with our Stakeholder Equality Group, we identified firm support to adopt this tool on our network. We are introducing this by the end of 2019 alongside the use of Sunflower Lanyards at key interchanges (such as airport stations and central Birmingham stations).

Another example of joined-up working to test ideas and tackle barriers is the Calm Room at Crewe station. This provides a quiet dementia and autism friendly space within the busy station environment. Whilst Crewe station is not one which we manage, we were keen to support this pilot initiative by providing funding and to learn from the outcomes. As a result of the positive outcomes of this initiative, we plan to introduce some calm/dementia-friendly rooms at our own stations.

In addition to working with other train operators, we work closely with Network Rail to share best practice, for example building on Network Rail's diversity impact assessments with workshops for our property and project management teams.

Our Way to Work programme provides free travel for interviews and training to people who are unemployed, as well as a 3-month season ticket for anyone who is then offered a job including apprentices and newly qualified graduates. We actively promote this scheme to disability organisations to share the initiative with their members and network.

Following a year long partnership with Alzheimer's Society, we are striving to make our railway more dementia friendly. This includes supporting the charity to educate our frontline staff on best practice, encouraging all staff to become Dementia Friends and recruiting Dementia Friends Champions in different regions and roles around the network.

We provide an annual report to the Office of Rail and Road on our work with disabled passengers and local communities on our activities, collaborative working and the outputs of these.

f) Staff training

Our colleagues have a clear passion for delivering exceptional customer service – whether that is helping someone plan their journey or sitting with someone who is experiencing distress. We recognise that training is essential to protect and enhance the customer experience of disabled and older customers.

We are in the process of reviewing our existing training portfolio to include access, equality and inclusion matters that align with the Office of Rail and Road (ORR) training outcomes. We are also examining ways to tackle specific learning objectives for key staff in niche areas and are adopting a blended learning approach to positively reinforce equality considerations. This way the programme embeds the training outcomes required by the Office of Rail and Road. This will be developed with support of our Stakeholder Equality Group and customers with lived experience of access barriers, as well as paying attention to any changes in operational standards that need to be communicated.

By 31 July 2021 all new staff, including senior and key managers, will receive disability equality training as part of the corporate induction. This will take place in a classroom environment and be supplemented by activities through blended learning techniques. This will cover the following themes:

- Understanding disabled people's everyday challenges;
- Equality legislation
- Defining disability
- Recognising passengers who need assistance
- Railway Regulatory Framework

In addition, training for all frontline staff who deliver Passenger Assist services will also cover communication, accessibility at stations and providing safe assistance. We are reviewing the extent to which existing frontline staff can also meet these training outcomes and ensure any gaps are addressed by 31 July 2021, either through targeted training activities or refresher training.

In developing our new programme, we will explore a blend of delivery channels in addition to classroom-based learning, including:

- Videos and vox pops with real customers and staff
- On the job training and shadowing (via the Access Squad)
- Research activities (eg perform an access audit at a station)
- Evaluation and staff professional development objectives

We plan to establish an 'Access Squad' which will comprise of a team of colleagues who we will train up to deliver on the job training for staff at stations. Learning in a live and real setting (rather than solely in the classroom) will enhance the quality of the training programme.

Refresher training for staff will be implemented every 2 years, with particular focus on frontline staff who provide assistance and will evolve to reflect customer expectations and operational changes. This will be a blended learning approach, using face-to-face and online training. Refresher training provides the opportunity to raise 'hot topics' highlighted to us by the disabled community and respond trends in customer experience data by targeting specific themes.

We will ensure that, by 31 July 2021, our training package gives our colleagues the opportunity to hear directly from disabled and older people and encourage reflection and facilitated discussion in a safe space.

We understand that agency and temporary staff may have a direct impact on our customers' experiences so, by 31 July 2020, we will implement an appropriate condensed package for these staff groups.

A package specifically designed for our Customer Relations team will carefully consider the role they play, with particular focus on communication barriers. This will be in place by 31 July 2021. We will also review and, if necessary, enhance the training delivered to our Passenger Assist agents.

We commission a specialist provider to source taxis for us when alternative transport is needed, particularly for disabled and older customers. We do not provide those taxi companies with training as, given the geographic area our network covers, this is not practicable but we emphasise the importance of this in our procurement processes and our ongoing service monitoring.

Part of our taxi brokerage process is assessing the extent to which drivers receive training e.g. through the local licensing authority. If any driver operates offensive, unsafe or discriminatory practices towards a customer, we would take appropriate action, which may include organising training or not using the driver again. We have a zero-tolerance policy against any taxi driver who refuses an assistance dog.

We will report to the Office of Rail and Road on our progress with the development of this programme by 31 July 2020.

In the meantime:

- Accessibility and inclusion is included in our existing induction programme
- The programme is delivered to any staff who deal directly and indirectly with customers with a range of impairments
- All statistics, legislation and language in our training modules used is up to date
- All frontline staff who assist passengers receive appropriate training in equipment e.g. ramps and wheelchairs
- Staff who answer telephones are trained in communicating effectively with people who experience communication barriers.

Indicative Timeline of Commitments

Access initiative	Initiative Delivered*
Online stations database including guidance photos and other helpful information	1st October 2020 to 31st March 2021
Access guides for selected stations	1st September 2020 to 31st March 2021
Staff training package	By 31st July 2021
Access Squad	First phase by 31st December 2020
Station Neighbours	First phase by 31st December 2020

*Dates reflect target based on current situation.

Who to talk to?

For any enquiries concerning the content of our Accessible Travel Policy, including our strategy and consultation, please contact:

Accessibility Manager
West Midlands Trains
134 Edmund Street
Birmingham
B3 2ES

Email: accessibility@wmtrains.co.uk

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Station Accessibility Guidance



Operated by West Midlands Trains

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Acocks Green	Mo-Th 0700-1600 Fr 0700-1800 Sa 0800-1600 Su Closed	A	✓ 6 spaces	9 in booking office and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✗	✗	Platform 1: Lat - 230mm Vert - 276mm Diag - 359mm Platform 2: Lat - 69mm Vert - 232mm Diag - 242mm
Acton Bridge	Unstaffed	C	✗	2 sheltered benches on platforms	✗	Ticket machines	Help Point	Departure screens	✗	✗	✗	✓	✗	✗	✗	Platform 1: Lat - 200mm Vert - 230mm Diag - 305mm Platform 2: Lat - 140mm Vert - 370mm Diag - 396mm Platform 3: Lat - 120mm Vert - 330mm Diag - 351mm
Adderly Park	Mo Closed Tu-Th 0700-1200 Fr 0700-1000 Sa 1200-1400 Su 0900-1400	C	✗	6 in booking hall and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✗	✗	✗	✗	In office	✗	✗	Platform 1: Lat - 100mm Vert - 290mm Diag - 307mm Platform 2: Lat - 100mm Vert - 300mm Diag - 316mm
Albrighton	Unstaffed	B3	✗	5 on platforms	✗	Ticket machines	Help Point	Departure screens	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 100mm Vert - 150mm Diag - 180mm Platform 2: Lat - 50mm Vert - 180mm Diag - 187mm
Alsager	Unstaffed	B1	✗ there is a car park	✓	No	✗ ✗		CIS and announcements		✗	✗	✓	✗			
Alvechurch	Unstaffed	A	✗	7 on platforms	✗	Ticket machines	Help Point	Departure screens	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 100mm Vert - 180mm Diag - 206mm Platform 2: Lat - 80mm Vert 140mm Diag - 161mm
Apsley	Mo 0600-1400 1600-1900 Tu-Fr 0600-1940 Sa 0800-1445 Su 1000-1600	B3	✓ 2 spaces	15 in station building and on platforms	✓*	Ticket office and machines	Help Point	Departure screens and announcements	✓	✓	✗	✗	In office	✗	✗	Platform 1: Lat - 157mm Vert - 257mm Diag - 292mm Platform 2: Lat - 176mm Vert - 265mm Diag - 302mm Platform 3: Lat - 173mm Vert - 270mm Diag - 311mm Platform 4: Lat - 250mm Vert - 260mm Diag - 347mm
Aspley Guise	Unstaffed	B1	✗	7 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 60mm Vert - 210mm Diag - 206mm Platform 2: Lat - 220mm Vert - 300mm Diag - 356mm

*The toilets are located on Platform 4. The toilet facilities are available: Monday - Friday 06:00-19:45, Saturday 08:00-15:00 and Sunday 09:00-17:00.
The toilet facilities are not available when the Ticket Office is closed. Toilets aren't accessible.

*Coffee shop open during morning peak.



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Aston	Mo 0700-1030 1200-1800 Tu-Th 0700-1100 Fr 0700-1100 1500-1800 Sa 1100-1500 Su Closed	B1	✗	5 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✗	✗	Platform 1: Lat - 70mm Vert - 230mm Diag - 240mm Platform 2: Lat - 70mm Vert - 170mm Diag - 184mm
Atherstone	Unstaffed	B1	✓ 2 spaces	6 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✓ Both the forecourt area and the other entrance may be used for parking and pick-up.		Platform 1: Lat - 140mm Vert - 270mm Diag - 288mm Platform 2: Lat - 140mm Vert - 220mm Diag - 252mm
Barnt Green	Unstaffed	B3	✓ 2 spaces	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 80mm Vert - 190mm Diag - 206mm Platform 2: Lat - 170mm Vert - 290mm Diag - 336mm Platform 3: Lat - 230mm Vert - 300mm Diag - 378mm Platform 4: Lat - 80mm Vert - 170mm Diag - 190mm
Bearley	Unstaffed	A	✗	1 on platform	✗	✗	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 192mm Vert - 388mm Diag - 433mm
Bedford	Fully Staffed	A	✓	No compliant seating	✓	Ticket office and machines	Adjacent to taxi rank at front of the station	Departure screens and announcements	✗	✓	✓	✓	✓	Yes, front of the station	✓	About half a foot
Bedford St Johns	Unstaffed	B1	✗	3 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✗	✗	✗		Platform 1: Lat - 150mm Vert - 220mm Diag - 250mm
Bedworth	Unstaffed	B1	✗	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✓ Car park only		Platform 1: Lat - 120mm Vert - 203mm Diag - 236mm Platform 2: Lat - 160mm Vert - 210mm Diag - 258mm

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Berkhamsted	Mo-Fr 0600-2000 Sa 0700-1900 Su 0800-1700	A	✓ 9 spaces	23 in station building and on platforms	✓*	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓	✓	✓	In office	✓ Level access to booking hall and subway	✓	Platform 1: Lat - 266mm Vert - 130mm Diag - 316mm Platform 2: Lat - 183mm Vert - 309mm Diag - 329mm Platform 3: Lat - 150mm Vert - 280mm Diag - 347mm Platform 4: Lat - 250mm Vert - 275mm Diag - 361mm
Berkswell	Mo-Th 0700-1300 Fr 0700-1300 1500-2100 Sa 0800-1600 Su 1000-1300	B1	✓ 5 spaces	7 on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✓ Possible in forecourt. Access to both platforms via ramp		Platform 1: Lat - 320mm Vert - 240mm Diag - 400mm Platform 2: Lat - 320mm Vert - 100mm Diag - 335mm
Bermuda Park	Unstaffed	B1	✗	2 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 150mm Vert - 197mm Diag - 248mm Platform 2: Lat - 150mm Vert - 210mm Diag - 258mm
Bescot Stadium	Mo 0700-0900 Tu-Th closed Fr 0900-1100 Sa 1100-1500 1700-1900 Su closed	C	✓ 7 spaces	7 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✗	In office	✗	✓	Platform 1: Lat - 150mm Vert - 250mm Diag - 292mm Platform 2: Lat - 120mm Vert - 240mm Diag - 268mm
Bilbrook	Unstaffed	B1	✗	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 140mm Vert - 160mm Diag - 213mm Platform 2: Lat - 70mm Vert - 180mm Diag - 193mm
Birmingham Moor St	Full time	A	✗	✓	✓	Ticket office and machines	On the main concourse, near to the booking office	Departure screens and announcements		✓	✓		✓			
Birmingham New Street	Mo-Sa 0515-2300 Su 0800-2300	A	✗ there is a car park	✓	✓	Ticket office and TVM	Passenger Assistance Lounge on 'B' side concourse	CIS and announcements		✓	✓	✓	✓			

*Platform 4 waiting room, accessible toilets are non RADAR and toilets are only open with ticket office.
*Main entrance only.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Birmingham International	Mo-Fr 0530-2100 Sa 0615-2100 Su 0815-2000	A	✓ 24 spaces	✓	✓	Ticket office and machines	Concourse by ticket counter	Departure screens and announcements		✓	✓	✓	✓	Front of station	✓	
Birmingham Snow Hill	Mo-Th 0600-2100 Fr 0600-2300 Sa 0700-2300 Su 0800-2000	A	✓ 6 spaces	53 in station building and on platforms	✓*	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓	✓	✓	In office	✓ Station front on Colmore Row	✓	Platform 1: Lat - 90mm Vert - 209mm Diag - 228mm Platform 2: Lat - 159mm Vert - 224mm Diag - 275mm Platform 3: Lat - 120mm Vert - 216mm Diag - 247mm
Blake Street	Mo 0600-1600 Tu-Th 0700-1400 Fr 0700-1400 1600-1900 Sa 0700-1800 Su 0900-1500	B2	✓ 9 spaces	6 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✓ Slope entrance to station from Bus stop. Ramps to platforms 120m	✗	Platform 1: Lat - 30mm Vert - 140mm Diag - 143mm Platform 2: Lat - 120mm Vert - 150mm Diag - 192mm
Blakedown	Unstaffed	B1	✗	✗	✗	Ticket machines	Help Point	✗	✗	✗	✗	✓	✗	✓ Pick-up possible in small car parking area		Platform 1: Lat - 100mm Vert - 222mm Diag - 243mm Platform 2: Lat - 95mm Vert - 210mm Diag - 230mm
Bletchley (Mainline)	Mo 0600-2100 Tu-Fr 0600-2100 Sa 0700-1800 Su 0800-1700	A	✓ 29 spaces	36 in station building and on platforms	✓**	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓	✓	✓	In office	Station Forecourt	✗	Platform 1: Lat - 154mm Vert - 275mm Diag - 301mm Platform 2: Lat - 244mm Vert - 328mm Diag - 350mm Platform 3: Lat - 200mm Vert - 250mm Diag - 301mm Platform 4: Lat - 150mm Vert - 240mm Diag - 305mm Platform 5: Lat - 150mm Vert - 265mm Diag - 273mm Platform 6: Lat - 110mm Vert - 260mm Diag - 273mm
Bletchley (MV)		C					Ticket Office									
Bloxwich	Unstaffed	B1	✗	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✓	✗	✗	✓	✗	✗		Platform 1: Lat - 200mm Vert - 310mm Diag - 369mm Platform 2: Lat - 165mm Vert - 230mm Diag - 283mm

*On platforms 1 and 3 with RADAR keys which can be requested from staff.

**In booking hall.

*Coffee kiosk food outlet.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Bloxwich North	Unstaffed	B1	✓ 2 spaces	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✓	✗	✗	✓	✗	✗		Platform 1: Lat - 100mm Vert - 230mm Diag - 251mm Platform 2: Lat - 140mm Vert - 225mm Diag - 265mm
Bordesley		C	✗	✗			Help Point		✗				✗	✗		Platform 1: Lat - 70mm Vert- 210mm Diag - 221mm Platform 2: Lat - 60mm Vert - 300mm Diag - 306mm
Bournville	Mo-Fr 0600-2000 Sa 0800-2000 Su 0900-1600	B1	✗	7 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✗		Platform 1: Lat - 100mm Vert - 160mm Diag - 189mm Platform 2: Lat - 70mm Vert - 140mm Diag - 157mm
Bow Brickhill	Unstaffed	B1	✗	7 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 200mm Vert - 250mm Diag - 312mm Platform 2: Lat - 170mm Vert - 220mm Diag - 266mm
Bricket Wood	Unstaffed	A	✗	3 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 140mm Vert - 260mm Diag - 295mm
Bromsgrove	Mo-Fr 0600-1915 Sa 0630-1915	A	✓ 17 spaces	20 on platforms	✓*	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 80mm Vert - 180mm Diag - 197mm Platform 2: Lat - 90mm Vert - 250mm Diag - 266mm Platform 3: Lat - 80mm Vert - 170mm Diag - 188mm Platform 4: Lat - 100mm Vert - 170mm Diag - 197mm
Bushey	Mo-Th 0645-2100 Fr 0645-2000 Sa 0815-1500 Su 0915-1630	C	✓ 3 spaces	✓	✗	Ticket office and TVM		CIS and announcemnts		✓	✗	✗	✗			

*Located behind ticket office, accessible toilets need RADAR.

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Butlers Lane	Mo 0700-1300 1500-1700 Tu-Th 0700-1300 Fr 0700-2100 Sa 0800-1900 Su 1100-1500	C	✗	9 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✗	In office	✗		Platform 1: Lat - 70mm Vert - 180mm Diag - 193mm Platform 2: Lat - 130mm Vert - 180mm Diag - 222mm
Canley	Mo 0700-1300 1500-1800 Tu-Th 0700-1200 Fr 0700-1900 Sa 0800-1600 Su 1000-1200	A	✓ 4 spaces	4 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✗	✓	Platform 1: Lat - 250mm Vert - 290mm Diag - 383mm Platform 2: Lat - 150mm Vert - 220mm Diag - 266mm
Cannock	Unstaffed	B1	✓ 2 spaces	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✓	✗	✗	✓	✗	✓ Car park		Platform 1: Lat - 120mm Vert - 210mm Diag - 242mm Platform 2: Lat - 210mm Vert - 260mm Diag - 334mm
Cheddington	Unstaffed	C	✓ 2 spaces	14 in station building and on platforms	✗	Ticket machines	Ticket Counter	Departure screens and announcements	✓	✓	✗	✓	✗	✓ Step-free access to platform 1 via the car park		Platform 1: Lat - 145mm Vert - 336mm Diag - 357mm Platform 2: N/A Platform 3: Lat - 121mm Vert - 312mm Diag - 324mm Platform 4: Lat - 280mm Vert - 307mm Diag - 356mm
Chester Road	Mo-Th 0600-1900 Fr 0700-2000 Sa 0800-2000 Su 0900-1600	B1	✓ 9 spaces	4 in station building and on platforms	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	✓ Slope entrance to station from bus stop. Ramp to platforms is 120m		Platform 1: Lat - -10mm Vert - 120mm Diag - 120mm Platform 2: Lat - 110mm Vert - 150mm Diag - 186mm
Claverdon	Unstaffed	A	✗	✗	✗	✗	Help Point	Departure screens	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 139mm Vert - 374mm Diag - 398mm

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Codsall	Unstaffed	B1	✗	2 in station building and on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	Car Park		Platform 1: Lat - 110mm Vert - 170mm Diag - 202mm Platform 2: Lat - 40mm Vert - 210mm Diag - 214mm
Coleshill Parkway	Mo-Fr 0600-2245 Sa 0600-2245 Su 1000-1700	A	✓ 13 spaces	2 on platforms	✓*	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✓	✓	In office	✓ At both station entrances		Platform 1: Lat - 240mm Vert - 230mm Diag - 332mm Platform 2: Lat - 140mm Vert - 180mm Diag - 228mm
Colwall	Unstaffed	A	✓ 1 space	3 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements		✗	✗	✓	✗	Car Park		Platform 1: Lat - 120mm Vert - 310mm Diag - 332mm
Coseley	Mo 0615-1600 Tu-Th 0615-1400 1600-1900 Fr 0615-1900 Sa 0700-2000 Su 0900-1400	B1	✓ 5 spaces	6 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✗	✗	✗	✓	In office	Car Park		Platform 1: Lat - 240mm Vert - 270mm Diag - 361mm Platform 2: Lat - 40mm Vert - 270mm Diag - 273mm
Cosford	Unstaffed	C	✗	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 180mm Vert - 190mm Diag - 262mm Platform 2: Lat - 70mm Vert - 170mm Diag - 184mm
Coventry	Mo-Fr 0515-2130 Sa 0530-2045 Su 0730-2130	A	✓ 18 spaces	✓	✓	Ticket office and machines	Customer service office on platform 1	Departure screens and announcements	✓	✓	✓	✓	✓	Station front	✓	
Coventry Arena	Unstaffed	B1	✗	2 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	Car Park		Platform 1: Lat - 160mm Vert - 197mm Diag - 254mm Platform 2: Lat - 160mm Vert - 210mm Diag - 264mm

*Located in booking hall. Accessible toilets are RADAR key which can be requested from staff. Toilets are only open when ticket office is open

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Cradley Heath	Mo-Fr 0600-2000 Sa 0700-2000 Su 0915-1800	B1	✓ 12 spaces	20 in station building and platforms	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 250mm Vert - 200mm Diag - 320mm Platform 2: Lat - 79mm Vert - 231mm Diag - 243mm
Crewe	Mo-Fr 0530-2000 Sa 0530-1900 Su 0810-1900	A	✓ 18 spaces	✓	Yes	Ticket office and machines	Ticket office on concourse	Departure screens and announcements	Yes	✓	✓	✓	✓	Station front and Weston Road	✓	
Danzey	Unstaffed	B3	✓ 3 spaces	2 on platforms	✗	✗	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 168mm Vert - 310mm Diag - 348mm Platform 2: Lat - 132mm Vert - 334mm Diag - 359mm
Dorridge	Part time	A	✓	✓ but not compliant	✓	Ticket office and machines	Against station building for platform 1 or by the entrance to the waiting area for platform 2 and 3	Departure screens and announcements		✓	✗		✓			
Droitwich Spa	Mo-Th 0700-1800 Fr 0700-1900 Sa 0800-1500 Su Closed	B1	✓ 2 spaces	9 in station building and on platforms	✓*	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 60mm Vert - 230mm Diag - 237mm Platform 2: Lat - 230mm Vert - 270mm Diag - 355mm
Duddeston	Mo-Fr 0800-1000 Sa-Su Closed	A	✗	2 in station building and on platforms	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✗	✗	✗	✓	In office	✗		Platform 1: Lat - 260mm Vert - 20mm Diag - 261mm Platform 2: Lat - 160mm Vert - 100mm Diag - 189mm
Dudley Port	Mo-Fr 0615-2000 Sa 0700-2000 Su 0900-1700	C	✓ 3 spaces	3 on platforms	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✗	In office	Car Park		Platform 1: Lat - 90mm Vert - 230mm Diag - 247mm Platform 2: Lat - 30mm Vert - 290mm Diag - 291mm

*Toilets are located on platform 1. Accessible toilets are on available in the female toilets at present.

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Earlswood	Unstaffed	B1	✓ 3 spaces	✗	✗	✗	Help Point	Departure screens and announcements	✓	✗	✗	✓	✗	Car Park		Platform 1: Lat - 88mm Vert - 188mm Diag - 207mm Platform 2: Lat - 143mm Vert - 528mm Diag - 547mm
Erdington	Mo-Fr 0600-2000 Sa 0800-2000 Su 0925-1600	B1	✗	5 on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✗		Platform 1: Lat - 80mm Vert - 160mm Diag - 197mm Platform 2: Lat - 90mm Vert - 180mm Diag - 201mm
Fenny Stratford	Unstaffed	A	✓ 1 space	2 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	Car Park		Platform 1: Lat - 150mm Vert - 260mm Diag - 292mm
Five Ways	Mo-Fr 0700-2000 Sa 0800-1800 Su 1000-1600	A	✗	14 in station building and on platforms	✓*	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	✗		Platform 1: Lat - 70mm Vert - 230mm Diag - 240mm Platform 2: Lat - 130mm Vert - 130mm Diag - 239mm
Four Oaks	Mo-Fr 0600-2000 Sa 0700-2000 Su 0900-1600	B1	✓ 16 spaces	7 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✓ Car park and adjacent to ramp from main road		Platform 1: Lat - 160mm Vert - 180mm Diag - 241mm Platform 2: Lat - 40mm Vert - 180mm Diag - 241mm Platform 3: Lat - 70mm Vert - 180mm Diag - 193mm
Garston	Unstaffed	A	✗	1 on platform	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 110mm Vert - 330mm Diag - 348mm
Gravelly Hill	Mo-Fr 0600-2000 Sa 0700-2000 Su 0800-1600	B1	✗	5 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✗		Platform 1: Lat - 80mm Vert - 130mm Diag - 153mm Platform 2: Lat - 70mm Vert - 180mm Diag - 193mm
Great Malvern	Mo-Fr 0600-1700 Sa 0700-1400 Su Closed	B1	✓ 4 spaces	10 in station building and on platforms	✓**	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 110mm Vert - 330mm Diag - 348mm Platform 2: Lat - 230mm Vert - 311mm Diag - 386mm

*Located in booking hall. Accessible toilets require RADAR key which can be requested from staff. Toilets are only open when ticket office is also open.

**Located in booking hall. Accessible toilets are non-RADAR key. Toilets are only open when ticket office is open.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Hagley	Mo-Fr 0700-1600 Sa 0800-1500 Su Closed	B3	✓ 2 spaces	5 in station building and on platforms	✓*	Ticket office and machines	Ticket Office	Departure screens and announcements	✗	✗	✗	✗	In office	Car Park		Platform 1: Lat - 160mm Vert - 252mm Diag - 298mm Platform 2: Lat - 74mm Vert - 227mm Diag - 239mm
Hall Green	Mo-Th 0625-1400 Fr 0625-1900 Sa 0800-1700 Su Closed	B1	✓ 8 spaces	4 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 100mm Vert - 174mm Diag - 201mm Platform 2: Lat - 72mm Vert - 274mm Diag - 283mm
Hampton-in-Arden	Mo-Fr 0700-1000 Sa 0900-1400 Su Closed	B3	✓ 4 spaces	5 on platforms	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✗	In office	Car Park		Platform 1: Lat - 200mm Vert - 280mm Diag - 338mm Platform 2: Lat - 180mm Vert - 270mm Diag - 324mm
Hamstead	Mo-Th 0600-1300 Fr 0700-1300 Sa 0900-1600 Su Closed	B1	✗	4 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✗	✗	✗	✓	In office	✗		Platform 1: Lat - 80mm Vert - 180mm Diag - 197mm Platform 2: Lat - 250mm Vert - 180mm Diag - 308mm
Harrow and Wealdstone	Unstaffed	A	✓ 5 spaces	✓	✓	TVM		CIS and announcements		✓	✗	✓	✗			
Hartford	Mo-Th 0600-1700 Fr 0600-1900 Sa 0700-1500 Su 1035-1200	B1	✓ 5 spaces	13 in station building and on platform	✓**	Ticket office and machines	Ticket Office	Departure screens and announcements	✗	✓*	✗	✗	In office	Car Park		Platform 1: Lat - 100mm Vert - 230mm Diag - 250mm Platform 2: Lat - 140mm Vert - 190mm Diag - 236mm
Hartlebury	Unstaffed	B1	✗	3 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	Car Park		Platform 1: Lat - 160mm Vert - 228mm Diag - 279mm Platform 2: Lat - 57mm Vert - 213mm Diag - 220mm

*Toilets are located on platform 1. There are no accessible toilets.

**Located in booking hall. No accessible toilets. Toilets are only open when ticket office is open.

*Mobile van during morning peak.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Hatton	Unstaffed	B3	✓	✓	✗	✗	Between the shelter and help point on platform 1 or next to the shelter on platform 2 and 3	Departure screens and announcements		✗	✗		✗			
Hemel Hempstead	Mo-Fr 0600-2000 Sa 0700-2000 Su 0800-1900	B2	✓ 4 spaces	20 in station building and platforms	✓ *	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✓	✓	✓	In office	Taxi Rank		Platform 1: Lat - 178mm Vert - 250mm Diag - 307mm Platform 2: Lat - 208mm Vert - 270mm Diag - 320mm Platform 3: Lat - 200mm Vert - 294mm Diag - 336mm Platform 4: Lat - 220mm Vert - 252mm Diag - 318mm
Hednesford	Unstaffed	B1	✓ 2 spaces	4 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✓	✗	✗	✓	✗	Taxi Rank		Platform 1: Lat - 100mm Vert - 260mm Diag - 279mm Platform 2: Lat - 130mm Vert - 200mm Diag - 239mm
Henley-in-Arden	Unstaffed	A	50 with 3 accessible spaces	4 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	Car Park		Platform 1: Lat - 160mm Vert - 310mm Diag - 349mm Platform 2: Lat - 74mm Vert - 182mm Diag - 196mm
Hereford	Mo-Fr 0520-1830 Sa 0645-1830 Su 0915-1840	A	✓ 5 spaces	✓	✓	Ticket office and TVM		CIS and announcements		✓	✓	✓	✓			
How Wood	Unstaffed	A	✗	4 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	Car Park		Platform 1: Lat - 150mm Vert - 280mm Diag - 318mm

*Located in the booking hall concourse. Accessible toilets are non-RADAR key. Toilets are only open when ticket office is open.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Jewellery Quarter	Mo-Th Closed Fr 1600-1800 Sa 1100-1300 1500-1700 Su Closed	A	✗	5 on platforms	✓ [*]	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✗		Platform 1: Lat - 145mm Vert - 201mm Diag - 248mm Platform 2: Lat - 89mm Vert - 223mm Diag - 240mm
Kempston Hardwick	Unstaffed	B2	✗	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 180mm Vert - 240mm Diag - 277mm Platform 2: Lat - 150mm Vert - 280mm Diag - 318mm
Kenilworth	Unstaffed	A	✓ 4 spaces	2 on platform	✓ ^{**}	Retail unit sells train tickets operated by a 3rd party. Ticket machines	Ticket Office	Departure screens and announcements	✗	✓	✗	✓	✗	Car Park		Platform 1: Lat - 150mm Vert - 240mm Diag - 283mm
Kidderminster	Mo-Fr 0610-1900 Sa 0700-1800 Su 0900-1700	A	✓ 6 spaces	3 on platforms	✓ [*]	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✓ Forecourt		Platform 1: Lat - 130mm Vert - 240mm Diag - 273mm Platform 2: Lat - 140mm Vert - 260mm Diag - 295mm
Kidsgrove	Mo-Sa 0610-1230 Su Closed	B3	✗ there is a car park	✓	✓	Ticket office and TVM		CIS and announcements		✗	✗	✗	✓			
Kings Langley	Mo-Fr 0600-1940 Sa 0800-1500 Su 1000-1500	B3	✓ 3 spaces	11 in station building and on platforms	✓ [‡]	Ticket office and machines	Ticket Counter	Departure screens and announcements	✗	✓ [‡]	✗	✗	In office	Drop Off Point		Platform 1: Lat - 165mm Vert - 250mm Diag - 307mm Platform 2: Lat - 160mm Vert - 250mm Diag - 291mm Platform 3: Lat - 250mm Vert - 265mm Diag - 354mm Platform 4: Lat - 250mm Vert - 271mm Diag - 368mm
Kings Norton	Mo-Th 0600-1900 Fr 0600-2000 Sa 0700-2100 Su 0930-1600	B1	✓ 16 spaces	7 on platforms	✓ ^{**}	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	Taxi Rank		Platform 1: Lat - 100mm Vert - 170mm Diag - 197mm Platform 2: N/ Platform 3: N/A Platform 4: Lat - 160mm Vert - 160mm Diag - 226mm

^{*}Located in booking hall concourse. Accessible toilets are non-RADAR key. Toilets are only open when ticket office is open.

^{**}Located within the retail unit. Accessible toilets are available.

^{*}Located in the booking hall. Accessible toilet is non-RADAR key. Toilets are only available when ticket office is open.

^{**}Located in booking hall. Accessible toilets use a RADAR key which can be requested from staff. Toilets are only open when ticket office is open.

[‡]Located on platform 4. Accessible toilets are non-RADAR. Toilets are only available when ticket office is open. Café during morning peak.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Landywood	Unstaffed	B1	✓ 2 spaces	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✓	✗	✗	✓	✗	✓ Car park or street		Platform 1: Lat - 150mm Vert - 230mm Diag - 275mm Platform 2: Lat - 110mm Vert - 240mm Diag - 264mm
Langley Green	Mo-Th 0700-0900 Fr 0700-1100 Sa 0900-1400 Su Closed	B2	✓ 2 spaces	3 in station and on platforms	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	✓ Car park		Platform 1: Lat - 95mm Vert - 230mm Diag - 249mm Platform 2: Lat - 280mm Vert - 290mm Diag - 403mm
Lapworth	Unstaffed	B3	✓	✓	✗	✗	Between the shelter and help point on platform 1 or in the shelter on platform 2	Departure screens and announcements		✗	✗		✗			
Lea Hall	Mo-Th 0615-1800 Fr 0600-1900 Sa 0700-1900 Su 1000-1300	A	✓ 2 spaces	6 on platforms	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 150mm Vert - 190mm Diag - 242mm Platform 2: Lat - 150mm Vert - 260mm Diag - 300mm
Leamington Spa	Full time	A	✓	✓	✓	Ticket office and machines	At top of the stairs by platform 1 and 2 or in the recess before the waiting room on platforms 3 and 4.	Departure screens and announcements		✓	✓		✗			
Ledbury	Mo-Fr 0630-1200 Sa 0700-1200. The ticket office is operated independently from West Midlands Railway by Railticket / Ledbury Station Ltd	B3	✓ 2 spaces	4 on platforms	✗	Ticket office and machines	Help Point	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 130mm Vert - 210mm Diag - 247mm Platform 2: Lat - 110mm Vert - 240mm Diag - 264mm

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Leighton Buzzard	Mo-Fr 0600-2000 Sa 0700-2000 Su 0800-1800	B2	✓ 34 spaces	24 in station building and on platforms	✓*	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✓	✓	✓	In office	✓ Pick-up point is narrow central island - There are 2 x 20 minute drop off points		Platform 1: Lat - 202mm Vert - 350mm Diag - 390mm Platform 2: Lat - 111mm Vert - 350mm Diag - 366mm Platform 3: Lat - 200mm Vert - 248mm Diag - 290mm Platform 4: Lat - 180mm Vert - 257mm Diag - 277mm
Lichfield City	Mo-Th 0600-1900 Fr 0600-2000 Sa 0700-2000 Su 0900-1900	A	✓ 2 spaces	6 in station building and on platforms	✓**	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓**	✗	✓	In office	✓ Accessible parking bays in station forecourt		Platform 1: Lat - 100mm Vert - 200mm Diag - 224mm Platform 2: Lat - 90mm Vert - 190mm Diag - 210mm
Lichfield Trent Valley†	Mo-Fr 0600-1900 Sa 0700-1600 Su Closed	A	✓ 10 spaces	6 in station building and on platforms	✓‡	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓‡	✗	✗	In office	Car Park		Platform 1: Lat - 240mm Vert - 240mm Diag - 339mm Platform 2: Lat - 110mm Vert - 240mm Diag - 264mm Platform 3: Lat - 30mm Vert - 170mm Diag - 173mm
Lidlington	Unstaffed	B1	✗	4 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 140mm Vert - 230mm Diag - 259mm Platform 2: Lat - 180mm Vert - 280mm Diag - 333mm
Liverpool Lime Street	Mo-Sa 0500-2338 Su 0715-2305	A	✓ 42 spaces	✓	✓	Ticket office and TVM		CIS and announcemnts		✓	✓	✓	✓			
Liverpool South Parkway	Mo-Sa 0551-0016 Su 0751-0016	A	✓	✓	✓	Ticket office and TVM	Ticket Office	CIS and announcemnts	✓	✓	✓	✓	✓	✓	✓	

*Located in the booking hall. Accessible toilets use a RADAR key. Toilets are only open when ticket office is open.

**Located on island of platforms 1 and 2. Accessible toilets are non-RADAR key. Toilets are only open when ticket office is open. Currently unavailable due to an ongoing anti-social behavioural and vandalism issue. Convenience store.

‡Located in the booking hall. Accessible toilets are non-RADAR key. Toilets are only open when ticket office is open. Café express.

†New lift from Summer 2020

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
London Euston	Mo-Fr 0600-0000 Sa 0600-2300 Su 0700-0000	A	✗	✓	✓ *	Ticket office and machines	Passenger Assistance Lounge on concourse	Departure screens and announcements	✗	✓	✓	✓	In office	✓		Platform 1: Lat - 270mm Vert - 281mm Diag - 356mm Platform 2: Lat - 240mm Vert - 286mm Diag - 297mm Platform 3: Lat - 250mm Vert - 262mm Diag - 348mm Platform 4: Lat - 223mm Vert - 273mm Diag - 345mm Platform 5: Lat - 250mm Vert - 249mm Diag - 329mm Platform 6: Lat - 242mm Vert - 257mm Diag - 318mm Platform 7: Lat - 266mm Vert - 230mm Diag - 331mm Platform 8: Lat - 210mm Vert - 290mm Diag - 325mm Platform 9: Lat - 271mm Vert - 254mm Diag - 362mm Platform 10: Lat - 255mm Vert - 255mm Diag - 315mm Platform 11: Lat - 220mm Vert - 245mm Diag - 315mm Platform 12: Lat - 200mm Vert - 247mm Diag - 314mm Platform 13: Lat - 360mm Vert - 273mm Diag - 420mm Platform 14: Lat - 271mm Vert - 281mm Diag - 323mm Platform 15: Lat - 222mm Vert - 361mm Diag - 422mm Platform 16: Lat - 252mm Vert - 250mm Diag - 265mm Platform 17A: Lat - 273mm Vert - 255mm Diag - 348mm Platform 17B: Lat - 190mm Vert - 230mm Diag - 290mm Platform 18: Lat - 118mm Vert - 250mm Diag - 271mm
Assistance is available to and from platforms, the car park and the taxi rank. You can request this from the Mobility Assistance Lounge Reception that can be found on the left hand side of the main entrance or from the Information Point in the centre of the Main Concourse or from any member of staff. It is advised to use the Mobility assistance number at London Euston Station on 02079226482 if being booked on the day. It is preferred if assistance is booked 24 hour in advance using the following numbers of the train company you are travelling with. Virgin Trains - 0800 0158 123, textphone 0800 0158 124 London Northwestern Railway - 0800 092 4260, textphone 0844 811 0134, London Overground - 0343 222 1234, textphone 020 3031 9331 Caledonian Sleeper - 0330 060 0500, textphone 18001 0330 060 0500																
Long Buckby	Mo-Fr 0615-1100 Sa-Su Closed	C	✓ 3 spaces	12 on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✗	✗	✗	✗	In office	Car Park		Platform 1: Lat - 100mm Vert - 290mm Diag - 307mm Platform 2: Lat - 260mm Vert - 310mm Diag - 397mm
Longbridge	Mo-Fr 0600-2000 Sa 0700-2000 Su 0930-1500	A	✗	10 on platforms	✓ **	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✗		Platform 1: Lat - 120mm Vert - 150mm Diag - 192mm Platform 2: Lat - 40mm Vert - 170mm Diag - 175mm

*Located by the entrance to platforms 1-3. Accessible toilet facilities.

**Located in the booking hall. Accessible toilets use a RADAR key. Toilets are only open when ticket office is open.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Lye	Unstaffed	B1	✓ 2 spaces	1 on platform	✗	Ticket machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	✗	Car Park		Platform 1: Lat - 95mm Vert - 266mm Diag - 282mm Platform 2: Lat - 90mm Vert - 250mm Diag - 266mm
Malvern Link	Mo-Th 0630-1300 Fr 0630-1800 Sa 0800-1400 Su Closed	B1	✓ 6 spaces	7 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 90mm Vert - 264mm Diag - 279mm Platform 2: Lat - 110mm Vert - 240mm Diag - 264mm
Marston Green	Mo-Th 0615-1900 Fr 0615-2000 Su 0900-1400	A	✓ 6 spaces	9 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 220mm Vert - 280mm Diag - 350mm Platform 2: Lat - 150mm Vert - 280mm Diag - 309mm
Millbrook	Unstaffed	B1	✗	4 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 150mm Vert - 260mm Diag - 300mm Platform 2: Lat - 120mm Vert - 300mm Diag - 300mm
Milton Keynes Central	Mo-Fr 0445-2200 Sa 0600-2200 Su 0645-2130	A	✓ 18 spaces	113 in station building and on platforms	✓*	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓	✓	✓	In office	✓ Accessible parking bays		Platform 1: Lat - 115mm Vert - 395mm Diag - 407mm Platform 2: Lat - 144mm Vert - 297mm Diag - 319mm Platform 3: Lat - 140mm Vert - 275mm Diag - 297mm Platform 4: Lat - 150mm Vert - 264mm Diag - 287mm Platform 5: Lat - 160mm Vert - 313mm Diag - 330mm Platform 6: Lat - 140mm Vert - 280mm Diag - 301mm
Northampton	Mo-Fr 0600-2100 Sa 0600-2100 Su 0645-2000	A	✓ 13 spaces	33 in station and on platforms	✓**	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓	✓	✓	In office	✓ 4 x 20 minute parking bays outside front of station		Platform 1: Lat - 140mm Vert - 278mm Diag - 269mm Platform 2: Lat - 180mm Vert - 321mm Diag - 396mm Platform 3: Lat - 282mm Vert - 266mm Diag - 362mm Platform 4: Lat - 180mm Vert - 245mm Diag - 262mm Platform 5: Lat - 100mm Vert - 235mm Diag - 292mm

*Located on platforms 1 and 3. Accessible toilets use RADAR and can be found on the main concourse. Toilets are only open when ticket office is open.

**Located on main concourse. Accessible toilets use RADAR key. Toilets are only open when ticket office is open.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Northfield	Mo-Fr 0600-2000 Sa 0700-2100 Su 0920-1600	A	✓ 12 spaces	7 in station building and on platforms	✓*	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 120mm Vert - 160mm Diag - 200mm Platform 2: N/A Platform 3: N/A Platform 4: Lat - 140mm Vert - 130mm Diag - 184mm
Nuneaton	Mo-Fr 0600-2000 Sa 0600-2000 Su 0900-2100	A	✓ 6 spaces	23 in station building and on platforms	✓**	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓**	✓	✓	In office	Car Park		Platform 1: Lat - 180mm Vert - 250mm Diag - 308mm Platform 2: Lat - 30mm Vert - 250mm Diag - 252mm Platform 3: Lat - 170mm Vert - 300mm Diag - 345mm Platform 4: Lat - 100mm Vert - 240mm Diag - 260mm Platform 5: Lat - 110mm Vert - 250mm Diag - 273mm Platform 6: Lat - 80mm Vert - 170mm Diag - 188mm Platform 7: Lat - 80mm Vert - 150mm Diag - 170mm
Oakengates	Unstaffed	B2	✗	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	Car Park		Platform 1: Lat - 130mm Vert - 190mm Diag - 230mm Platform 2: Lat - 200mm Vert - 00mm Diag - 200mm
Old Hill	Mo-Fr 0700-1100 Sa 0900-1600 Su Closed	C	✓ 2 spaces	5 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✗	✗	Car Park		Platform 1: Lat - 128mm Vert - 300mm Diag - 326mm Platform 2: Lat - 369mm Vert - 310mm Diag - 482mm
Olton	Mo 0700-1500 Tu-Th 0700-1300 1700-1900 Fr 0700-2000 Sa 0800-2000 Su 1100-1300	A	✓ 5 spaces	10 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✓ Pick-up in car only		Platform 1: Lat - 150mm Vert - 212mm Diag - 260mm Platform 2: Lat - 210mm Vert - 238mm Diag - 317mm
Park Street	Unstaffed	A	✗	1 on platform	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	Car Park		Platform 1: Lat - 220mm Vert - 320mm Diag - 388mm
Penkridge	Unstaffed	A	✓ 4 spaces	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✓*	✗	✓	✗	Car Park		Platform 1: Lat - 130mm Vert - 220mm Diag - 256mm Platform 2: Lat - 120mm Vert - 260mm Diag - 286mm

*Located in the booking hall. Accessible toilets use a RADAR key. Toilets are only open when ticket office is open..

**Located on platform 2. Accessible toilets use RADAR key and can be found on platform 1 and the island of platform 6 and 7. Toilets are only open when ticket office is open. Café on platform 1.

*Mobile van during peak.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Perry Barr	Mo-Th 0700-1800 Fr 0700-1900 Sa 0900-1700 Su 1000-1600	B2	✗	5 on platforms	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✗	✗	✗	✗	In office	✗		Platform 1: Lat - 90mm Vert - 290mm Diag - 304mm Platform 2: Lat - 250mm Vert - 200mm Diag - 320mm
Polesworth	Unstaffed	A	✗	✗	✗	✗	Help Point	✗	✗	✗	✗	✓	✗	Car Park		Platform 1: Lat - 150mm Vert - 250mm Diag - 292mm
Redditch	Mo-Th 0615-1900 Fr 0615-2000 Su 0900-1600	A	✓ 2 spaces	7 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✓ Car park		Platform 1: Lat - 70mm Vert - 140mm Diag - 157mm
Ridgmont	Unstaffed	B1	✗	4 on platforms	✓*	Ticket machines	Help Point	Departure screens and announcements	✗	✓*	✗	✓	✗	✓ Pick-up possible in forecourt		Platform 1: Lat - 200mm Vert - 210mm Diag - 269mm Platform 2: Lat - 80mm Vert - 230mm Diag - 240mm
Rowley Regis	Mo-Th 0600-1900 Fr-Sa 0600-2000 Su 1000-1500	B1	✓ 12 spaces	7 in station building and on platforms	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 90mm Vert - 240mm Diag - 256mm Platform 2: Lat - 144mm Vert - 378mm Diag - 404mm
Rugby	Mo-Fr 0545-2000 Sa 0545-2000 Su 0800-1950	A	✓ 16 spaces	✓	✓	Ticket office and machines	Ticket office	Departure screens and announcements	✓	✓	✓	✓	✓	Front of station	✓	
Rugeley Town	Unstaffed	B2	✗	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✓	✗	✗	✓	✗	Car Park		Platform 1: Lat - 120mm Vert - 250mm Diag - 277mm Platform 2: Lat - 110mm Vert - 240mm Diag - 264mm
Rugeley Trent Valley	Unstaffed	B3	✓ 1 space	6 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✓	✗	✗	✓	✗	Car Park		Platform 1: Lat - 100mm Vert - 260mm Diag - 279mm Platform 2: Lat - 100mm Vert - 270mm Diag - 288mm Platform 3: Lat - 130mm Vert - 300mm Diag - 327mm

*Located in the station building. Open from Mo-Sa 0900-1600. Ridgmont station café.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Runcorn	Mo-Fr 0545-1930 Sa 0545-1930 Su 0830-1930	A	✓ 16 spaces	Yes	Yes	Ticket office and machines	Customer service office	Departure screens and announcements	✓	✓	✓	✓	✓	Station front	✓	
Sandwell & Dudley	Mo-Fr 0520-2000 Sa 0520 1900 Su 0800-1900	A	✓ 13 spaces	15 in station building and on platforms	✓*	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 60mm Vert - 250mm Diag - 257mm Platform 2: Lat - 210mm Vert - 310mm Diag - 374mm
Selly Oak	Mo-Fr 0600-2100 Sa 0700-2100 Su 0900-1900	A	✓ 15 spaces	12 in station building and platforms	✓**	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✓	✗	✓	In office	Car Park		Platform 1: Lat - 100mm Vert - 140mm Diag - 172mm Platform 2: Lat - 140mm Vert - 140mm Diag - 198mm
Shenstone	Mo-Sa 0700-1000 Su Closed	B3	✓ 2 spaces	7 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✗	✗	✗	✓	In office	Car Park		Platform 1: Lat - 80mm Vert - 190mm Diag - 206mm Platform 2: Lat - 100mm Vert - 160mm Diag - 189mm
Shifnal	Unstaffed	B3	✓ 1 space	6 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✓ Pick-up possible car park		Platform 1: Lat - 180mm Vert - 190mm Diag - 262mm Platform 2: Lat - 30mm Vert - 150mm Diag - 153mm
Shirley	Mo-Th 0630-1200 Fr 0630-2000 Sa 0800-2000 Su 1000-1400	A	✓ 5 spaces	17 in station building and on platforms	✓*	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 220mm Vert - 370mm Diag - 430mm Platform 2: Lat - 87mm Vert - 210mm Diag - 227mm
Shrewsbury	Mo-Fr 0520-2040 Sa 0520-1930 Su 0730-1930	A	✗ there is a car park	✓	✓	Ticket office and TVM		CIS and announcements		✓	✓	✓	✓			
Small Heath	Mo-Fr 0700-1000 Sa-Su Closed	C	✗	2 on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✗	✗	✗	✗	In office	Drop Off Point		Platform 1: N/A Platform 2: N/A Platform 3: Lat - 100mm Vert - 244mm Diag - 263mm Platform 4: Lat - 220mm Vert - 304mm Diag - 375mm

*Located outside the main ticket office. Accessible toilets use RADAR key. Toilets are only open when ticket office is open.

**Located in the booking hall. Accessible toilets use RADAR key. Toilets are only open when ticket office is open.

*Located on platform 1. Accessible toilets use RADAR key. Toilets are only open when ticket office is open.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Smethwick Galton Bridge	Mo-Th 0615-1300 Fr 0615-1800 Sa 0800-1600 Su 1000-1300	A	✓ 5 spaces	18 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 96mm Vert - 203mm Diag - 225mm Platform 2: Lat - 106mm Vert - 193mm Diag - 220mm
Smethwick Rolfe Street	Mo-Fr 0700-1800 Sa 0800-1700 Su Closed	C	✗	6 on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✗	✗	✗	✗	In office	✗		Platform 1: Lat - 80mm Vert - 210mm Diag - 225mm Platform 2: Lat - 230mm Vert - 300mm Diag - 378mm
Solihull	Full time	A	✓	✓	✓	Ticket office and machines	In booking office concourse area	Departure screens and announcements		✓	✗		✓			
Spring Road	Mo-Fr 0700-1100 Sa 0900-1400 Su Closed	B1	✗	✗	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	✗		Platform 1: Lat - 120mm Vert - 265mm Platform 2: Lat - 124mm Vert - 266mm
St Albans Abbey	Unstaffed	A	✓ 1 space	2 on platform	✗	Ticket machines	Help Point	Departure screens and announcements	✓	✗	✗	✓	✗	Car Park		Platform 1: Lat - 150mm Vert - 400+mm Diag - 427+mm
Stetchford [‡]	Mo-Th 0700-1400 Fr 0700-1900 Sa 0800-1700 Su 1000-1200	A	✗	4 on platforms	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✗	In office	✗		Platform 1: Lat - 170mm Vert - 280mm Diag - 326mm Platform 2: Lat - 250mm Vert - 300mm Diag - 391mm
Stewartby	Unstaffed	B2	✗	6 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✗	✗	✗		Platform 1: Lat - 120mm Vert - 250mm Diag - 277mm Platform 2: Lat - 190mm Vert - 220mm Diag - 120mm
Stone	Unstaffed	B3	✗	12 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✗	✗	Access Road to Station		Platform 1: Lat - 80mm Vert - 260mm Diag - 272mm Platform 2: Lat - 290mm Vert - 270mm Diag - 396mm

[‡]New lift from Summer 2020

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Stourbridge Junc	Mo-Th 0600-2000 Fr 0600-2200 Sa 0600-2100 Su 0900-1900	A	✓ 22 spaces	13 in station building and on platform	✓*	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓ [‡]	✗	✓	In office	✓ Pick-up in car park		Platform 1: Lat - 50mm Vert - 50mm Diag - 71mm Platform 2: Lat - 140mm Vert - 247mm Diag - 308mm Platform 3: Lat - 204mm Vert - 327mm Diag - 385mm
Stourbridge Town	Mo-Fr 0700-1800 Sa 0900-1800 Su Closed	A	✗	1 on platform	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	✗		Platform 1: Lat - 10mm Vert - 20mm Diag - 22mm
Stratford-upon-Avon	Mo-Th 0700-1800 Fr 0700-1900 Sa 0700-1800 Su 0900-1600	A	✓ 2 spaces	6 on platforms	✓**	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓ [‡]	✗	✓	In office	Car Park		Platform 1: Lat - 70mm Vert - 308mm Diag - 316mm Platform 2: Lat - 110mm Vert - 258mm Diag - 280mm Platform 3: Lat - -50mm Vert - 230mm Diag - 224mm
Stratford-upon-Avon Parkway	Unstaffed	A	✗	4 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	Car Park		Platform 1: Lat - 130mm Vert - 190mm Diag - 230mm Platform 2: Lat - 70mm Vert - 180mm Diag - 193mm
Stafford	Mo-Fr 0600-2000 Sa 0600-2000 Su 0830-2000	A	✓ 14 spaces	✓	✓	Ticket office and machines	Ticket office	Departure screens and announcements	✓	✓	✓	✓	✓	Station front	✓	
Stoke-on-Trent	Mo-Fr 0555-2000 Sa 0625-1900 Su 0855-0830	A	✓ spaces	✓	✓	Ticket office and machines	Ticket office	Departure screens and announcements	✓	✓	✓	✓	✓	Main station entrance	✓	
Sutton Coldfield	Mo-Th 0600-1900 Fr 0600-2000 Sa 0800-2000 Su 0900-1900	A	✓ 17 spaces	17 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	Drop Off Point		Platform 1: Lat - 200mm Vert - 180mm Diag - 269mm Platform 2: Lat - 50mm Vert - 220mm Diag - 226mm
Tame Bridge Parkway	Mo-Fr 0600-1900 Sa 0700-1900 Su 1000-1600	B1	✓ 14 spaces	2 in station building	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✓ Dedicated pick up point next to booking hall		Platform 1: Lat - 150mm Vert - 210mm Diag - 258mm Platform 2: Lat - 150mm Vert - 250mm Diag - 291mm

*Located on Platform 2. Accessible toilets use RADAR key. Toilets are only open when ticket office is open.

**Located on platform 2. There are no accessible toilets. Toilets are only open when ticket office is open.

[‡]Coffee kiosk.

[‡]Buffet

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Tamworth [†]	Mo-Fr 0610-2000 Sa 0610-2000 Su 0915-1645	A	✓ 12 spaces	25 in station and on platform	✓*	Ticket office and machines	Ticket Office	Departure screens and announcements	✗	✓*	✓	✓	In office	Taxi Rank		Platform 1: Lat - 260mm Vert - 310mm Diag - 405mm Platform 2: Lat - 150mm Vert - 210mm Diag - 258mm Platform 3: Lat - 275mm Vert - 290mm Diag - 400mm Platform 4: Lat - 200mm Vert - 290mm Diag - 307mm
Telford Central	Mo-Sa 0600-1900 Su 1000-1700	A	✓ 14 spaces	19 in station and on platforms	✓**	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓**	✗	✓	In office	Car Park		Platform 1: Lat - 20mm Vert - 180mm Diag - 180mm Platform 2: Lat - 180mm Vert - 290mm Diag - 341mm
The Hawthornes	Mo-Th 0700-1300 Fr 0700-1700 Sa 0900-1600 Su Closed	A	✓ 12 spaces	6 on platforms	✓ [†]	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 90mm Vert - 201mm Diag - 220mm Platform 2: Lat - 90mm Vert - 185mm Diag - 206mm
The Lakes	Unstaffed	B1	✗	✗	✗	✗	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 247mm Vert - 343mm Diag - 423mm Platform 2: Lat - 75mm Vert - 329mm Diag - 337
Tile Hill	Mo 0600-1900 Tu-Th 0700-1900 Fr 0700-2000 Sa 0800-1900 Su 0830-1400	A	✓ 16 spaces	5 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	✗		Platform 1: Lat - 190mm Vert - 280mm Diag - 338mm Platform 2: Lat - 150mm Vert - 280mm Diag - 318mm
Tipton	Mo-Fr 0700-1400 Sa 0800-1600 Su 1100-1400	A	✓ 5 spaces	2 in station and on platforms	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 180mm Vert - 210mm Diag - 277mm Platform 2: Lat - 110mm Vert - 230 Diag - 255mm
Tring [‡]	Mo-Fr 0600-1900 Sa 0715-1400 Su 0800-1500	A	✓ 7 spaces	27 in station building and on platform	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✓	✗	✗	In office	Station Forecourt		Platform 1: Lat - 183mm Vert - 363mm Diag - 407mm Platform 2: Lat - 168mm Vert - 266mm Diag - 392mm Platform 3: Lat - 160mm Vert - 266mm Diag - 292mm Platform 4: Lat - 170mm Vert - 292mm Diag - 322mm Platform 5: Lat - 140mm Vert - 270mm Diag - 292mm

^{*}Located on platform 1. Accessible toilets are located in the booking hall. Toilets are only open when ticket office is open. Café express.

^{**}Located in the booking hall. Accessible toilets use RADAR key. Toilets are only open when ticket office is open. Coffee kiosk.

[†]Located in the booking hall. Accessible toilets are non-RADAR key. Toilets are only open when ticket office is open.

[‡]Lifts closed between 20/07/20 and 19/10/20- New lifts Autumn 2020. Tring, from Summer 2020

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Tyseley	Mo-Fr 0700-0900 Sa-Su Closed	C	✗	10 in station building and on platforms	✗	Ticket office and machines	Help Point	Departure screens and announcements	✗	✗	✗	✗	In office	✗		Platform 1: Lat - 171mm Vert - 342mm Diag - 382mm Platform 2: Lat - 77mm Vert - 328mm Diag - 337mm Platform 3: Lat - 130mm Vert - 220mm Diag - 256mm Platform 4: Lat - 74mm Vert - 219mm Diag - 231mm
University	Mo-Fr 0700 - 2000 Sa 0800 - 1900 Su 1000 - 1600	A	✗	14 on platforms	✓*	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗		✓	✓ Ticket office only	✗		Platform 1: Lat - 250mm Vert - 294mm Diag - 385mm Platform 2: Lat - 80mm Vert - 170mm Diag - 188mm
Warwick	Part time	B3	✓	✓ but not compliant	✓	Ticket office and machines	Before the first bench for platform 1 and in the shelter for platform 2	Departure screens and announcements		✓	✗		✗			
Warwick Parkway	Full time	A	✓	✓	✓	Ticket office and machines	Booking office cosource area	Departure screens		✓	✓		✗			
Wasall	Mo-Su 0800 - 2200	A	✗	20 in station building and platforms	✓**	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✓**		✓	✓ Ticket office	Car Park		Platform 1: Lat - 120mm Vert - 240mm Diag - 268mm Platform 2: Lat - 110mm Vert - 240mm Diag - 264mm Platform 3: Lat - 90mm Vert - 230mm Diag - 247mm
Water Orton	Unstaffed	C	✗	4 on platforms	✗	✗	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 130mm Vert - 150mm Diag - 198mm Platform 2: N/A
Watford Jnc (AL)	Mo-Fr 0530 - 2300 Sa 0530 - 2300 Su 0630 - 2230 Booking Office and Travel Centre	A	✓ 10 accessible spaces	49 in station building and on platforms	✓*	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✓*		✓	✓ Ticket office	Taxi Rank		Platform 1: Lat - 100mm Vert - 210mm Diag - 233mm Platform 2: Lat - 90mm Vert - 200mm Diag - 219mm Platform 3: Lat - 180mm Vert - 200mm Diag - 284mm Platform 4: Lat - 160mm Vert - 230mm Diag - 280mm Platform 5: N/A Platform 6: Lat - 180mm Vert - 275mm Diag - 307mm Platform 7: Lat - 170mm Vert - 260mm Diag - 294mm Platform 8: Lat - 170mm Vert - 230mm Diag - 286mm Platform 9: Lat - 239mm Vert - 280mm Diag - 365mm Platform 10: Lat - 271mm Vert - 290mm Diag - 367mm Platform 11: Lat - 150mm Vert - 270mm Diag - 309mm

*Located next to ticket office. Requires RADAR key.

**Located in booking hall. In shopping centre joined to the station.

*Located on Platform 6 and requires a RADAR key. Located between Platforms 9 and 10.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Watford Jnc (Mainline)		A					Ticket Counter							Taxi Rank		
Watford North	Unstaffed	A	✗	3 on platforms	✗	Ticket machines only, machines not accessible	Help Point	Departure screens and announcements	✗	✗		✓	✗	✗		Platform 1: Lat - 120mm Vert - 260mm Diag - 279mm
Wellington	Mo 0700 - 1300 1500 - 1700 Tu-Th 0700 - 1300 Fr 0700 - 1300 1500 - 1700 Sa 08:00 - 13:00 Su Closed	B2	✓ 7 accessible spaces	12 on platforms	✓*	Ticket office and machines	Help Point	Departure screens and announcements	✗	✗		✗	✓ Ticket	Car Park		Platform 1: Lat - 130mm Vert - 150mm Diag - 198mm Platform 2: Lat - 60mm Vert - 200mm Diag - 209mm
Wembley Central	Unstaffed	A	✗	✓	✓	TVM		CIS and announcements		✗	✗	✓	✗			
Whitlocks End	Unstaffed	B1	✓ 8 accessible spaces	4 on platforms	✗	Accessible machines only	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	Car Park		Platform 1: Lat - 134mm Vet - 181mm Diag - 225mm Platform 2: Lat - 90mm Vert - 177mm Diag - 199mm
Widney Manor	Mo-Fr 0600-1200 Sa 0800-1500 Su 1020-1300	B2	✓ 11 spaces	12 in station building and platforms	✗	Ticket office and machines	Help Point	Departure screens and announcements	✓	✗	✗	✓	✗	Car Park		Platform 1: Lat - 160mm Vert - 230mm Diag - 280mm Platform 2: Lat - 130mm Vert - 220mm Diag - 255mm
Wilmcote	Unstaffed	B3	✗	6 on platforms	✗	✗	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 130mm Vert - 333mm Diag - 357mm Platform 2: Lat - 28mm Vert - 230mm Diag - 232mm

*Platform 2. Requires RADAR key.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Wilnecote	Unstaffed	B3	✗	✗	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 63mm Vert - 152mm Diag - 170mm Platform 2: Lat - 67mm Vert - 162mm Diag - 176mm
Winsford	Mo-Th 0700-1200 Fr-Sa 0700-1500 Su Closed	B2	✓ 3 spaces	8 in station building and on platforms	✓*	Ticket office and machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	In office	✓ Pick-up possible in car		Platform 1: Lat - 70mm Vert - 270mm Diag - 279mm Platform 2: Lat - 160mm Vert - 340mm Diag - 340mm
Witton	Unstaffed	B1	✗	5 in station building and on platforms	✗	Ticket machines	Ticket Office	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 140mm Vert - 250mm Diag - 287mm Platform 2: Lat - 130mm Vert - 230mm Diag - 264mm
Woburn Sands	Unstaffed	B1	✗	3 on platforms	✗	Ticket machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 150mm Vert - 300mm Diag - 326mm Platform 2: Lat - 200mm Vert - 330mm Diag - 345mm
Worcester Shrub Hill	Mo-Th 0600-1100 Fr 0600-1900 Sa 0700-1100 Su 0900-1400	B3	✓ 5 spaces	14 in station building and on platforms	✓**	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓	✓	✓	In office	Car Park		Platform 1: Lat - 80mm Vert - 260mm Diag - 272mm Platform 2: Lat - 100mm Vert - 390mm Diag - 403mm
Wolverhampton	Mo-Sa 24 hours Su 0615-2359	A	✓ 27 spaces	39 in station building and on platforms	✓†	Ticket office and machines	Ticket Office	Departure screens and announcements	✗	✓	✓	✓	In office	Car Park		Platform 1: Lat - 70mm Vert - 250mm Diag - 260mm Platform 2: Lat - 270mm Vert - 240mm Diag - 361mm Platform 3: Lat - 90mm Vert - 160mm Diag - 184mm Platform 4: Lat - 250mm Vert - 200mm Diag - 320mm Platform 5: Lat - 80mm Vert - 240mm Diag - 253mm Platform 6: Lat - 240mm Vert - 170mm Diag - 294mm
Wolverton	Mo-Fr 0615-1100 Sa-Su Closed	B3	✓ 2 spaces	20 in station building and platforms	✓‡	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✗	In office	✓ Pick-up in car park		Platform 1: Lat - 224mm Vert - 264mm Diag - 276mm Platform 2: Lat - 257mm Vert - 273mm Diag - 364mm Platform 3: Lat - 140mm Vert - 400+mm Diag - 400+mm Platform 4: Lat - 270mm Vert - 671mm Diag - 729mm

*Toilets are located outside booking hall. There are no accessible toilets. Toilets are only open when station building is open.

**Located on platform 1. Accessible toilets use RADAR key. Toilets are only open when ticket office is open.

†Located on platforms 1 and 4. Accessible toilets use RADAR key. Toilets are only open when ticket office is open.

‡Located in booking hall. Accessible toilets key can be requested from staff. Toilets are only open when ticket office is open.

STATION	STAFFING HOURS	STEP-FREE CLASSIFICATION	DESIGNATED DISABLED PARKING	SEATING	TOILETS	TICKET SALES FACILITIES	PASSENGER ASSIST MEETING POINT	CUSTOMER INFORMATION SCREENS	SECURE STATION ACCREDITATION	CATERING	WHEELCHAIR AVAILABILITY	RAMP FOR TRAIN ACCESS	INDUCTION LOOPS	ACCESSIBLE SET-DOWN AND PICK-UP POINTS	AUTOMATIC DOORS	PLATFORM TO TRAIN STEPPING DISTANCE (MAX)
Wood End	Unstaffed	C	✗	2 on platforms	✗	✗	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 87mm Vert - 260mm Diag - 274mm Platform 2: Lat - 220mm Vert - 440mm Diag - 492mm
Wootton Wawan	Unstaffed	B1	✗	2 on platforms	✗	✗	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 131mm Vert - 221mm Diag - 257mm Platform 2: Lat - 130mm Vert - 230mm Diag - 264mm
Worcester Foregate St	Mo-Fr 0610-1900 Sa 0610-1900 Su 0900-1645	A	✗	15 in station building and on platforms	✓*	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✓	✗	✓	In office	✗		Platform 1: Lat - 300mm Vert - 400mm Diag - 500mm Platform 2: Lat - 10mm Vert - 311mm Diag - 311mm
Wylde Green	Mo-Th 0605-1900 Fr 0700-2000 Sa 0800-2100 Su 0925-1600	B1	✓ 4 spaces	5 on platforms	✗	Ticket office and machines	Ticket Counter	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 50mm Vert - 140mm Diag - 149mm Platform 2: Lat - 50mm Vert - 130mm Diag - 139mm
Wythall	Unstaffed	B1	✗	3 on platforms	✗	Ticket office and machines	Help Point	Departure screens and announcements	✗	✗	✗	✓	✗	✗		Platform 1: Lat - 210mm Vert - 270mm Diag - 342mm Platform 2: Lat - 70mm Vert - 150mm Diag - 166mm
Yardley Wood	Mo-Th 0630 - 1400 Fr 0630 - 1900 Sa 0800 - 1600 Su 0930 - 1300	B1	✓ 4 spaces	6 in station building and on platforms	✗	Ticket office and machines	Ticket Office	Departure screens and announcements	✓	✗	✗	✓	In office	Car Park		Platform 1: Lat - 80mm Vert - 250mm Diag - 262mm Platform 2: Lat - 70mm Vert - 237mm Diag - 247mm

*Toilets are located on platform 1. Accessible toilets use RADAR key. Toilets are only open when ticket office is open.



January 2020

Rolling Stock Accessibility Index



**West
Midlands
Railway**



**London
Northwestern
Railway**

Operated by West Midlands Trains

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Introduction

This index summarizes of all the types of trains which **West Midlands Railway** and **London Northwestern Railway** operate and explains the facilities which these trains have which assist with accessible travel.

Pages 3 to 12 contain the information for each train which West Midlands Railway operates and pages 13 to 17 include the information for London Northwestern Railway.

For information on accessible travel please refer to our Accessible Travel webpage:

westmidlandsrailway.co.uk/travel-information/accessible-travel

If you have any accessibility questions or queries, please don't hesitate to contact us via email at:

✉ **accessibility@wmtrains.co.uk**



Class 139 *Parry People Mover*

Type of train

We operate the Class 139 'Parry People Mover' on our Stourbridge Junction to Stourbridge Town Branch route. These are one carriage trains.

Staffing

All our trains are served by a team of on-board staff who can help customers. Staff on this line do not sell tickets so please purchase your ticket before boarding the train.

Ramps to board the train

This train requires no ramp to board as it has level entry between the train and the platform.

Wheelchair and scooters

We can convey wheelchairs and scooters up to 1200mm long by 700mm wide. Our ramps can carry a maximum weight of 300kg (the combined weight of the scooter/wheelchair and passenger).

Seating

All our trains on this line have standard class seating only. Priority seating is provided.

Accessible toilets

Our trains on this line have no accessible toilets.

Standard toilets

Our trains on this line have no standard toilets.

Audio announcements

Audio announcements are provided at the station but none are available on-board. Two staff members will always be on board to provide any assistance.

Visual announcements

Each coach provides a screen which displays passenger information such as next stop, points of interest, current location, destination and times. Please advise our on-board hosts if you need assistance with information or stopping times.





Class 153 *Sprinter*

Type of train

We operate the Class 153 'Sprinter' trains on our Hereford to New Street and Birmingham Snow Hill Line routes. We can also operate these trains on the Nuneaton to Leamington Spa and New Street to Shrewsbury Lines as an emergency contingency. These trains are built as one carriage but will always be coupled up to a more modern and accessible train so that people who require accessible facilities can board the part of the train which is formed of more modern vehicles.

Staffing

All our trains are served by on-board staff who can help customers. Ramps to board the train. This train requires a ramp to board.

Ramps to board the train

This train requires ramp assistance to board.

Wheelchair and scooters

We can convey wheelchairs and scooters up to 1200mm long by 700mm wide. Our ramps can carry a maximum weight of 300kg (the combined weight of the scooter/wheelchair and passenger).

Seating

All our trains on this line have standard class seating only. Table seating and priority seating is also provided.

Accessible toilets

These trains have no accessible toilets.

Standard toilets

These trains only have standard toilets which are located at the end of the train opposite the luggage rack area.

Luggage racks

Luggage racks are located at the end of the train next to the standard toilets.

Audio announcements

Audio announcements are provided on this train by the staff on-board. This train has no automatic announcements.

Visual announcements

This train provides a screen which displays passenger information such as next stop, destination and safety information. Please advise our on-board staff if you require any assistance with information.





Class 170 / 5 and / 6 *Turbostar*

Type of train

We operate the Class 170 'Turbostar' trains on our Hereford to New Street, Birmingham Snow Hill, New Street to Shrewsbury Lines and Chase Line routes. These are formed of 2 and 3 carriages.

Staffing

All our trains are served by a team of on-board staff who can help customers.

Ramps to board the train

This train requires ramp assistance to board.

Wheelchair and scooters

We can convey wheelchairs and scooters up to 1200mm long by 700mm wide. Our ramps can carry a maximum weight of 300kg (the combined weight of the scooter/wheelchair and passenger).

Luggage racks

Luggage racks are located throughout the train.

Seating

All our trains on this line have standard class seating only. Table seating and priority seating is also provided.

Accessible toilets

Our trains on this line have accessible toilets located next to the accessible space area.

Standard toilets

This train also has standard toilets located at one end of the train.

Audio announcements

Audio announcements are provided on this train by the staff on-board. This train has no automatic announcements such as next stop, destination and safety information.

Visual announcements

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information. Please advise our on-board staff if you require any assistance with information.





Class 172 / 0

Type of train

We operate the Class 172/0 trains on our Birmingham Snow Hill, Hereford to New Street and Leamington to Nuneaton routes. These are formed of 2 carriages.

Staffing

All our trains are served by a team of onboard staff who can help customers. Staff are located in the middle or at the rear of the train.

Ramps to board the train

This train requires ramp assistance to board.

Wheelchair and scooters

We can convey wheelchairs and scooters up to 1200mm long by 700mm wide. Our ramps can carry a maximum weight of 300kg (the combined weight of the scooter/wheelchair and passenger).

Seating

All our trains on this line have standard class seating only as well as priority seating. These trains contain charging ports between the seats.

Accessible toilets

These trains have accessible toilets located in the middle of the train next to the accessible area.

Standard toilets

Standard toilets are not provided on this type of train.

Audio announcements

Audio announcements are provided on this train by the staff onboard. This train has automatic announcements which announce next stop, destination and safety information.

Visual announcements

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information. Please advise our onboard staff if you require any assistance with information.





Class 172 / 2 and / 3 units

Type of train

We operate the Class 172 trains on our Birmingham Snow Hill, Hereford to New Street and Leamington to Nuneaton routes. These are formed of 2 and 3 carriages.

Staffing

All our trains are served by a team of on-board staff who can help customers. Staff are located in the middle or at the rear of the train.

Ramps to board the train

This train requires ramp assistance to board.

Wheelchair and scooters

We can convey wheelchairs and scooters up to 1200mm long by 700mm wide. Our ramps can carry a maximum weight of 300kg (the combined weight of the scooter/wheelchair and passenger).

Seating

All our trains on this line have standard class seating only as well as priority seating. Some of these trains also include charging ports and tables.

Accessible toilets

These trains have accessible toilets located in the middle of the train next to the accessible area.

Standard toilets

Standard toilets are not provided on this type of train.

Audio announcements

Audio announcements are provided on this train by the staff on-board. This train has automatic announcements which announce next stop, destination and safety information.

Visual announcements

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information. Please advise our on-board staff if you require any assistance with information.





Class 323

Type of train

We operate the Class 323 trains on Cross City and Birmingham to Walsall lines. These trains are formed of 3 carriages.

Staffing

All our trains are served by a team of on-board staff who can help customers. Staff are located in the middle or at the rear of the train.

Ramps to board the train

This train requires ramp assistance to board.

Wheelchair and scooters

We can convey wheelchairs and scooters up to 1200mm long by 700mm wide. Our ramps can carry a maximum weight of 300kg (the combined weight of the scooter/wheelchair and passenger).

Seating

All our trains on this line have standard class seating only as well as priority seating.

Accessible toilets

These trains have accessible toilets located in the middle of the train next to the accessible area. Trains with the green interior do not have accessible toilets at present, although all these trains are being improved to include an accessible toilet during 2020.

Standard toilets

Some trains may have standard toilets. Trains with the green interior will have standard toilets located in the middle of the train. In order to make our trains accessible, the new refurbished trains have had the standard toilets replaced with new accessible toilets in the middle of the train in the same location as the standard toilets.

Audio announcements

Audio announcements are provided on this train by the staff on-board. This train has automatic announcements which announce next stop, destination and safety information. Trains with the green interior only have manual audio announcements.

Visual announcements

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information. Green interior trains do not have visual announcements on board. Please advise our on-board staff if you require any assistance with information.





Class 196 / 2 and / 3 units

Type of train

We will operate the Class 196 trains on our Hereford to New Street, Birmingham Snow Hill, New Street to Shrewsbury Lines and Chase Line routes. These will be formed of 2 and 4 carriages.

Staffing

All our trains are served by a team of on-board staff who can help customers.

Ramps to board the train

This train requires ramp assistance to board.

Wheelchair and scooters

We can convey wheelchairs and scooters up to 1200mm long by 700mm wide. Our ramps can carry a maximum weight of 300kg (the combined weight of the scooter/wheelchair and passenger).

Seating

All our trains on this line have standard class seating only and priority seating. Table seating is also provided as well as charging points.

Accessible toilets

Our trains on this line have accessible toilets located in the middle of the train next to the accessible space area.

Standard toilets

These trains have standard toilets located throughout the train.

Audio announcements

Audio announcements are provided on this train by the staff on-board. This train also has automatic announcements such as next stop, destination and safety information.

Visual announcements

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information. Please advise our on-board staff if you require any assistance with information.





Class 730

Type of train

We will operate the Class 730 trains on Cross City and Birmingham to Walsall lines. These trains are formed of 3 carriages.

Staffing

All our trains are served by a team of on-board staff who can help customers.

Ramps to board the train

This train requires ramp assistance to board.

Wheelchair and scooters

We can convey wheelchairs and scooters up to 1200mm long by 700mm wide. Our ramps can carry a maximum weight of 300kg (the combined weight of the scooter/wheelchair and passenger).

Seating

All our trains on this line have standard class seating only and priority seating. Table seating is also provided as well as charging points.

Accessible toilets

Our trains on this line have accessible toilets located in the middle of the train next to the accessible space area.

Standard toilets

The three car trains will only have accessible toilets and no standard toilets whereas the 5 car trains will have both standard and accessible toilets located throughout the train.

Audio announcements

Audio announcements are provided on this train by the staff on-board. This train also has automatic announcements such as next stop, destination and safety information.

Visual announcements

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information. Please advise our on-board staff if you require any assistance with information.





Class 230

Type of train

Operate the Class 230 trains on the Marston Vale line which runs between Bedford and Bletchley. These trains are formed of 2 carriages.

Staffing

All our trains are served by a team of on-board staff who can help customers.

Ramps to board the train

This train requires ramp assistance to board.

Wheelchair and scooters

We can convey wheelchairs and scooters up to 1200mm long by 700mm wide. Our ramps can carry a maximum weight of 300kg (the combined weight of the scooter/wheelchair and passenger).

Seating

All our trains on this line have standard class seating only as well as priority seating.

Accessible toilets

Our trains on this line have accessible toilets located in the middle of the train next to the accessible space area.

Standard toilets

Only accessible toilets are provided on this train.

Audio announcements

Audio announcements are provided on this train by the staff on-board. This train also has automatic announcements such as next stop, destination and safety information.

Visual announcements

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information. Please advise our on-board staff if you require any assistance with information.





Class 319

Type of train

We operate the Class 319 trains on our London to Northampton, London to Tring and St Albans Abbey routes. These trains are formed of 4 carriages.

Staffing

All our trains are served by on-board staff who can help customers.

Ramps to board the train

This train requires a ramp to board.

Wheelchair and scooters

We can convey wheelchairs and scooters up to 1200mm long by 700mm wide. Our ramps can carry a maximum weight of 300kg (the combined weight of the scooter/wheelchair and passenger).

Seating

All our trains on this line have standard class seating, priority seating is also provided. Some trains may have first class seating as well at the front of the train. First class is not accessible.

Accessible toilets

Our trains on this line have accessible toilets located in the middle of the train next to the accessible space area.

Standard toilets

These trains only have accessible toilets.

Audio announcements

Audio announcements are provided on this train by the staff on-board. This train has automatic announcements which announces passenger information such as next stop, destination and safety information.

Visual announcements

This train provides a screen which displays passenger information such as next stop, destination and safety information. Please advise our on-board staff if you require any assistance with information.





Class 350

Type of train

We will operate the Class 350 trains on our London to Northampton, London to Liverpool, London to Birmingham, Birmingham to Rugeley and London to Crewe routes. These are formed of 4 carriages.

Staffing

All our trains are served by a team of on-board staff who can help customers.

Ramps to board the train

This train requires ramp assistance to board.

Wheelchair and scooters

We can convey wheelchairs and scooters up to 1200mm long by 700mm wide. Our ramps can carry a maximum weight of 300kg (the combined weight of the scooter/wheelchair and passenger).

Seating

All our trains on this line have standard class and first class seating. Table seating and priority seating is also provided as well as charging points. First class is not accessible for those in wheelchairs.

Accessible toilets

Our trains on this line have accessible toilets located in the middle of the train next to the accessible space area.

Standard toilets

Our trains on this line also have standard toilets located throughout the train.

Audio announcements

Audio announcements are provided on this train by the staff onboard. This train also has automatic announcements such as next stop, destination and safety information.

Visual announcements

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information. Please advise our on-board staff if you require any assistance with information.





Class 730

Type of train

We will operate the Class 730 trains on London to Northampton, London to Liverpool, London to Birmingham, Birmingham to Rugeley and London to Crewe routes. These trains are formed of 5 carriages.

Staffing

All our trains are served by a team of on-board staff who can help customers.

Ramps to board the train

This train requires ramp assistance to board.

Wheelchair and scooters

We can convey wheelchairs and scooters up to 1200mm long by 700mm wide. Our ramps can carry a maximum weight of 300kg (the combined weight of the scooter/wheelchair and passenger).

Seating

All our trains on this line have standard class and first class seating. Table seating is also provided as well as charging points and priority seating.

Accessible toilets

Our trains on this line have accessible toilets located in the middle of the train next to the accessible space area.

Standard toilets

Our trains on this line have standard toilets located throughout the train.

Audio announcements

Audio announcements are provided on this train by the staff on-board. This train also has automatic announcements such as next stop, destination and safety information.

Visual announcements

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information. Please advise our on-board staff if you require any assistance with information.

