

Annette Egginton

Head of Competition and Consumer Policy
Directorate of Railway Markets & Economics

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18 August 2016

Andy Cooper
Managing Director
CrossCountry

Dear Andy

Review of XC Trains Limited (trading as CrossCountry) Disabled People's Protection Policy (Condition 5 of your GB Statement of National Regulatory Conditions: Passenger)

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

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

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

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

- **Assistance booking:** The guidance states that operators are not expected to require more than 24 hours' notice for assistance bookings. You have now clarified that, as your call centre closes at 8pm, passengers can book assistance up until 8pm the night before travel. After this time they can contact National Rail Enquiries where they will be directed to an open contact centre to make their booking. You have confirmed that in all circumstances, passengers are not required to give more than 24 hours' notice.
- **Provide assistance when booked in advance:** The guidance states that operators are expected to provide assistance, when booked in advance, at any station during the hours that trains are scheduled to serve that station. The assistance that TOCs provide will be dependent upon the needs of the passenger, and may include alternatives to providing staff (such as accessible taxis), if this is acceptable to the passenger but TOCs should be mindful of allowing passengers to



make as much of their journey by rail as possible. You have clarified that in the case that your trains call at an unstaffed station when a passenger requiring assistance wishes to use it, you will discuss with the passenger what help they require and, as CrossCountry does not manage any stations, make the appropriate arrangements with the relevant Station Facilities Operator. We note that it is the responsibility of CrossCountry to ensure that the assistance requested by your passengers is provided.

- **Alternative accessible transport:** The guidance states that operators must commit to providing alternative accessible transport to the nearest or most convenient accessible station in the following circumstances:
 - a. where a disabled passenger is unable to travel from a station because the station is inaccessible to them (e.g. because of a physical constraint);
 - b. where, for whatever reason, substitute transport is provided to replace rail services (e.g. because of planned engineering works) that is inaccessible to disabled passengers;
 - c. where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

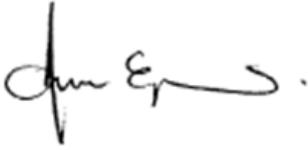
You have now confirmed that alternative accessible transport will be provided to the nearest or most convenient accessible station and that this is available in all of the situations listed above.

- **Tickets and fares:** The guidance states that operators must commit to ensuring that, where disabled passengers are unable to buy a ticket at a station before their journey, they are able to buy a ticket without penalty on the train or at their destination. You have confirmed that if passengers are not able to buy a ticket before they board the train, they can buy a ticket on-board and receive any applicable discounts, including non-railcard discounts.
- **Carriage of mobility scooters:** The guidance states that operators must state their policy regarding the carriage of scooters in their DPPP and that they are expected to make the reasoning behind their policy clear. In your DPPP, you have made your scooter policy clear, including your policy for the carriage of scooters during disruption. You have advised passengers that some replacement transport may not be able to accommodate mobility scooters, however you will do your best to find an alternative which allows the scooter to be carried.

In addition to this, we expect all supporting information, such as that provided on your website, to be consistent with the information provided in your DPPP. You have confirmed that you will update your website and all other supporting information in order to ensure that the information provided reflects the commitments given in your revised DPPP. Please could you confirm when this work has been carried out, and in any case no later than 4 weeks from the date of this letter.



Yours sincerely,

A handwritten signature in black ink, appearing to read 'Annette Egginton', with a stylized flourish at the end.

Annette Egginton



Making rail accessible (Helping older and disabled passengers)

1. Policy Summary

This document sets out our current arrangements for meeting the needs of customers who are disabled, or whose mobility is impaired. We will support independent travel as far as possible, with the standards of information and access raised across the board so that customers with mobility difficulties have more confidence in travelling.

At CrossCountry our policy is to maintain, and improve, current standards of accessibility to services for people with disabilities (including those which are less obvious), the elderly or those whose mobility is impaired.

We will take account of provisions within the Equality Act 2010 working with other rail industry partners to ensure compliance where complementary services (such as station services) are supplied under contract. We strive to deliver a high standard of care to all of our customers.

We will work closely with Transport Focus, the Disabled Persons Transport Advisory Committee (DPTAC) and other local and nationwide user groups representing the interests of disabled passengers, in order to continuously improve the levels of service we offer disabled customers. We also work closely with our station colleagues and suppliers to ensure that sufficient resource is made available, not only to deliver Passenger Assistance but to continuously look for ways to improve the passenger experience.

Our policy is a 'live' document and is always under development. We will carry out a full review annually with each version approved by the Office of Rail and Road (ORR).

2. Assistance for Passengers

Passenger Assistance is available across the rail network to enable elderly and disabled passengers to receive extra help when travelling should they need it.

Working with the station teams, we can arrange for:

- ramps to assist disabled passengers to get on and off trains
- an employee to provide a helping hand with getting on or off the train or climbing stairs
- an employee to provide guidance to a blind or visually impaired passenger
- a wheelchair to help with transfer between the station entrance and the train
- depending on the level of assistance or physical access required we can provide a taxi for disabled passengers travelling from an inaccessible station to one accessible to them.

Please be advised we are unable to:

- accompany passengers throughout their entire journey
- Provide personal care, such as help with eating and drinking, taking medication or using the toilet
carry heavy or excessive amounts of luggage
- provide assistance outside of our stations areas, i.e. into high streets or across roads

If you need support or assistance in making your journey our JourneyCare service is here to help. Our dedicated staff can provide information about CrossCountry services, (including details of changed arrangements due to engineering work), the services available at the stations we stop at, and arrange any assistance you will need when you make your journey. You can also buy tickets and make reservations for your journey through the JourneyCare service. Our call centre closes at 8pm so you can book assistance up until 8pm the day before your journey. You do not have to give more than 24 hours' notice to book assistance. Therefore, if you want to contact us outside our call centre hours please contact National Rail Enquiries on 03457 48 49 50 and you'll be directed to available Call Centres where you can make your assistance booking.

We also understand that it isn't always possible to book assistance in advance. Therefore if you do need on the day assistance, please just speak to a member of station staff or contact our JourneyCare team and we will do as much as we can to try and help. When booking your assistance with us, we will also send you an email (where possible) confirming all of the details you have provided to give you extra peace of mind. Where time permits, we can send a copy by post if you need one.

Although our JourneyCare team is dedicated to CrossCountry, they have access to the national systems and Knowledgebase databases and will be happy to help you wherever you're planning to travel on the national rail network, regardless of the train operating company involved. Their details follow:

Service	Contact details	Opening hours
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JourneyCare telephone	0344 811 0125	08.00 – 20.00 Monday to Sunday (except Christmas Day and Boxing Day*)
JourneyCare textphone	0344 811 0126	08.00 – 20.00 Monday to Sunday (except Christmas Day and Boxing Day*)
JourneyCare email	Journeycare@crosscountrytrains.co.uk	08.00 – 20.00 Monday to Sunday (except Christmas Day and Boxing Day*)
Stations Made Easy	Nationalrail.co.uk/stations	24hours a day, 7 days a week

*Currently our Assisted Travel team is not available on 25th and 26th of December as we do not operate train services on those days. However, other train operating companies Assisted Travel teams are available on 26th December and can book assistance at stations and on trains for all train services. Please contact National Rail Enquiries on 03457 48 49 50 who will be happy to transfer you to the appropriate team when our offices are closed.

Please note, calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and count towards any inclusive minutes you may have with your phone provider in the same way as 01 and 02 calls do.

Alternatively, you may want to contact your local station's Train Operating Company (station details are provided at the back of this document). They will be able to provide information, reserve seats or wheelchair accommodation on CrossCountry services as well as arranging assistance for any rail journey.

To ensure that the best possible assistance is provided we recommend that you book in advance (prior to the day of travel). JourneyCare allows reservations to be made through the central Passenger Assist system. We strongly recommend that reservations are made. There will however be occasions where this may not be possible. In these circumstances, we will do everything possible to provide the appropriate accommodation and all necessary assistance.

If you have not pre-arranged your journey please advise a member of the station team or the Train Crew, and they will endeavour to arrange help for you. Priority will however be given to customers who have booked assistance and spaces/seats in advance.

As we do not operate any stations, any assistance provided before boarding or after alighting the train will be provided by that station's operator. We will ensure that information regarding any changes to the service provided is made available at the earliest opportunity and appropriate alternatives are offered to enable you to make your journey.

3. Passenger information

We recognise that clear, concise information can make a real difference in making travelling by train easier. You can get detailed information about our services and the stations we stop at through our JourneyCare service. And you can request this information in alternative written or audio formats.

Alternatively, our website gives full details of station facilities. We work with the station operators to ensure this information is as up-to-date and accurate as possible.

The live database – 'Stations Made Easy' – also gives details of accessibility and facilities at all national rail stations. This Database is updated as required to take account of temporary or permanent changes to accessibility facilities. It can be accessed through the National Rail Enquiries website at: www.nationalrail.co.uk/stations or by calling 03457 48 49 50). Updates including live train service information and details of planned engineering works can also be obtained from National Rail Enquiries, either by telephone or online.

Copies of this document are made available free of charge from all staffed stations which CrossCountry serve.

4. Tickets and fares

You can buy your ticket on our website – crosscountrytrains.co.uk - for travel on any train in Great Britain. If there's time we will send your tickets to your home address or arrange for you to collect them from a self-service machine if the facility is available at the station where your journey starts. You can also print off your tickets at home or at work for many of our services.

Our website is the best place to find our cheapest tickets, plus you can buy tickets in conjunction with a Disabled Persons Railcard if you have one. If you're also booking assistance, please check that this can be provided for the journey you want to make with our JourneyCare team and let them book your tickets at the same time.

Discounts for Disabled Passengers

The Disabled Persons Railcard is welcomed for purchasing reduced price travel on all CrossCountry trains. This allows

you, and an adult companion travelling with you, to get 1/3 off most Standard and First Class fares throughout Great Britain.

Details are available from any staffed station or by phoning the Disabled Persons Railcard Application helpline on **0845 605 0525** or by using the Disabled Persons Railcard website: www.disabledpersons-railcard.co.uk.

Passengers travelling in their own wheelchair are entitled to a discount on some fares even if they do not hold a Railcard. A companion is also eligible for the same discount.

Customers with visual impairments are also eligible for reduced Anytime fares even if they do not have a Railcard. If you are registered as blind or visually impaired, a document from a recognised institution such as Social Services, the Royal National Institute of Blind People (RNIB), Blind Veterans UK or a local authority confirming your disability must be shown when buying a ticket and travelling. The discount applies to both you and a companion but if you are travelling alone you do not receive the discount.

Discounts which are available include;

- First class/standard anytime Anytime singles or returns 34% off
- First class/standard Anytime Dday single 34% off
- First class/standard Anytime Dday return 50% off

These reduced-rate tickets can be bought only from ticket offices or aboard the train. For many journeys you may find that non-discounted Advance or Off-peak tickets are cheaper. Please check before you buy.

Other ways to buy your ticket

- You can buy your ticket by calling our JourneyCare reservation service in good time on **0344 811 0125** or by textphone on 0344 811 0126. We will send it to your home address or arrange for you to collect it from a self-service machine if a suitable one is available at the station where your journey starts.
- You can buy your ticket from any staffed station ticket office for travel on most train journeys
- Self-service ticket machines are available at a number of stations.

If disability prevents you from buying your ticket before boarding the train our staff will still offer you the same range of walk-up fares on the train as those available at stations, with any appropriate reduction applied

5. At the station

We call at over 100 stations, ranging from major terminals to unstaffed stations, but do not operate any of them. Details of station operators are shown in Section 12 at the end of this document.

The ease of access and the facilities at stations varies considerably from one to another. Most stations were built in the 19th Century when consideration of the requirements for access by people with disabilities was often paid little regard. Considerable improvements have been made at a number of stations across the national rail network and we will actively work with station operators in the planning of upgraded facilities.

At stations where our services call we have formal agreements in place with the relevant station operators (either another Train Operating Company or Network Rail). These agreements require them to arrange mobility assistance at staffed and unstaffed stations according to the station operators own policy. We regularly review the effectiveness of these arrangements with the station operators. The table at the end of this document shows the station operator at each of the stations where we stop. Our trains serve both staffed and unstaffed stations and levels of accessibility can vary a lot. When you call our Journey Care team they will advise on the facilities available at the stations we serve, help you plan your journey, explain how we can help you and also book assistance or make arrangements so that you can complete your journey. CrossCountry undertakes joint contract audits with the operators of those stations where our trains call to review the provision of services and facilities. We also conduct a review of the facilities and services provided for customers with disabilities, or whose mobility is impaired, forms an important feature of these audits. Specifically, we work with the station operators to ensure that:

- changes to a station's infrastructure do not impede the ability of disabled passengers to access the station, and that any changes are publicised appropriately and through the 'Stations made easy' database
- clear, consistent and up-to-date information about train departures is provided both aurally and visually
- information points are provided at larger stations to provide information regarding station facilities, train times, service disruption and connecting transport in a useful, clear manner
- ticket machines provided at stations are accessible any ticket gates are either staffed or locked open. Where gates are in place, a wide gate is always available for those passengers who find the narrow gates difficult or impossible to use.
- booked assistance with luggage is provided by station staff and should be booked when assistance for the

journey is booked. Staff will assist as much as they are able when assistance is not pre-booked

- any left luggage facilities (including lockers) offered at stations are accessible to all users
- suitable ramps at stations to assist in boarding the train are provided (all our trains carry ramps to enable disabled passengers to board / alight from the train at stations where ramps and/or station staff may not be available)
- every effort is made to ensure disabled passengers' access to station facilities operated by third parties – e.g. shops and services

6. Alternative accessible transport

Some stations may not be fully accessible to you. As we do not operate any stations we work with station operators to ensure that when or where a station is inaccessible, suitable alternative arrangements are provided. Our JourneyCare service can provide details of your nearest or most convenient accessible station or arrange an alternative form of transport (such as a suitable taxi or an alternative train service) to another accessible station according to your needs and the station operator's own policy.

Where practicable we will ensure that provisions are made for disabled customers when procuring taxi and bus services. When negotiating such contracts, priority will be given to companies with appropriate vehicles. Where there is a requirement to replace trains with buses (for instance during engineering works or during times of disruption), we will endeavour to provide accessible vehicles to enable disabled customers to be accommodated. However, if these are not available, alternative arrangements will be made (such as provision of a suitable taxi) at no additional cost to you.

If the service you are due to travel on is replaced by other modes of transport, we will (through announcements and station display screens), give aural and visual information to enable you to find suitable transport.

7. On the train

Aural and visual information

All trains have public address equipment. Our trains (which are either Voyager or Turbostar models) also have a visual display in each coach showing the train's destination and next stop. The on-board team will make clear announcements within two minutes when delays occur. They will also announce prior to reaching each station, sufficiently in advance to enable you to be ready to alight. If you have difficulty hearing such announcements you should advise a member of the on-board team at the earliest opportunity.

Seats on trains

You can reserve a seat, free of charge, on many of our trains, and with some types of tickets you will get a seat reservation automatically. When you buy your tickets on our website, you can choose where you want to sit from a plan of the train layout, and reserve that seat if it is available.

All our trains have a number of 'priority' seats. These are intended for passengers who cannot stand for long periods of time. Reservation of these seats is also controlled through the Passenger Assist system and they are only made generally available when all other reservable seats are booked.

If you travel without a reservation our on-train staff will do their best to ensure you get a seat.

Travelling with a wheelchair

All our trains can carry manual or powered wheelchairs, but these need to be within the following dimensional and weight limitations:

Summary of wheelchair accommodation limitations

Dimension	Value
Width	700 millimeters
Length (including footplates)	1200 millimeters
Height (including customer)	1350 millimeters
Weight (including customer)	300 kilograms

All trains have a wheelchair space in Standard class. Our Voyager trains and High Speed Trains also have a wheelchair space in First Class. The location of wheelchair spaces is clearly indicated on the exterior of the train by the wheelchair users' logo next to the appropriate door.

Wheelchair accessible toilets are available close to the wheelchair accommodation.

Ramps are available at staffed stations served by CrossCountry.

We will ensure that any spaces dedicated for wheelchairs are not used for any other purpose and the need to keep these spaces clear is a specific part of our luggage policy.

Travelling with a Scooter

Our trains can convey certain types of mobility scooter, however you must be able to transfer to seat and store your scooter in the appropriate luggage section of the train. As explained in the above section, the wheelchair space must be kept free for permanent wheelchair users and so storage of your scooter in this area of the train is not permitted.

Many of the larger powered scooters cannot be conveyed on CrossCountry due to their weight, dimensions and lack of maneuverability. They may also pose a safety risk to other passengers. Scooters with a small triangular footprint may, however be able to obtain access. You should seek advice from the Journeycare team.

Users with a model which can be folded down or dismantled into lightweight manageable components may take their scooter onto the train as luggage. Customers or a travelling companion will need to be able to carry the folded or dismantled scooter on or off the train. It should be stowed in the luggage rack or dedicated luggage compartment located in coach D of our Voyager trains. Please note, CrossCountry will not be held liable for any loss or damage to scooters which are brought onboard.

Please note that during times of service disruption or engineering work, the operators of replacement transport services such as buses, coaches and taxis may be unable to accommodate scooters and so you should take this into consideration when planning your journey. We will of course do our very best to sort an alternative where possible, however we cannot be held responsible for any delay, inconvenience or additional costs incurred as a result of your scooter not being able to be transported

Our rolling stock

A list of the different types of rolling stock used by CrossCountry and the routes on which they normally run is shown below.

Routes	Rolling Stock	Space for wheelchair	Wheelchair accessible toilet	PRM TSI compliance
South West England - the North East and Scotland	Voyager and High Speed Train	Voyager: Yes - one in First Class, one in Standard. High Speed Train: Yes - one in First Class and two in Standard.	Voyager: Yes - two accessible by wheelchair High Speed Train: Yes - one in First Class, one in Standard.	Yes
Reading - Newcastle	Voyager	Yes - one in First Class, one in Standard.	Voyager: Yes - two accessible by wheelchair	Yes
Bristol - Manchester	Voyager	Yes - one in First Class, one in Standard.	Voyager: Yes - two accessible by wheelchair	Yes
Bournemouth - Manchester	Voyager	Yes - one in First Class, one in Standard.	Voyager: Yes - two accessible by wheelchair	Yes
Cardiff - Nottingham	Turbostar	Yes - two in Standard	Yes - one in Standard	Yes
Birmingham New Street - Stansted Airport	Turbostar	Yes - two in Standard	Yes - one in Standard	Yes
Birmingham New Street - Leicester	Turbostar	Yes - two in Standard	Yes - one in Standard	Yes

In every case, a wheelchair accessible toilet is provided close to each wheelchair space.

More information regarding our trains and seating layout can be found at www.crosscountrytrains.co.uk/on-board-with-crosscountry/our-trains

On-board service

Our on-board staff are briefed to look out for customers who need extra help and to offer appropriate assistance when necessary, including help alighting from the train.

To make the most of your journey we offer a wide range of food and drink, all served to you at your seat, on many of our long- distance services (more information can be found at <https://www.crosscountrytrains.co.uk/on-board-with-crosscountry/food-drink> or by calling our Journeycare team). Our at-seat service is available between 06.00 and 20.00 on services between Birmingham New Street and:

- > Bristol Temple Meads / Plymouth
- > Manchester Piccadilly

> Newcastle / Edinburgh

> Reading / Bournemouth

Catering is not provided at all on some services and may not be available throughout the entire length of the journey. Our JourneyCare team can provide you with more information in advance of your journey and our on-board team will be more than happy to help you with any specific queries on the day.

8. Making connections

You can travel by CrossCountry to reach many parts of the country and if there's not a direct train, you can get to many places by making one change. Where a change of train is necessary we will ensure that this change can be made as easily as possible by suggesting alternative connecting stations or through the use of station assistance. Many of our customers start or finish their journeys on train services provided by other Train Operating Companies. CrossCountry will liaise with other train and station operators to review, and where practical improve interchange arrangements for all customers. We have identified alternative interchange locations to Birmingham New Street such as Cheltenham Spa, Derby, Leamington Spa and Wolverhampton. Feedback from Passengers is that these stations can often be an easier and more convenient place to change trains. Please call our JourneyCare team on 0344 811 0125 for advice on connections – our JourneyCare team will also be able to book your tickets on any operator's services.

We will also work with station operators to request that other transport connecting with stations is accessible, or an accessible alternative is provided as far as is reasonably practicable.

At stations where trains terminate, we will ensure that help is on-hand as quickly as possible. You can expect for assistance to be given within five minutes after the arrival of the train (where assistance has been requested).

9. Disruption to facilities and services

There are occasions where train services may be disrupted. In the event of serious delay we want to ensure that the needs of all customers are met, with particular regard paid to the requirements of customers with disabilities and those whose mobility is impaired. Anyone requiring help or advice is encouraged to make themselves known to on-board staff.

All on-board staff are encouraged to provide the highest levels of customer service and are encouraged to resolve appropriate issues 'on the spot'. They are empowered to make arrangements for individual customers at times of severe disruption, in liaison with the Customer Service Support Managers located in our Control offices who will provide each station with your updated travel plan. They will make announcements and provide regular updates to let you know what is happening. In the event you need any additional assistance during your journey, just let one of our on-board team know. We can help you with information regarding onwards travel and arrange assistance to board the next train (onward journey care will be arranged too).

10. Contact us

We welcome your comments and will take these into consideration in reviewing and implementing this Policy. Comments on any aspect of our service, including information about facilities which are not of the expected standard are welcome in any common format (such as audio or textphone).

You can contact us via:

Telephone: 03447 369123

Fax: 0121 200 6005

Textphone: 0121 200 6420

E-mail: customer.relations@crosscountrytrains.co.uk

Website: crosscountrytrains.co.uk

Twitter [@crosscountryuk](https://twitter.com/crosscountryuk)

Customer Relations

CrossCountry

5th Floor, Cannon House 18 The Priory Queensway Birmingham

B4 6BS

We are open from 08.30 to 20.00 Monday to Friday and Saturday 09.00 to 16.00.

Normally the CrossCountry Customer Relations team will respond to customers in writing, and if requested to do so will reply in large print, by telephone, textphone, or in any common audio format.

11. Alternative formats

Copies of this document are made available free of charge from all staffed stations which CrossCountry serve. The Policy can be obtained in alternative formats on request such as large print and any common audio format. We will supply this within seven working days.

12. Stations which are served by CrossCountry

While we do not operate any stations, we work with the relevant station operators to ensure they provide the best service possible to disabled customers. These operators also have their own Disabled People's Protection Policy setting out their arrangements for assisting passengers at their stations.

The most up-to-date information on what is available at each station can be easily located at www.nationalrail.co.uk/stations

The table below shows the station owner at each of the stations where we stop, along with contact details for their Customer relations departments.

Station	Station operator	Website	Customer Relations number
Aberdeen	ScotRail	scotrail.co.uk	0344 811 0141
Alnmouth	Northern Rail	northernrail.org	0333 222 0125
Arbroath	ScotRail	scotrail.co.uk	0344 811 0141
Ashchurch for Tewkesbury	Great Western Railway	gwr.com	0345 700 0125
Attenborough	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Audley End	Abellio Greater Anglia	abelliogreateranglia.co.uk	0345 600 7245
Banbury	Chiltern Railways	chilternrailways.co.uk	0345 600 5165
Basingstoke	South West Trains	southwesttrains.co.uk	0345 600 0650
Bath Spa	Great Western Railway	gwr.com	0345 700 0125
Beeston	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Berwick-upon-Tweed	Virgin Trains East Coast	virgintraineastcoast.com	0345 722 5333
Birmingham International	Virgin Trains	virgintrains.co.uk	0333 103 1031
Birmingham New Street	Network Rail	networkrail.co.uk	0121 654 4288
Bodmin Parkway	Great Western Railway	gwr.com	0345 700 0125
Bournemouth	South West Trains	southwesttrains.co.uk	0345 600 0650
Bristol Parkway	Great Western Railway	gwr.com	0345 700 0125
Bristol Temple Meads	Network Rail	networkrail.co.uk	0345 711 4141
Brockenhurst	South West Trains	southwesttrains.co.uk	0345 600 0650
Bromsgrove	London Midland	londonmidland.com	0121 634 2040
Burton-on-Trent	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Caldicot	Arriva Trains Wales	arrivatrainswales.co.uk	0333 321 1202
Camborne	Great Western Railway	gwr.com	0345 700 0125
Cambridge	Abellio Greater Anglia	abelliogreateranglia.co.uk	0345 600 7245
Cardiff Central	Arriva Trains Wales	arrivatrainswales.co.uk	0333 321 1202
Cheltenham Spa	Great Western Railway	gwr.com	0345 700 0125
Chepstow	Arriva Trains Wales	arrivatrainswales.co.uk	0333 321 1202
Chesterfield	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Chester-le-Street	Northern Rail	northernrail.org	0333 222 0125
Coleshill Parkway	London Midland	londonmidland.com	0121 634 2040
Congleton	Northern Rail	northernrail.org	0333 222 0125

Coventry	Virgin Trains	virgintrains.co.uk	0333 103 1031
Crewe	Virgin Trains	virgintrains.co.uk	0333 103 1031
Cupar	ScotRail	scotrail.co.uk	0344 811 0141
Darlington	Virgin Trains East Coast	virgintrainseastcoast.com	0345 722 5333
Dawlish	Great Western Railway	gwr.com	0345 700 0125
Derby	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Doncaster	Virgin Trains East Coast	virgintrainseastcoast.com	0345 722 5333
Dunbar	ScotRail	scotrail.co.uk	0344 811 0141
Dundee	ScotRail	scotrail.co.uk	0344 811 0141
Durham	Virgin Trains East Coast	virgintrainseastcoast.com	0345 722 5333
Eastleigh	South West Trains	southwesttrains.co.uk	0345 600 0650
Edinburgh Waverley	Network Rail	networkrail.co.uk	0131 550 2031
Ely	Abellio Greater Anglia	abelliogreateranglia.co.uk	0345 600 7245
Exeter St. Davids	Great Western Railway	gwr.com	0345 700 0125
Filton Abbey Wood	Great Western Railway	gwr.com	0345 700 0125
Glasgow Central	Network Rail	networkrail.co.uk	0141 335 4352
Gloucester	Great Western Railway	gwr.com	0345 700 0125
Guildford	South West Trains	southwesttrains.co.uk	0345 600 0650
Hayle	Great Western Railway	gwr.com	0345 700 0125
Haymarket	ScotRail	scotrail.co.uk	0344 811 0141
Hinckley	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Inverkeithing	ScotRail	scotrail.co.uk	0344 811 0141
Kirkcaldy	ScotRail	scotrail.co.uk	0344 811 0141
Ladybank	ScotRail	scotrail.co.uk	0344 811 0141
Leamington Spa	Chiltern Railways	chilternrailways.co.uk	0345 600 5165
Leeds	Network Rail	networkrail.co.uk	0113 247 9024
Leicester	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Leuchars	ScotRail	scotrail.co.uk	0344 811 0141
Liskeard	Great Western Railway	gwr.com	0345 700 0125
Long Eaton	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Lostwithiel	Great Western Railway	gwr.com	0345 700 0125
Lydney	Arriva Trains Wales	arrivatrainswales.co.uk	0333 321 1202
Macclesfield	Virgin Trains	virgintrains.co.uk	0333 103 1031
Manchester Piccadilly	Network Rail	networkrail.co.uk	0345 711 4141
Manea	Abellio Greater Anglia	abelliogreateranglia.co.uk	0345 600 7245
March	Abellio Greater Anglia	abelliogreateranglia.co.uk	0345 600 7245
Markinch	ScotRail	scotrail.co.uk	0344 811 0141
Melton Mowbray	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Montrose	ScotRail	scotrail.co.uk	0344 811 0141
Morpeth	Northern Rail	northernrail.org	0333 222 0125
Motherwell	ScotRail	scotrail.co.uk	0344 811 0141
Narborough	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Newcastle	Virgin Trains East Coast	virgintrainseastcoast.com	0345 722 5333
Newport (South Wales)	Arriva Trains Wales	arrivatrainswales.co.uk	0333 321 1202
Newquay	Great Western Railway	gwr.com	0345 700 0125

Newton Abbot	Great Western Railway	gwr.com	0345 700 0125
Nottingham	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Nuneaton	London Midland	londonmidland.com	0121 634 2040
Oakham	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Oxford	Great Western Railway	gwr.com	0345 700 0125
Paignton	Great Western Railway	gwr.com	0345 700 0125
Par	Great Western Railway	gwr.com	0345 700 0125
Patchway	Great Western Railway	gwr.com	0345 700 0125
Penzance	Great Western Railway	gwr.com	0345 700 0125
Peterborough	Virgin Trains East Coast	virgintrainseastcoast.com	0345 722 5333
Plymouth	Great Western Railway	gwr.com	0345 700 0125
Reading	Network Rail	networkrail.co.uk	03457 000 125
Redruth	Great Western Railway	gwr.com	0345 700 0125
Severn Tunnel Junction	Arriva Trains Wales	arrivatrainswales.co.uk	0333 321 1202
Sheffield	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
South Wigston	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Southampton Airport Parkway	South West Trains	southwesttrains.co.uk	0345 600 0650
Southampton Central	South West Trains	southwesttrains.co.uk	0345 600 0650
Spondon	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
St Austell	Great Western Railway	gwr.com	0345 700 0125
St Erth	Great Western Railway	gwr.com	0345 700 0125
Stafford	Virgin Trains	virgintrains.co.uk	0333 103 1031
Stamford	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Stansted Airport	Abellio Greater Anglia	abelliogreateranglia.co.uk	0345 600 7245
Stockport	Virgin Trains	virgintrains.co.uk	0333 103 1031
Stoke-on-Trent	Virgin Trains	virgintrains.co.uk	0333 103 1031
Stonehaven	ScotRail	scotrail.co.uk	0344 811 0141
Tamworth	London Midland	londonmidland.com	0121 634 2040
Taunton	Great Western Railway	gwr.com	0345 700 0125
Teignmouth	Great Western Railway	gwr.com	0345 700 0125
Tiverton Parkway	Great Western Railway	gwr.com	0345 700 0125
Torquay	Great Western Railway	gwr.com	0345 700 0125
Totnes	Great Western Railway	gwr.com	0345 700 0125
Truro	Great Western Railway	gwr.com	0345 700 0125
University	London Midland	londonmidland.com	0121 634 2040
Wakefield Westgate	Virgin Trains East Coast	virgintrainseastcoast.com	0345 722 5333
Water Orton	London Midland	londonmidland.com	0121 634 2040
Weston-super-Mare	Great Western Railway	gwr.com	0345 700 0125
Whittlesea	Abellio Greater Anglia	abelliogreateranglia.co.uk	0345 600 7245
Willington	East Midlands Trains	eastmidlandstrains.co.uk	0345 712 5678
Wilmslow	Northern Rail	northernrail.org	0333 222 0125
Wilnecote	London Midland	londonmidland.com	0121 634 2040
Winchester	South West Trains	southwesttrains.co.uk	0345 600 0650
Wolverhampton	Virgin Trains	virgintrains.co.uk	0333 103 1031
York	Virgin Trains East Coast	virgintrainseastcoast.com	0345 722 5333

On some occasions, to allow track improvement work to take place elsewhere, we serve the following stations

Station	Station operator	Website	Customer Relations number
Didcot Parkway	Great Western Railway	gwr.com	0345 700 0125
Lichfield City	London Midland	londonmidland.com	0121 634 2040
Reading West	Great Western Railway	gwr.com	0345 700 0125
Wakefield Kirkgate	Northern Rail	northernrail.org	0333 222 0125

Notes

Making rail accessible (Guide to policies and practices)

1. Our Strategy

At CrossCountry our approach is to maintain, and improve, current standards of accessibility to services for people with disabilities or whose mobility is impaired.

We will take account of provisions within the Equality Act 2010 working with other rail industry partners to ensure compliance where complementary services (such as station services) are supplied under contract. We strive to deliver a high standard of care to all of our customers.

We are committed to delivering the standards set out in the Technical Specification for Interoperability for Persons with Reduced Mobility (PRM TSI) when renewing or refurbishing rolling stock.

This document has been prepared with reference to the Department for Transport (DfT) publication "How to write your Disabled People's Protection Policy: A Guide for Train & Station Operators" (issued November 2009). It is a 'live' document and is always under development. We will carry out a full review annually with each version approved by the Office of Rail and Road (ORR).

2. Management arrangements

We aim to provide easy access and excellent customer service for all our customers. We take a holistic approach to matters of equality and introduce improvements as quickly as we reasonably can after an issue has been identified. All members of staff have a duty to provide assistance and information to customers with disabilities as well feedback improvement ideas to the business.

Responsibility for this policy will lie with our Customer Service Director, who will ensure that it is integrated into business plans and the planning stage of all major projects. While we have no major improvement projects in the pipeline, the Customer Service Director will ensure that the requirements of disabled and mobility impaired customers are represented at board level with appropriate briefings to all members of staff during their Customer Service Training days or on a more ad-hoc basis through our internal briefing publications.

3. Monitoring and evaluation

In order to monitor progress and compliance, all complaints, queries and compliments are recorded and reviewed by the Customer Relations Manager, either as part of a monthly trend report or immediately on receipt. This ensures the effectiveness of our policies and practices are monitored over time and that any day to day issues are identified and resolved as quickly as possible.

The customer relations team review all Passenger Assistance Reservations made by CrossCountry to ensure they have been made correctly and that the appropriate assistance can be provided at all locations.

We also undertake joint contract audits with other station operators to review provision of services and facilities to ensure that they meet the requirements of the DfT's Code of Practice and our own DPPP commitments. Review of the facilities and services provided for customers with disabilities, or whose mobility is impaired, forms an important feature of these audits.

An annual review of this policy will take place and a report will be sent to the ORR on each anniversary of the approval of this policy. We will detail progress made in achieving objectives and any difficulties experienced with the implementation of the policy

4. Access improvements

The ease of access and the facilities and assistance available at stations varies considerably. Most stations were built in the 19th Century when consideration of the requirements for access by people with disabilities was often paid little regard. Considerable improvements have been made to our trains and at a number of stations across the national rail network and we will actively work with station operators in the planning of upgraded facilities.

Our HST fleet underwent a refurbishment in 2008 where compliant wheelchair spaces, Universal Access Toilets and Passenger Information Systems were installed. We have work-streams underway to improve facilities that are key for reduced mobility passengers - the reliability of Universal Access Toilets (effluent tank cleaning to prevent blockages and toilets locking out of use; toilet door system overhaul and setup procedure) and External Passenger Doors (improved facilities for making door repairs to reduce the time they may be locked out of use). We are also exploring the opportunity to fit power operated doors onto our HSTs to make them PRM compliant.

5. Working with others

We will work closely with Transport Focus, London TravelWatch, the Disabled Persons Transport Advisory Committee (DPTAC) and other representative disability groups in order to continuously improve the levels of service we offer disabled customers.

We are also represented on the Association Train Operating Companies (ATOC) Disability Group and any working parties set up by that group to investigate ways in which accessibility may be improved. Through ATOC and other working groups, we will liaise with various groups and organisations representing the interests of disabled people (covering a wide spectrum of visible and non-visible disabilities), to ensure that their needs are fed into our business.

One of the most recent work-streams we were heavily involved with was improving the way Passenger Assistance bookings are made and supporting the implementation of the Standard Protocol training which was devised with the support of ATOC across the industry.

6. Staff Training

Our customer service training includes specific modules in relation to disability. This includes appreciation of the widest definition of “disability” including, for example those temporarily disabled through illness, injury or surgery and those with less visible disabilities in addition to wheelchair users.

Other staff - including those in management roles - are given briefings to improve their disability awareness. All our frontline staff, (First Class hosts, Retail Service Managers, Revenue Support Specialists, Senior Conductors, Train Managers and Customer Relations Consultants), and our Control team, receive Disability Awareness and Equality training as part of their orientation training. We conduct briefing sessions based on the ACAS equality and diversity training to refresh all our managers. In addition to this, all of our Customer Relations team have undergone refresher training on disability awareness and quality training, as well as standard protocol training for use when processing Passenger Assistance bookings and enquiries

We use TALK and the “Everything you need to know about disability but were afraid to ask” DVDs. We also utilise ear defenders and glasses to simulate hearing and visual impairments. For certain roles we also use wheelchair ramps. We also use PowerPoint to illustrate key learning points around the Equality Act, JourneyCare and DPPP. Our Customer Relations Team use the three training modules produced by ATOC including Disability Awareness, Best Practice when handling calls and booking passenger assistance through the Passenger Assistance system and recap and summary to reinforce the value of the Passenger Assistance scheme.

We seek to continuously improve the quality of our training programmes through consultation with specialist bodies. Details of our staff training, including the number of people trained, will be provided to the DfT and ORR annually or as otherwise requested.

7. Emergency procedures

We recognise that disabled customers may need special assistance at times of train or station evacuation. Our written procedures for our on-board staff to follow in such circumstances deal specifically with the arrangements for dealing with disabled customers.

In an emergency situation it is often safer to remain on the train. The on-board team will provide the necessary assistance during an evacuation.

The Passenger Assist System (which all operators use and have access to), provides us with details of all customers who have reserved accommodation or pre-arranged assistance. This information is available to train crew by way of a passenger list and CrossCountry Control so that it can be referred to in the event that changes have to be made to the train’s itinerary in response to operational contingencies, or should there be an emergency involving the train.

8. Making connections

We want to make sure that information about services is accessible too. We dedicate a section of our website to information about how to access services for disabled people and whose mobility is impaired and our Customer Relations and on-board teams can answer any questions you may have.

Telephone

We aim to provide our passengers with a real person to talk to should they have any issues with our services. Information about CrossCountry services, (including details of changed arrangements due to engineering work), and the services available at the stations at which we stop can be obtained from the CrossCountry Assisted Travel (Journeycare) team.

You can speak to our JourneyCare team by calling 0344 811 0125 or text phone 0344 811 0126 between 0800 and 2000, 7-days a week (except Christmas Day and Boxing Day*).

Our JourneyCare service also allows you to make a reservation, arrange necessary assistance and, using most debit or credit cards, purchase the ticket for the journey. All we ask is that you let us know the day before you travel (up until 8pm the night before) so we make the arrangements. But if you're buying a ticket we need 5 days to post it to you. Alternatively we can make it available to collect from a station with a pre-booked ticket collection facility after 2 hours.

* Currently our Assisted Travel team is not available on 25th and 26th of December as we do not operate train services on those days. However, other train operating companies Assisted Travel teams are available on the 26th December and can book assistance at stations and on trains for all train services. National Rail Enquiries (03457 48 49 50) will provide further assistance for anyone wishing to book when our offices are closed.

When contacting our Assisted Travel or Customer Relations team, please listen to the recorded message and select the correct option by key pad selection or hold for an operator.

Website

We also recognise the need for our website to be accessible to all. We have implemented a number of features to make our website easy to use, especially for users with disabilities.

Our website conforms to the Priority 1 (Level A) standard of the W3C's Web Content Accessibility Guidelines 1.0. It also includes many features found in "AA" accessible sites such as colour considerations and easily resizable fonts. We will continue to make improvements and try to make sure this website conforms to these guidelines.

Our online booking engine also allows you to book your assistance as part of the ticket-buying process. You can also request assistance by emailing us at Journeycare@crosscountrytrains.co.uk (08.00 – 20.00 Monday to Sunday, every day except Christmas Day and Boxing Day*)

Signage

Sometimes small changes, such as clear and well placed signs can make a significant improvement to the journey of all customers, especially those with disabilities. Our on-train signs are compliant with the Equality Act 2010 and while we don't manage any stations, we work closely with the station operators to make sure that station signage conforms to industry best practice and approved codes of practice.

9. Car parking

To make travelling by train even more convenient we encourage station operators to give consideration to the location and number of designated parking spaces for use by people with disabilities. We encourage them to monitor the appropriate use of these facilities and have enforcement and security arrangements in place.