

Marcus Clements
Head of Consumer Policy
Rail Markets and Economics



Email:

29 March 2021

Jamie Burles
Managing Director
Greater Anglia
By Email

Dear Jamie,

Approval of Abellio East Anglia's (Greater Anglia's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting Greater Anglia's Accessible Travel Policy (ATP) for approval.

We have reviewed the ATP against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators". I can confirm that Greater Anglia's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

As part of the review process, we discussed the implementation of the new handover protocol, which requires that when passenger assistance is to be provided by station-based staff, at the boarding station staff call ahead to the alighting station to ensure it can be delivered. I welcome Greater Anglia's full commitment to this process.

We also discussed the provision of disability awareness / equality training to staff. I am pleased Greater Anglia has confirmed its commitment to delivering refresher training to frontline staff by 31 July 2021.

We have continued to explore the opportunity to improve the provision of assistance to passengers when stations are unstaffed on Greater Anglia routes operated by trains that are Driver Only Operation (DOO). Following previous discussions in 2020, at a meeting this January Greater Anglia indicated it is considering options in this area. We will continue to discuss this with you, and we look forward to an update at our planned ATP quarterly meeting in April.

Please provide a final proofed and branded version of all ATP documents by 26 April 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021. Under Licence Condition 5 ORR is able to request a review of Greater Anglia's ATP if required at an earlier date if required.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Clements', with a large, stylized flourish at the end.

Marcus Clements

Accessible Travel Policy.



Valid from April 2021



Contents

1. Introduction	1
2. Booking and providing assistance	2
2.1 Recommended booking notice period	3
2.2 Turn up and Go	3
2.3 Seat reservations	3
3. Assistance at stations	4
3.1 Assistance at unstaffed and part time staffed stations	4
3.2 Assistance at Staffed Stations	4
3.3 Ramps	5
3.4 Journeys with connections	5
3.5 Assistance with onward travel – buses and taxis	5
3.6 Taxis	5
4. Station facilities and services	6
4.1 Alterations to facilities	6
4.2 Connecting to Other Transport	6
4.3 National Rail Enquiries	6
4.4 Assistance with luggage	7
4.5 Seats on trains	7
4.6 Assistance dogs	7
5. Passenger journey information	8
5.1 Train departures and arrivals information	8
5.2 Trains – audio and visual information	8
5.3 Connections and wayfinding	8
5.4 Ticket offices, information/help points and Customer Service Centre	9
5.5 Information points at stations	9
5.6 Meeting Points	9
5.7 Website	10
6. Ticketing and fares	11
6.1 Disabled Persons Railcard	11
6.2 Senior Railcard	11
6.3 If you are visually impaired	12
6.4 If you are a wheelchair user	12
6.5 Ticket Vending Machines	12
6.6 Ticket gates	12
6.7 First Class	13
6.8 Booking assistance when purchasing tickets	13

7.	Accessible rail replacement	14
8.	Wheelchairs and mobility scooters	15
8.1	Wheelchairs	15
8.2	Mobility Scooters	15
9.	Delays, disruptions and emergencies	16
10.	Station facilities	17
10.1	Left Luggage	17
10.2	Blue Badge Parking	17
10.3	Third Party facilities	17
10.4	Replacement facilities	17
10.5	Station entrances	18
11.	Passenger information and promotion of assisted travel	19
11.1	Passenger Information leaflet	19
11.2	This Policy Document	19
11.3	Stations and train accessibility information	19
12.	Redress	20
13.	Strategy and management	21
13.1	Strategy	21
13.2	Increase ways disabled people can confidently travel on our services	21
13.3	Improve our processes and embed inclusivity	22
13.4	Improve communication methods for disabled people	22
13.5	Infrastructure	23
13.6	Staff training	24
13.7	Working in partnership	24
13.8	Management arrangements	24
13.9	Monitoring and evaluation	25
13.10	Access improvements	25
14.	Working with disabled passengers, local communities and local authorities	26
15.	Staff training	27
16.	Contact details	29
17.	Appendix: Station accessibility classification system	30

1. Introduction

This document sets out in detail, Greater Anglia's policies for providing assistance for disabled and older customers. It has been designed to complement the passenger leaflet 'Making Rail Accessible, Helping Older and Disabled Passengers' found at all staffed stations which provides the essential detail around what passenger assistance is available and how to get it.

Other elements of our Accessible Travel Policy are the

- Train Accessibility Guide
- Station Accessibility Guide

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

Freepost: **GREATER ANGLIA CUSTOMER RELATIONS**

Email: contactcentre@greateranglia.co.uk

Tel: **0345 600 7245** (Option 8)

Type Text: **18001 0800 028 28 78**

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

2. Booking and providing assistance

Passenger Assist is a national booking system supported by all train companies which enables disabled and older customers to discuss and book their assistance requirements in advance of their journey. We can help with all aspects of your journey such as

- Planning your journey, choosing the best trains, times, tickets
- Getting on and off the train (including providing ramps, sight guidance etc)
- Moving between platforms and around the station
- Purchasing tickets
- Assisting with your luggage
- Advising what facilities are available on board and at the stations.

Greater Anglia is committed to improving accessibility and participating in the Passenger Assist scheme, we are here to help you with your journey whether your disability is visible or non-visible. We will, through our Accessibility Manager and local customer service teams, continue to review our policies, procedures and resources to maintain the system and improve performance. We will continue to improve the monitoring of un-booked assistance in order to drive improvements in delivery, and work with industry partners to simplify the booking process for customers.

We have partnered with a specialist company who has dedicated staff to operate this booking service and are trained to support disabled and older customers create accessible journeys. We will ensure station and train accessibility information is available to them during the booking process to ensure they communicate accurate information about your journey to you.

We work very closely with other train companies, Network Rail and other industry bodies to ensure disabled and older customers are supported with the assistance they request on each leg of their journey regardless of which train operator they're travelling with. Through the Passenger Assist system, you will receive confirmation of any assistance booking with a reference number. This will also be made available to the relevant stations and train operator so the requested assistance can be provided.

For all assistance, whether booked or un-booked, the station which assists you to board will follow the industry prescribed phone ahead protocol to notify your interchange or destination station which train you are on and your location on that train. At all staffed stations we have a designated phone number to ensure assistance requests are passed on as efficiently as possible and a responsible member of the station team will ensure that a call is answered and actioned. If the station is staffed part time the call will be diverted to a 'hub' station outside of these times. At unstaffed stations we will identify a 'hub' station which will notify the mobile team (if one operates in your area) of your journey requirements. In line with other train operators, we require the destination station to be notified in advance of your arrival by your departing station. We record all assistance delivered manually, in addition to the phone call, until such time as the new Passenger Assist App* is capable of doing so. *NB A national app for smart phones is in later stage development which will enable easier notification processes between stations.

If you have requested assistance getting off the train at your destination we will ensure that we attend to you as promptly as possible and within 5 minutes of arrival at a terminus station. We will explain this to you as part of your booking.

2.1 Recommended booking notice period

To make sure that our staff can give you the best service and notify you if there is anything that will affect your journey we recommend booking assistance by 22:00 the day before travel or 6 hours before your journey for same day travel. From April 2022 this will reduce to 2 hours prior to travel for same day travel.

For rail journeys with Eurostar please give us 48 hours' notice when making a Passenger Assist booking.

2.2 Turn up and Go

If you haven't pre-booked assistance from one of our staffed stations we will do our best to provide you with the same level of service during the hours the stations are staffed. (for unstaffed stations see overleaf). Please ensure you report to a customer service desk or ticket office 20 minutes before departure. Please note that staff may not be able to assist you immediately if they have other duties such as safety checks and train dispatch duties to attend to. If staff are unable to help you immediately they will explain this to you.

2.3 Seat reservations

We do not currently offer a seat reservation system however we are looking at the possibility of re-introducing one on our intercity services between Norwich and London during 2021.

3. Assistance at stations

3.1 Assistance at unstaffed and part time staffed stations

We will ensure that, during the journey planning and booking process, all the information about the accessibility of your journey will be made available to you. If we are unable to provide a member of staff to assist at an unmanned station or if it's only staffed part time the booking agent will consult local customer service managers who will consider the best way to get you from A to B. This may mean they have to call you back with confirmation.

We have teams who are either, based at stations*, on trains** or who are mobile and cover a number of stations*** who will provide you with assistance once they know you need it. If we are unable to provide any of those then we will discuss with you an alternative journey plan – this could be a different train route, the nearest accessible station or alternative accessible transport to get you (and companions if relevant) to your destination. This will be agreed with you and confirmed before travel. There will be no additional cost but you will need a valid rail ticket.

If you want to travel from an unstaffed station but haven't booked your assistance, please use the Help Point or press the help button on a Ticket Vending Machine and it will connect to an agent at our call centre in Norwich and we will do everything we can to help you with your onward journey. Please be aware that it will take longer for your assistance to be organised and arrive at an unstaffed station if not pre-booked.

*Platform staff provide assistance at staffed stations on the Great Eastern Mainline between Norwich and London and our West Anglia mainline between Cambridge and London. Outside of staffing hours and at unstaffed mainline stations, trains operate with only a driver onboard (Driver Only Operation or DOO). It is recommended that you pre-book assistance from those stations as the driver is unable to leave the cab. Please consult the station pages on National Rail Enquiries or our website for staff availability.

**Intercity services and rural services between Ipswich, Lowestoft, Peterborough and, Norwich, Sheringham, Ely, Great Yarmouth, Lowestoft. Also between Clacton/Walton and Colchester Town operate with a second member of staff onboard who can provide assistance.

***Mobile teams operate between Southend and Shenfield and Southminster and Wickford.

3.2 Assistance at Staffed Stations

If you have booked assistance please make your way to the meeting point agreed as part of your booking and make yourself known to a member of staff. We recommend you turn up 20 minutes before your departure. Where assistance has not been arranged in advance, please speak with a member of our station team (usually at the ticket office). There may be a short wait if staff are assigned to other duties. At a staffed station we can assist you with a boarding ramp, help between platforms, luggage and connecting to other services. We can't guarantee assistance to you outside the boundary of the station, this depends on staff availability.

3.3 Ramps

Portable boarding ramps are available at all our staffed stations and those stations served by conductor services which don't have level boarding.† At unstaffed stations, assistance and a ramp can be provided by pre-booking (see section above regarding unstaffed stations). Further information about facilities on our train fleet can be found at greateranglia.co.uk/accessibility

† Many of the stations at which we call with a Class 745 and 755 Stadler train are considered 'level' for boarding however this is a complex interface and has limitations. Please consult our level boarding information on greateranglia.co.uk/accessibility for further details.

3.4 Journeys with connections

Our Passenger Assist team can be a single point of contact for booking and arranging assistance for your whole journey. If your journey involves changes or connections with other train operators' services, we will ensure that your booking allows sufficient time to make your connections. If there are any short notice changes to your journey such as a platform change, staff will assist you. If you haven't booked your assistance we will try and help you make those connections.

3.5 Assistance with onward travel – buses and taxis

Wherever possible, our station staff will help you connect with other services operating from our stations such as buses and taxis. However, any assistance beyond the station boundary will depend on staff availability and cannot be guaranteed.

3.6 Taxis

Taxis are licenced by the local authority and as such we have limited control over the availability of certain vehicle types. We do require our taxi provider to have contracts with companies who have wheelchair accessible vehicles and that their drivers are trained in disability awareness. Availability is variable and whilst we will do everything we can to source an appropriate local vehicle, we cannot guarantee such taxis will be available at all times. If we can't source one locally, we will hire a car from another area, so advance notice can significantly decrease the wait time. We understand that not all disabled and older people need a wheelchair accessible vehicle so please advise us of your needs when we discuss alternative arrangements.

4. Station facilities and services

We are committed to ensuring that the information regarding our services and facilities is up-to-date and customers requiring assistance are aware of any limitations and/or temporary restrictions.

Detailed station information is available through the Passenger Assist service, from National Rail Enquiries and our website [greateranglia.co.uk/travel-information/station-information](https://www.greateranglia.co.uk/travel-information/station-information) We also produce an 'Accessible Stations' map and support the Interactive National Stations map on the National Rail website. This information includes, step free access information from station entrance to platforms, staffing hours and assistance availability, ramps for train access, accessible waiting rooms, toilets and set-down/pick-up points.

4.1 Alterations to facilities

Should the accessible facilities on which you rely for your journey become temporarily unavailable we will update our information systems as soon as possible (and within 24 hours). Sometimes these facilities fail with very little notice but we'll do our best to inform you before you start your journey. We will make this information available to stations, via the station page on National Rail Enquiries, our website and social media. In cases where you have booked your assistance and left contact details we will try and contact you if the fault would have a serious impact on your journey. If necessary, we will work with you to amend your journey in a way that is suitable and appropriate for your needs.

4.2 Connecting to Other Transport

If you are connecting with other train services from one of our stations we will provide you with assistance to make that connection and board the relevant train. If you are connecting with other public transport we will assist you (whether you have booked or not) to the station boundary. Assistance beyond that point will depend on staff availability and is therefore not guaranteed.

4.3 National Rail Enquiries

We will ensure that information relating to our stations is up-to-date on the National Rail Enquiries website and will update, at a minimum, the following categories.

- Step free access note
- Assisted travel
- Staff Help available

The step free access note will also indicate which classification of station (according to Office of Rail and Road (ORR) guidelines) the station is in. (A/B/C) This broadly indicates the step free levels i.e full/part/non. Further, more detailed information on this classification system can be found in the appendix, such as opening hours, toilet availability, key access points are also included.

4.4 Assistance with luggage

For disabled and older customers we will provide help with luggage providing it doesn't exceed the limits set out in the National Rail Conditions of Travel. Please bear in mind some of our staff may not be able to carry heavy items.

National Rail Conditions of Travel

This states that you may bring with you up to three small items free of charge. These items must not obstruct gangways or wheelchair accessible spaces.

If you haven't booked assistance, then we will help you where we can.

4.5 Seats on trains

We do not currently operate a seat reservation system on any of our trains. (see section on seat reservations above).

Wheelchair spaces can still be reserved on intercity services between Norwich and London Liverpool Street. If you are with companions, we will do our best to seat you together when you are boarded. Any disabled customers who require a seat and are unable to find one are advised to speak to a member of staff either on board or at the station who will do their best to help.

Priority seating is available on all our trains and is clearly labelled as such. We also have priority seat cards and badges available for people who don't feel confident to ask for a seat. These can be obtained from our customer contact centre. Please be mindful that someone sitting in a priority seat may also have accessibility needs.

From 1 June 2021, wheelchair spaces and accessible toilets will be available on all Greater Anglia services. In the unlikely event of the space being full we will discuss with you the other options available including other trains or the ability to transfer to a seat. Please see the train information at greateranglia.co.uk/accessibility for on-board facilities. We will do our best to make that information available to you through our information systems before you start your journey.

4.6 Assistance dogs

Assistance dogs are very welcome on all our trains, free of charge, and can travel in any part of the train. As our trains operate without seat reservations please ask the member of staff who assists you on-board if you need help to find a suitable space for you and your dog.

5. Passenger journey information

We are aware that you may not travel by train very often, and that you may not know where or how to access important information, particularly during times of service disruption. This section explains how we will communicate accurate, clear and consistent information to you, especially if you have mental, intellectual or sensory impairments, at every stage of the passenger journey - whether at home, online, on the move, at the station or on the train.

5.1 Train departures and arrivals information

We commit to providing you, wherever possible, with clear and consistent audio and visual information about your journey both at the station and on the train. We will do this in a timely manner to enable you sufficient time to get off the train. Real time train running information is also available on our app, website [greateranglia.co.uk](https://www.greateranglia.co.uk), through our twitter account [@greateranglia](https://twitter.com/greateranglia) and our contact centre.

The majority of our stations have a combination of customer information screens and automated public announcements. In some areas automatic messages may be supplemented with announcements from station staff. They aim to make them in a clear and timely manner. If there are any changes to your journey, staff will help you as quickly as they can. If any changes make your journey inaccessible, we will discuss available options with you and organise alternative transport if required.

5.2 Trains – audio and visual information

All our new trains have modern audio and visual passenger information systems which comply with the relevant regulatory standards. They also have a call for aid button in the wheelchair accessible space for customers who have an urgent personal need during their journey and haven't been able to speak to a member of staff. This button connects to the driver who will respond as soon as it is safe to do so. Some of our older trains, which were built before these standards, don't have all these features so, if you have an urgent personal need during your journey you can speak to a member of staff, in our Norwich office, 24 hours per day. They can be contacted via our journey assistance helpline on 0800 496 1345. For our older trains without the real-time passenger information systems we will ensure that announcements are made either via the automated systems or, in times of disruption, by the driver. Our app, website and [@greateranglia](https://twitter.com/greateranglia) twitter feed also supports live train running information.

5.3 Connections and wayfinding

We work with local authorities and other transport providers to ensure that stations are clearly signposted and the region has an integrated public transport system. We have onward travel information posters at each station and if you have any questions about connections or the next leg of your journey, please ask a member of staff who can help. At our larger stations there are also accessible bus stops and taxi ranks for (with wheelchair accessible vehicles) for onward travel.

5.4 Ticket offices, information/help points and Customer Service Centre

We can help you plan your journey, get details of all train companies' fares, timetables and connections from: ticket offices, online, app for smart phone, customer contact centre or posters at the stations. We will ensure that up-to-date information regarding the services we provide is available to other train companies and station operators. This includes information regarding delays, diversions or other events that may affect your journey.

5.5 Information points at stations

At a larger or staffed station you can get all the information you need from either a ticket office or customer information desk. We also provide clearly signposted information points at larger stations which includes information relating to timetables, engineering work and accessible stations at a height which is accessible for wheelchair users. All stations display Welcome Posters at the entrance of the station which show information relating to onward travel and contact information. They also include the freephone Passenger Assist number and the next nearest staffed station. The textphone or Next Generation Text number is also clearly displayed. Customer Information screens show live train running information and our ticket vending machines have a help facility which will connect you to an operator in our call centre in Norwich which is available 24 hours a day.

5.6 Meeting Points

Where you have booked assistance at our staffed stations please approach the signposted help point which is usually the ticket office or, at larger stations the customer information desk, to let us know you have arrived. At stations which do not have staff on duty, you will be informed when you book assistance, where the meeting point for your assistance will be. On routes which operate with a guard this will be on the platform next to the boarding ramp. With stations that don't have a guard we will discuss it when confirming your travel arrangements.

For up-to-date train running information on the day of travel please follow us on Twitter [@greateranglia](https://twitter.com/greateranglia), visit our website greateranglia.co.uk or download our app onto your smart phone from both google play and iTunes. Timetables for our services and those of other train operators who serve our stations are also available in the station and online. In addition, you can also use the station Help Points found at all unstaffed stations to ask about live train running information.

If any of the accessible features on stations are temporarily unavailable we will update the National Rail Enquiries and Greater Anglia websites and make the information known to all stations via the industry noticeboard information system. Where on-board train features are temporarily out of order we will endeavour to notify customers via our customer information screens in stations. Our aim is to provide you with any information which may affect your journey if we have it available to us before you travel.

5.7 Website

We are committed to making our website more accessible for disabled people and achieving the industry recognised Web Content Accessibility Guidelines (WCAG) which covers a wide range of recommendations for making web content more accessible. This is an ongoing project and we will ensure that future content is compatible with screen readers, magnifiers, voice over software and in-browser accessibility functions. Our website provides a source of relevant information about accessing rail services including

- A summary of Passenger Assist
- Contact information for assistance booking and ticket purchase
- Station and train accessibility information
- Temporary restrictions
- Live train running information
- Wheelchair / scooter policies
- The Passenger document relating to this policy document
- Instructions for how to provide feedback, complain, seek redress when assistance has not been delivered as booked.

6. Ticketing and fares

We are committed to providing accurate information and advice on your journey and ticket options, irrespective of which train operating company provides the service. Our ticket office staff and Passenger Assist team are also familiar with the accessibility of our various types of trains, and they are trained to ensure that the tickets you purchase will be appropriate to travel on the correct type of train. You can buy a ticket in several different ways including online, through the app, via a ticket office a ticket vending machine or through the call centre on 0345 600 7245. We will endeavour to make sure you buy a ticket that is appropriate for you.

If you are unable to buy a ticket before you board one of our trains because the facilities were not accessible to you, you can buy one without penalty on the train or at the destination station. You will still be able to use your Disabled Persons Railcard, or receive the relevant discounts.

6.1 Disabled Persons Railcard

A Disabled Persons' Railcard entitles you to discounts of up to a third on most rail fares. One adult accompanying you can also travel at the reduced price. Full details on how to get a railcard can be found on:

Website: disabledpersons-railcard.co.uk

Email: disability@raildeliverygroup.com

Call: **0345 605 0525**

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



6.2 Senior Railcard

If you are 60 or over you can buy a Senior Railcard. This gives you up to a third off most rail fares throughout the rail network in the UK.

You can buy it online, on the phone or at any staffed station with your passport or UK driving licence as proof of age. At stations you can also use your birth certificate.

Website: senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Call: **0345 300 0250**

Other discounted fares available, only available through a ticket office.



6.3 If you are visually impaired

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

- First/Standard Anytime Single or Return – 34% off
- First/Standard Anytime Day Single – 34% off
- First/Standard Anytime Day Return – 50% off

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

To obtain these discounts, a document confirming your disability, issued by a recognised institution (for example, Social Services Department, Local Authority, Guide Dog Ownership certificate, Royal National Institute of Blind People (RNIB) or Blind Veterans UK) is required.

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

6.4 If you are a wheelchair user

If you are a wheelchair user and remain in your wheelchair throughout the journey and you do not hold a disabled persons' railcard, you will be given the following discounts on Anytime/Day tickets:

- First/Standard Anytime Single or Return – 34% off
- First/Standard Anytime Day Single – 34% off
- First/Standard Anytime Day Return – 50% off

The same discount will apply for one companion if you choose to take one. Be aware that even with these discounts it may be cheaper to buy advanced fares where they're available.

6.5 Ticket Vending Machines

The vast majority of our stations have ticket vending machines (TVMs). You can use your railcard in which to make a purchase and obtain the discounted fare. Our TVMs are unique as they have a special assistance option which links to our call centre in Norwich. The agent on the phone can take over the ticket purchase process if you're struggling and support you with your ticket purchase.

6.6 Ticket gates

Some of our stations have ticket gates which are staffed. When there are no staff available to operate the ticket gates at stations, we will lock open the ticket gates and manual side gate for unobstructed access. Wide gates are available at all those stations which have ticket gates for wheelchair users, people with buggies and luggage.

6.7 First Class

The vast majority of our services do not have First Class spaces at all, a limited number are available on Intercity services between London and Norwich. These do not have wheelchair accessible spaces or toilets but do have priority seating. If you are using a disabled persons railcard when booking your ticket you'll be made aware of that. Purchases made through our website, app and ticket vending machines will issue a notification.

6.8 Booking assistance when purchasing tickets

If you use a disabled persons railcard when you buy a ticket from our call centre, you will also be offered the opportunity to book assistance, which is a free of charge service. You are also able to book assistance without purchasing a ticket if you already have a valid ticket to travel or are buying this on the day.

7. Accessible rail replacement

We want you to complete as much of your journey as possible by rail but where that is not possible, for example, due to engineering works, disruption or a physically inaccessible station, we will help you complete that journey with a suitable rail replacement option at no extra cost to you.

Major engineering works are usually scheduled and published 12 weeks ahead of the event. These timetable changes are published on our website, in journey planning tools, in stations via posters and on white boards and through social media platforms. Information relating to the accessibility of rail replacement options will be included in this information and can be found on the service alterations page of our website, National Rail Enquiries and social media posts relating to rail replacement.

The accessibility of buses and coaches used in rail replacement is regulated by law. When we're procuring rail replacement services for major planned engineering works, our supplier is obliged to source as many compliant buses as possible. However, there may be times when we cannot source enough accessible vehicles to cover an entire rail replacement operation. We may then supplement with vehicles operating under a special authorisation from the DfT. Under these circumstances we will also provide alternative accessible vehicles such as mini buses and taxis to ensure there is no additional wait time for customers who need them. Our supplier assesses all planned engineering work in advance to ensure that suitable vehicle provision is embedded in the plan.

We will also stipulate, in contracts with suppliers, that they must make reasonable endeavours to train their staff in disability awareness so they're able to support you on your journey with them.

If an accessible bus or coach isn't suitable for you then please contact our assisted travel team to discuss suitable alternatives.

8. Wheelchairs and mobility scooters

8.1 Wheelchairs

All our new trains and some of our older trains have designated wheelchair accessible spaces. Modern trains have been designed to accommodate wheelchairs which fall within the following standard dimensions.

Width: 700mm

Length: 1200mm

Weight (including customer): 300kg

Please see our Rolling Stock Accessibility information for further detail about the type of space available on each train type.

8.2 Mobility Scooters

Trains and platforms have not been designed to accommodate mobility scooters therefore we will only accept those scooters which fall within the same dimensions of a wheelchair (above). Please consider that even the smallest scooters generally require a larger turning circle than a wheelchair and therefore may not be suitable for use on some trains or platforms where space is limited.

We would ask that you transfer to a seat, where possible, for your own safety. Many scooters are not designed to be transported in an assembled state inside a moving vehicle and there is less risk of breakages or accident if you are able to transfer into a seat.

Scooters which are larger than the footprint can be carried if folded and stored as luggage. During rail replacement, bus operators may have limited space or restrictions for scooters, in such circumstances we will try and source a suitable accessible taxi noting there may be limitations on the size of scooter they can accept also. Taxis and mini buses may require you to transfer to a seat for safe travel.

There are no restrictions on mobility aids such as rollators providing they fit within the maximum dimensions of a wheelchair.

If your journey involves travel with another train company, please familiarise yourself with their scooter policy, which may be different, to avoid any disappointment or inconvenience.

9. Delays, disruptions and emergencies

We know that disruption can be distressing and can impact upon connections, appointments, getting to and from work etc. If you're travelling with us during disruption, we'll do everything we can to get you to your destination safely and as quickly as possible.

Given the unpredictable and changeable nature of disruption we will try to tell you what is happening and how it will impact your journey as soon as we can. We will do this through our customer information channels in stations and on-board trains and through social media, our website, our app and we work closely with local media outlets to publicise via radio, TV and online sources.

In addition, if you've booked assistance with us, and left your contact details, we will endeavour to contact you to discuss available options such as alternative journeys or transport if the delays are severe. If you are already on your journey and experience severe disruption we will endeavour to get you to your destination as soon as possible. If you have any concerns whilst on your journey please call our journey helpline on 0800 496 1345 and we'll do our best to answer your questions.

All our stations hold an emergency and evacuation plan which identifies emergency evacuation procedures for disabled people. Our frontline staff are trained to respond to emergency situations and will ensure all customers are clearly instructed and assisted in a safe manner. In the event of a major emergency the British Transport Police will instruct staff and customers.

10. Station facilities

10.1 Left Luggage

Greater Anglia do not operate any left luggage facilities. Network Rail operate a left luggage service at London Liverpool Street station and details can be found at left-baggage.co.uk or via email at liverpoolst@left-baggage.co.uk The centre has step free access.

10.2 Blue Badge Parking

All our major stations have parking facilities with approved Blue Badge spaces which are free to park in for Blue Badge holders. Many of our rural stations have unmarked car parks, this information can be found in our station facilities information on our website.

At our major stations we operate a 'live occupancy' parking facility with our automatic number plate recognition cameras where you can check the overall occupancy levels (not blue badge specific) on our website before you leave home. Blue Badge holding customers using these bays will need to register the vehicle on gaparking.co.uk within 24 hours of parking in order to avoid the parking charge notice. Please contact NCP on www.ncp.co.uk, via their online chat or 0345 0507 080 if you require further assistance with this process. This is to ensure that our blue badge spaces are kept clear for badge holders only.

We offer free car parking to Blue Badge holders at all our car parks, but please ensure your Blue Badge is displayed correctly in the car windscreen at all station car parks .

If a designated parking space is unavailable for any reason, Blue Badge holders may use any other non-restricted parking space in the car park at no charge provided the blue badge is still displayed correctly

10.3 Third Party facilities

Where we lease station property, we will ensure that retailers and service providers, as part of their contract with us, are aware of and observe their obligations under the Equality Act 2010 to provide equal services to disabled people.

10.4 Replacement facilities

Where station facilities are temporarily unavailable, i.e. the result of a broken lift or accessible toilet we will try hard to provide reasonable replacement facilities where practicable.

During maintenance or building work we will ensure that the access needs of disabled people have been considered and a suitable alternative plan is available and communicated through our website and assisted travel centre as soon as possible. If you have booked assistance with us and you've left your contact details we will endeavour to contact you if any planned maintenance or building works will materially affect your journey.

10.5 **Station entrances**

We will not permanently close station entrances or gates if this will lead to a reduction in accessibility for disabled customers to any platform or facility at that station, unless operators have first consulted with the Department for Transport (DfT), Transport Focus (and London TravelWatch, where appropriate) and local access groups, and the changes to access have been approved by the DfT.

We will consider the needs of disabled people when restricting or temporarily closing access points at stations and will follow guidelines from section F2 of the Joint Code of Practice which sets out mandatory standards regarding unobstructed progress during building works.

11. Passenger information and promotion of assisted travel

It is our aim to provide you with information that is accessible, accurate, relevant, consistent and easy to understand. We want to provide you with assurance and confidence at every stage of your journey, including when planning your journey prior to your departure. This is particularly true if your journey involves a change of train or transfer to another mode of transport.

11.1 Passenger Information leaflet

In addition to this policy document we have produced a simplified leaflet to help you plan your journey and any assistance you need. This is called 'Making Rail Accessible' and is available in leaflet racks from our staffed stations and from our website greateranglia.co.uk/accessibility as an accessible PDF document. We will work with our stakeholders and community rail partnerships to distribute this leaflet to a wider audience via prominent community locations such as libraries and tourist information centres. Should you require a copy of this or an alternative format please contact us via our customer contact centre and we'll be happy to supply that within 7 days.

11.2 This Policy Document

This document is available online, by post and in alternative formats (such as large print and audio) on request from our customer contact centre.

At our managed stations we display a poster (at a height accessible to wheelchair users) which explains how to get a copy of our passenger leaflet Making Rail Accessible, Helping Older and Disabled Passengers and this policy document.

11.3 Stations and train accessibility information

We will ensure that station and train accessibility information is available and accessible via different sources such as a printed map and posters at staffed stations, via our website greateranglia.co.uk/travel-information/station-information and via the National Rail Enquiries website. We will make sure it is easily accessible via personal mobile device and available in alternative formats, including print and audio, on request, within seven working days.

Staff at stations will also have access to these resources either through mobile devices or computers and can help you with an enquiry if you have one.

12. Redress

When you have booked assistance, and it has not been delivered, we will provide you with appropriate redress for your journey. We recognise that in some situations, compensation is not what you're looking for, but rather for us to learn from your experience and for you to understand any steps we're taking to stop it happening again. If you make a complaint about an instance of assistance which failed, we will investigate what happened and discuss with you an appropriate outcome. Please contact us via one of the methods below with details of your complaint and your booking reference, if you have one, and we will investigate what went wrong.

Other train companies may have different complaint and investigation schemes. However, we will co-ordinate the responses to your complaint so you only have to make it once. We aim to respond to 90% of comments and complaints in 10 working days and 95% in 20 working days.

We will always comply with the Consumer Rights Act 2015 and in line with National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra cost caused by a service failure. This does not affect your legal right to make claims under the Consumer Rights Act 2015, although you must not seek to recover the same money twice (for example from both our complaints process and the Consumer Rights Act 2015). If you are not happy with our final response to your complaint, or you have received what is sometimes referred to as a 'Deadlock Letter'. Or we have not resolved your complaint within 40 working days of having received your complaint or It is within 12 months of any final response from Greater Anglia. Then you may wish to contact The Rail Ombudsman for further information, advice or to ask them to take up your complaint.

To make a complaint please contact us via our customer contact centre

Freepost: **GREATER ANGLIA CUSTOMER RELATIONS**

Email: contactcentre@greateranglia.co.uk

Tel: **0345 600 7245** (Option 8)

Type Text: **18001 0800 028 28 78**

13. Strategy and management

13.1 Strategy

Greater Anglia is part of Abellio Transport Holdings Limited, which operates East Midlands Railway, West Midlands Trains, ScotRail and Merseyrail train services, bus services in London, and transport operations in Germany, Netherlands and the Czech Republic.

The Managing Director and leadership team at Greater Anglia are committed to improving services for our disabled and older customers and creating a business which is inclusive both internally and externally. We have embarked upon the biggest ever fleet replacement in this region which will see every one of our existing trains replaced with brand new accessible trains. We have included disabled people in their design and testing and we are now looking at how we make our train service delivery as accessible as possible.

The Greater Anglia vision is to 'Make life a little easier' for our customers which translates throughout all our business practices. We aim to provide the best possible customer experience by placing our customers and our people at the heart of everything we do. We do this through our 4 key principles of being, Genuine, Professional, Inclusive and Proactive.

Greater Anglia's strategy for accessibility sets out how we intend to increase customer confidence in rail in a post COVID 19 environment and target customer experience improvements for disabled customers through reviewing and modernising our working practices.

Our Accessibility Strategy sets out key themes to ensure we are challenging ourselves to offer more than minimum standards of compliance. We will also work to achieve accreditation on the DfT Transport Leadership scheme (which is a tiered system: committed, operator, leader) within the first year of our ATP approval and will continue to work in close partnership with other TOCs and industry partners to offer a collaborative, customer first approach to our business.

13.2 Increase ways disabled people can confidently travel on our services

We know that many people feel anxious travelling on public transport; it can be unpredictable and for some disabled people a physical challenge. We want everyone to feel welcome on our network so, through a number of activities we aim to

- Improve awareness of Passenger Assist with customers through targeted marketing campaigns.
- Continue and develop our programme of travel training for young adults with learning disabilities and support customers with learning disabilities through creation of resources and tools.
- Familiarise disabled customers with our new trains following COVID, return to rail
- Ensure information provided to customers is accessible, jargon free, up to date
- Improve staff training to ensure our staff are considerate of the needs of disabled people.
- Tackle the issue of luggage / bikes in wheelchair spaces
- Proactively engage with disabled people leading to action which improves accessibility

13.3 Improve our processes and embed inclusivity

Rail is a safety first industry which drives process and operation. We will work to ensure that decisions are made with an inclusive mindset so all business decisions give full consideration to the impact on disabled people.

- Create Accessibility Standards (including an accessible travel steering group with representatives from across the business)
- Create a monitoring and evaluation system to measure the success of our standards
- Create dashboard evaluation data, by period for senior management teams
- Work towards Inclusive Transport Leadership scheme accreditation
- Set up and manage an Accessibility Panel to oversee and scrutinise policy and process.
- Ensure the Diversity Impact Assessment process is embedded and reviewed by the Accessibility Panel.
- Review processes for assisted travel and A to B journey
- Review Rail Replacement processes
- Review minor works application process
- Set up failed assist reporting tool
- Establish a proactive approach to ensuring disabled passengers' rights are fulfilled
- Proactively engage with disabled people, leading to an action that improves accessibility
- Achieving level 1 Disability Confident employer scheme

13.4 Improve communication methods for disabled people

Communication is often key to a successful journey experience. There are times when things go wrong, for example lift breakdown, severe disruption, platform changes and short formation of trains for example. Whilst we may not be able to change those outcomes we can improve our communication of them. We will support our disabled customers by:

- Review communication processes for station and train facilities
- Review assisted travel call centre processes
- Continue to support (through publication, purchase and staff training) the priority seat cards, assistance support cards, sunflower lanyards.
- Implement the ORR Handover protocol

Good quality journey planning tools are vital for avoiding a poor journey experience. We will review and improve the accessibility to WCAG standards:

- Greater Anglia Website
- Greater Anglia app
- Social Media channels

We will support improved journey planning tools through:

- Auditing stations and updating access details on National Rail Enquiries and our website
- Review the messaging on train/at stations
- Identify other opportunities to create good qualitative online content
- Updating the accessible stations map
- Review station map information and update.
- When appropriate, publish clear information about where independent boarding of our Stadler Fleet is available.

We will also use all the tools available to us to create and internal communications strategy to communicate on policy and good practice throughout the business.

13.5 Infrastructure

Whilst many of our stations are technically step free, the ease with which someone with mobility impairments can navigate a station environment is inconsistent. We will:

- Take suitable opportunities to improve the station environments by investing in schemes that make a positive impact to accessibility. This is funded by our own investments as well as contributions from central and local governments.
- Deliver station improvements as part of our obligations to the Department for Transport. Where these include station waiting facilities, we will ensure there are accessible facilities to provide a comfortable space for our disabled customers.
- Work with our partners, Network Rail and Stannah who manage all station lifts to ensure lifts are available when customers need them and when repairs are required, these are done within our agreed timescales.
- Ensure service level agreements for accessible features of trains and stations are given priority for maintenance
- Where an independent business operates in our station, such as a coffee shop or retailer; make sure their obligations under the Equality Act is a term of their tenancy.
- Continuously review and communicate fault reporting policies.
- Ensure leaseholders are aware of their obligations under the Equality Act.
- Commit to involving disabled people in all future design projects / vehicle acquisitions

13.6 Staff training

Our people have the ability to make a huge difference to the journey experience of disabled customers. We will ensure our colleagues have current, engaging and memorable training in disability awareness and feel confident to carry out their duties. We will:

- Create thought provoking and engaging resources to be used as course material in line with ORR prescribed outcome requirements.
- Engage with disabled people to build content
- Work with our Learning and Development team to ensure we meet deadlines for delivery
- Partner, when appropriate, with Guide Dogs to train frontline staff in dignified guiding techniques
- Ensure a meaningful programme for refresher training is established and content scoped
- Establish a rolling programme of internal engagement opportunities including blended learning platform, newsletters, staff magazines, team meetings/days.

13.7 Working in partnership

The railway is at the heart of the communities it serves and as such creates lots of engagement with both local stakeholders such as Local Authorities and user groups and with customers. We rely on positive engagement to help drive our commitment to the customer experience and do this through a number of means.

- Continue with quarterly meetings of our Accessibility Panel and ensure meaningful engagement and progress as a result
- Meet with and engage with customers and regional disability groups on issues relating to accessibility
- Meet bi monthly and share best practice with Rail Delivery Group and other train companies
- Work with other industry partners, including Network Rail, DfT and ORR to achieve satisfactory outcomes for committed obligations and fulfilment of this Accessible Travel Policy.

13.8 Management arrangements

Our Commercial Director has overall responsibility for our Accessible Travel Policy. The Commercial Director will act as a sponsor to the development of accessibility projects and has accountability for overall compliance to this policy.

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

To ensure the Accessible Travel Policy is incorporated into business and project planning, all new projects must assess the impacts on disabled people through an 'Diversity Impact Assessment' and scrutinise a project at the conception stage.

All major projects that do not go through a business approval process must involve the

Accessibility Manager as a stakeholder to give relevant sign-off to the project. The Accessibility Manager may seek consultation with the Accessibility Panel for advice and feedback based on lived experience.

The Accessibility Manager is responsible for ensuring the implementation/delivery of the Accessible Travel Policy across the business as well as ensuring ongoing compliance.

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

13.9 **Monitoring and evaluation**

We will monitor delivery of our Accessible Travel Policy against Key Performance indicators each four-week period including:

- Passenger Assist bookings
- Recorded unbooked passenger assist requests
- Recorded assistance failures
- Complaints related to Passenger Assist
- Complaints related to accessibility
- Passenger Assist Call centre data

We will also explore the opportunities to evaluate performance such as online satisfaction surveys and mystery shop exercises and will agree this activity with the Accessibility Panel.

We will provide the Office of Rail and Road with performance data to demonstrate compliance with the Accessible Travel Policy and as part of this reporting, also identify key actions to improve performance.

13.10 **Access improvements**

We will comply with National Technical Specification Notice- PRM (previously, Persons of Reduced Mobility Technical Specifications for Interoperability (PRM TSI) and the DfT's Design Standards for Accessible Railway Stations: A Code of Practice 2015 (The Code of Practice) when installing or refurbishing rolling stock and facilities at stations. In the event that, despite every effort made, compliance is unachievable, we will seek derogations/dispensations from the DfT as necessary.

We continuously review our station environments and seek opportunities to improve these in line with industry guidance and the Equality Act. Where it is appropriate to do so, and in proportion to station footfall we will consider schemes to provide step free access to platforms and station buildings.

14. Working with disabled passengers, local communities and local authorities

We think it's right that we hear the voices of disabled customers and allow them to help shape our organisation and policy. We have recruited an Accessibility Panel who will help scrutinise and shape policy and projects. We will review membership annually. Details of how to apply can be found on our website on greateranglia.co.uk/accessibility

We also work with Community Rail Partnerships to promote the availability of Passenger Assist and more local issues relating to assisted travel and accessibility. We work with local authorities to facilitate travel training for young adults with learning difficulties to encourage greater independence.

We have set up a focus group to help improve the accessibility of our digital platforms, this has been very successful and we are looking other opportunities to use social media channels to engage more widely on accessibility projects. Our customer panels are also inclusive forums in which disabled people can get involved and raise issues relating to their journey experiences.

We will actively promote the availability of assisted travel and ensure that relevant information and the passenger leaflet Making Rail Accessible, Helping Older and Disabled Passengers, is displayed in prominent places both within stations and online.

15. Staff training

We have engaged a team of disability experts and trainers, with lived experience of disability, to shape the programme and lead on delivery to our staff. The course seeks to help our staff understand barriers to travel for disabled people, customer expectations, understand our obligations to disabled customers, understand modern and appropriate language, what they can do to improve customer experience and how to deliver practical and dignified assistance. The sessions provide an opportunity for staff to come together in a safe space, discuss any operational challenges and sensitive questions and then return to work with increased confidence and practical solutions.

We are committed to training all our staff in disability equality, recognising that every member of staff has an impact on someone's journey. We believe it is important to train ALL staff on ALL the required outcomes of the course and so will be delivering the course as follows.

By 31 July 2021 all new staff, including all senior and key management staff, will receive disability awareness training as part of their induction. This will be predominantly in a classroom-based setting with additional e-learning modules developed to address in more detail some of the content such as regulatory framework. The course will deliver the following outcomes:

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

By 31 July 2021 we will have provided refresher training to all existing frontline staff to meet the requirements as set out above. This will be delivered through a mix of online e-learning, webinars and on the job training as appropriate.

We will provide refresher training within 2 years of receiving disability awareness training and a minimum of 2 years thereafter.

We will involve disabled people in our training. We aim to do this through both delivery by disabled trainers, webinars and the creation of videos featuring disabled and older customers sharing their positive and negative stories.

By 31 July 2021, where practicable, agency staff and contracted staff who are working on a temporary basis who have direct interaction with customers will receive an appropriate version of disability awareness training that will cover Passenger Assist, Communication and Providing safe assistance as a minimum

We have already trained our third-party call centre providers, who provide information or advice directly to customers, to ensure they're delivering appropriate disability awareness training for their staff which covers a minimum of Passenger Assist and Communication.

We have trained the management and bus co-ordinators of our rail replacement operations on our course to ensure that they have also had the relevant training and we will report to the ORR annually on our progress against all of these commitments.

At the time of writing our current third-party providers have confirmed the following information relating to disability awareness training.

Abellio Rail Replacement management and co-ordinators working on a Greater Anglia contract have completed our half day Equality and Disability awareness course.

PCV licence holders are required to complete 35 hours of formally recognised and accredited training every 5 years (8 hours per year) in order to hold a DCPC qualification (all bus and coach drivers must hold this in order to work legally). Part of this training may include disability/inclusivity subjects although at this stage they're unable to confirm any further detail.

We work with a taxi booking management company who have contracts with hundreds of taxi firms across several counties in order that we have the best coverage available so even in rural areas we can source accessible vehicles from outside the area. The licencing of taxis is outside our scope and feedback at the time of writing is that it is not compulsory for drivers to have undertaken any form of disability awareness training however those who operate an accessible taxi will likely have had some.

16. Contact details

Passenger Assistance, information and booking

Tel: **0800 028 2878** (free from landlines)

Text Type: **18001 0800 028 2878**

From a mobile: **0345 600 7245**

Email: assistedtravel@greateranglia.co.uk

Greater Anglia Customer Service

Tickets, timetables general enquiries, complaints

Mail: Freepost, Greater Anglia Customer Relations

Tel: **0345 600 7245** (Option 8)

Type Text: **18001 0800 028 28 78**

Email: contactcentre@greateranglia.co.uk

Website: greateranglia.co.uk

Accessibility information: greateranglia.co.uk/accessibility

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

Assistance during your journey: **0800 496 1345**

National Rail Enquiries

Tel: **03457 48 49 50**

Website: nationalrail.co.uk

Rail Ombudsman

Telephone: **0330 094 0362**

Textphone: **0330 094 0363**

Email: info@railombudsman.org

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

Rail Ombudsman

1st Floor

Premier House

Stevenage

Hertfordshire

17. Appendix: Station accessibility classification system

Every station is allocated to one of three categories A-C according to guidance issued by the Office of Rail and Road (ORR).

Category A

The station has step-free access to and between all platforms, at all times trains are running, via level access, lifts or ramps (in accordance with new-build standards re gradient/length). Additional station entrances or walking routes not meeting the A criteria are permitted, providing the additional walking distance to avoid these is no more than 100m.

Category B

The station does not meet category A, but has step-free access to either all platforms or at least one platform. In some cases, the station may be usable for some disabled and older people, but in others major barriers may exist which are likely to restrict the ability of some disabled or older people to use the station. This may include long or steep ramps, access between platforms that may be via the street, and there may not be step-free access to or between all station areas. (Further details below*)

Category C

The station has no step-free access to any platform.

*B1. Step-free access to all platforms - may include long or steep ramps. Access between platforms may be via the street.

This station does not meet the A criteria, but has step-free access (to all platforms) likely to be usable by many people with reduced mobility. Access may be via ramps, up to 1:10 gradient (any length). Short end-of-platform ramps may be up to 1:7. Access between platforms may be via the street, no more than 400m.

B2. Some step-free access to all platforms

This station has step-free access to all platforms, but major barriers exist which are likely to restrict the ability of some people to use the station. Step-free routes do not meet the A or B1 criteria (e.g. long ramps steeper than 1:10, or the step-free route between platforms is greater than 400m).

B3. Some step-free access, may be in one direction only

This station has step-free access to fewer than the total number of platforms and doesn't meet the criteria of B1 or B2

Making rail accessible.

*Helping older and
disabled passengers.*



Valid from April 2021

greateranglia



GREAT TO **HAVE YOU** ON BOARD

Whether this is your first time travelling by rail or you're a regular customer, we want everyone to feel comfortable and confident when travelling with us.

Contents

1.	What to expect – our commitment to you	2
1.1	Introduction	2
2.	Assistance – what is available	3
2.1	For immediate travel	3
2.2	Planned journeys – using Passenger Assist	3
2.3	What we can help you with	3
2.4	Who provides the assistance	4
3.	Your journey	7
3.1	Before you travel	7
3.2	Seat reservation	7
3.3	Tickets, discounts and railcards	7
3.4	Wheelchairs and mobility scooters	10
3.5	At the station	12
3.6	On the train	14
4.	If things do not go as planned	16
4.1	Redress	17
5.	Where to get more information	19
5.1	Contact details	19

1. What to expect – our commitment to you

1.1 Introduction

Greater Anglia operates regional railway services in East Anglia and commuter and intercity services into London Liverpool Street.

Whether this is your first time travelling by rail or you're a regular customer, we want everyone to feel comfortable and confident when travelling with us. This leaflet will show you how we can help you plan and execute your journey whether you have pre-booked your assistance or are travelling immediately.



2. Assistance – what is available

2.1 For immediate travel

We understand that not everyone can or wants to plan when they travel. If you need assistance for immediate travel you can request help from a member of staff at a staffed station. At an unstaffed station you can use the help button on our Ticket Vending Machines (TVM) or help point to request assistance. The TVM help point connects to a member of staff in our Norwich office. They will be happy to help arrange assistance for you or alternative transport if they can't get a member of staff to meet you. Please be aware that arranging assistance at an unstaffed station will take longer if it hasn't been booked. There is no extra charge for this service but you will need to purchase a valid rail ticket.

2.2 Planned journeys – using Passenger Assist

Like all other train operators, we are part of the national Passenger Assist system which gives our disabled and older customers the opportunity to plan and pre-book assistance for their journey. If you know when you're travelling you can book assistance with us even if your journey covers other train operators' routes. You can do this through our Passenger Assist contact centre, email or webform. Details for how to do this are in the information section of this leaflet.

2.3 What we can help you with

- Planning your journey, choosing the best trains, times and tickets
- Getting on and off the train (including providing ramps, sight guidance etc)
- Moving between platforms and around the station
- Purchasing tickets
- Assisting with your luggage
- Advising what facilities are available on board and at the stations.

We recommend booking your assistance before 22.00 the day before you want to travel (for all UK train operators) or 6 hours in advance for same day travel. We'll make all the arrangements and notify the station that you need assistance. Please note, whilst we'll do all we can to assist you in planning and executing your journey, we can't travel with you.

2.4 Who provides the assistance?

We have teams who are either, based at stations*, on trains** or who are mobile and cover a number of stations*** who will provide you with assistance once they know you need it.

If you want to travel from a station which isn't accessible then we may need to use a mini bus or a taxi to get you to your nearest accessible station. Our contact centre can help you plan a suitable accessible journey.

All our customer service staff have been trained in disability awareness and will be happy to help you if your disability is visible or not. Staff are also trained to support customers in the event of an emergency either in stations or on the train. If there is an emergency when you are travelling, staff and the emergency services will provide assistance relevant to the situation in hand.

*Platform staff provide assistance at staffed stations on the Great Eastern Mainline between Norwich and London and our West Anglia mainline between Cambridge and London. Outside of staffing hours and at unstaffed mainline stations, trains operate with only a driver on board (DOO). The driver is unable to leave their cab and deliver assistance therefore we recommend that you pre-book assistance so we can try and make a member of staff available to you. If we are unable to do that we will provide alternative accessible transport at no extra cost. Please consult the station pages on National Rail Enquiries or our website for staff availability.

**Intercity services between Norwich and Liverpool Street and rural services between Ipswich and Felixstowe, Lowestoft, Peterborough between, Norwich and Sherringham, Ely, Great Yarmouth, Lowestoft also between Clacton/Walton and Colchester Town and between Manningtree and Harwich and Marks Tey and Sudbury operate with a second member of staff on board who can provide assistance.

***Mobile teams operate between Southend and Shenfield and Southminster and Wickford.



3. Your journey

3.1 Before you travel

When you're planning your journey we recommend using either, the National Rail Enquiries website, Greater Anglia Website or the Greater Anglia App (where you can purchase and store e-tickets too).

If you need help planning your journey you can either call our assisted travel team or drop into one of our staffed stations and we'll help you with both planning and ticket purchase.

Whether you're planning your journey yourself or we're helping, all the information you need including; car parking, ticket purchase, live train service information, wheelchair and mobility scooter policy, station facilities are available either online or from our assisted travel team.

3.2 Seat reservations

We do not currently offer a seat reservation system however we are looking at the possibility of re-introducing one on our intercity services between Norwich and London during late 2021.

3.3 Tickets, discounts and railcards

There are a number of ways to purchase a ticket to travel. Online, through the Greater Anglia app, from our contact centre, from a ticket office and from a ticket vending machine in stations.

If you need help with buying a ticket a member of staff in the ticket office or our contact centre can advise and assist with your ticket purchase.

The vast majority of our services do not have first class spaces at all, a limited number are available on Intercity services between London and Norwich, there are no wheelchair accessible spaces and only standard toilets but there is priority seating. If you are

using a Disabled Persons Railcard when booking your ticket you'll be made aware of that. Purchases made through our website, app and ticket vending machines will issue a notification.

If you need help buying your ticket from a ticket vending machine at the station you can tap the help button and you'll be connected with an operator from our call centre in Norwich. They can talk you through the choices and even take over the ticket purchase remotely if needed and all you'll need to do is make payment.

If you were unable to buy a ticket in advance of travel because the options to do so were not accessible then you can still buy one from a member of staff on board or at your destination station. The discounts you're entitled to will still apply. Under these circumstances we would not issue a penalty fare.

Disabled Persons Railcard

If you have a disability you may be eligible for a Disabled Persons Railcard which entitles you and a companion to up to a third off rail tickets for travel at any time. You can find details about this railcard and how to get one at:

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

Senior Railcard

If you are aged 60 or over you are eligible for a Senior Railcard which entitles you to up to a third off rail tickets. You can find details about this railcard and how to get one at:

- Website: www.senior-railcard.co.uk
- Email: railcardhelp@railcards-online.co.uk
- Call: 0345 300 0250
- At stations: you can use your birth certificate as evidence

If you don't qualify for these railcards there are many others available such as Two Together or Family & Friends Railcard that may be more suitable to you. You can visit www.railcard.co.uk for further information. If you are using a Ticket Vending Machine you will be able to use your Disabled or Senior railcard to gain the relevant discounted fare. Don't forget to carry your railcard when you travel.

Discounts

If you don't have a railcard you are still entitled to the following discounts on tickets.

If you are visually impaired

Visually impaired customers who need to travel with a companion who do not have a railcard are entitled to the following discounts on Anytime/Day tickets (the discount covers the companion too):

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

These concessions do not apply if you are travelling alone.

- Season Tickets – you can be issued with one adult Season Ticket to cover two people; the two travelling for the price of one. A different companion may travel with you on different days.

To get these discounts you will need a document confirming your disability that has been issued by a recognised body such as social services, local authority, guide dog ownership certificate, RNIB or Blind Veterans UK, you will also need to carry this information when travelling.

These discounts are only available from staff at our ticket offices or on board and cannot be purchased online or from Ticket Vending Machines.

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

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

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

The same discount will apply if you have one companion.

3.4 Wheelchairs and mobility scooters

Wheelchairs

All our new trains and some of our existing trains have designated wheelchair accessible spaces. Trains have been designed to accommodate wheelchairs which fall within the following standard dimensions.

Width: 700mm

Length: 1200mm

Weight (including passenger): 300kg

Please see the rolling stock (train) accessibility information on our website for further detail about the different train types we operate and what you can expect when you travel with us.



Mobility Scooters

Trains and platforms have not been designed to accommodate scooters therefore there are a number of constraints on what we can carry. We will only carry those scooters which fall within the same dimensions of a wheelchair (above) unless folded. Please consider that even the smallest scooters generally require a larger turning circle than a wheelchair and therefore may not be suitable for use on some trains or platforms where space is limited.

We would ask that you transfer to a seat, where possible, for your own safety. Many scooters are not designed to be transported in an assembled state inside a moving vehicle and therefore there is less risk of it breaking and an accident occurring.

Scooters which are larger than the dimensions stated above can be carried if folded and stored as luggage. During rail replacement, bus operators may have limited space for scooters. In such circumstances we will try and source a suitable accessible taxi. Please note there may also be limitations on the size of scooter they can accept.

If your journey involves travel with another train company they may have a different scooter policy. We recommend you check with them before you travel, alternatively speak to an advisor in the Passenger Assist team who can check for you.

3.5 At the station

We operate 133 stations in East Anglia. Some are staffed some aren't. Some are large busy stations, some are small, quiet and rural. To see what facilities are available at stations and what times staff are available please visit National Rail Enquiries or Greater Anglia website and use the station search facility. The Passenger Assist team can also help if you'd prefer to speak to someone in person or have any queries about the information.

If you are travelling from a staffed station please report to the customer information desk if there is one (larger stations) or ticket office. Please arrive 20 minutes before your train departure time and make yourself known (and the assistance you need) to the staff. Greater Anglia staff are identifiable by their red uniform and name badges.

If the station is unstaffed, assistance may be provided by a train crew member on our rural and intercity routes* or a colleague may be sent from another station to meet you** (if you've booked in advance) at stations where drivers operate the trains on their own. If you haven't booked assistance from an unstaffed station then use the help point or TVM help button to request assistance. We will do our best to send a member of staff but may have to provide you with alternative accessible transport. The stations and train guides on our website and our 'Guide to Accessible Stations' map can help you with this planning. Alternatively, call our Passenger Assist team and speak to a travel advisor.

*Intercity services between Norwich and Liverpool Street and rural services between Ipswich, Felixstowe, Lowestoft, Peterborough and, Norwich, Sheringham, Ely, Great Yarmouth, Lowestoft. Also between Manningtree and Harwich, Clacton/Walton and Colchester Town and between Marks Tey and Sudbury operate with a second member of staff on board who can provide assistance.

**Outside of staffing hours and at unstaffed mainline stations between Liverpool Street and Cambridge, Liverpool Street and Braintree/Norwich, trains operate with only a driver on board (Driver Only Operation or DOO). A mobile team operate between Southend and Shenfield and Southminster and Wickford.

Assistance with luggage

For disabled and older customers who have booked assistance, we will provide help with luggage providing it doesn't exceed the limits set out in the National Rail Conditions of Travel.

This states that you may bring with you up to three small items free of charge. These items must not obstruct gangways or wheelchair accessible spaces.

If you haven't booked assistance, then we will help you where we can. Please bear in mind some of our staff may not be able to carry heavy items due to their own individual health needs.

3.6 On the train

We operate a variety of different train types with different on board features. Some trains operate with a second member of staff who will provide assistance, some with just a driver. Please take a look at our Rolling Stock Accessibility Guide online or call our Passenger Assist team to understand what each of our trains are like.

Priority seating is available on all new trains and most of our older trains, and clearly labelled as such. We have priority seat cards and badges available for people who don't feel confident to ask for a seat although we can't guarantee that the person occupying the seat doesn't also need it. If you need a member of staff to help you find a seat please either request that in your booking or ask at the station/on board. You can get the cards from our contact centre and the badges are available at staffed stations. We don't need any evidence of why you need it. We also support the Sunflower lanyard scheme. Staff are taught to recognise them and understand that your disability may not be visible. We hold supplies at our major stations.

Wheelchair spaces, standard toilets and accessible toilets are available on all our new trains. Our new Class 745 and 755, low floor Stadler trains are now in service and operating on our regional routes in Norfolk and Suffolk, Intercity services between Norwich and London and Stansted Express services. Our Class 720 trains are being introduced throughout 2021 and will replace all our trains operating across Essex, Cambridgeshire and Hertfordshire.

We request that passengers keep accessible spaces clear of bikes, luggage and buggies and staff will proactively request any left luggage is moved to a suitable location.

Some of our older trains also have wheelchair spaces and accessible toilets but many don't. They do have standard toilets. Please speak to our Passenger Assist team or see the Rolling Stock Accessibility Guide information leaflet on our website to understand the type of on board facilities you'll have on your journey. If there is any change to this we will do our best to make that information available to you through our station information systems before you start your journey.

If you have requested assistance getting off the train at your destination we will ensure that we attend to you within 5 minutes of arrival. We will explain this to you as part of your booking.

4. If things do not go as planned

We know that when disruption occurs on the railway it's stressful. Disruption is a live event and a situation can develop and change very quickly. We aim to tell you what is happening and how it will impact your journey as soon as we can. We will keep you informed using our customer information screens and announcements. Other information sources such as our website, app and twitter account can also provide real time running information. Please see the back page for contact details.

If you've booked assistance with us, and left your contact details, we will endeavour to contact you to discuss available options such as alternative journeys or transport if the delays are severe. If you are already on your journey and experience severe disruption then please speak to a member of staff who will do everything they can to help you continue your journey as quickly as possible.

If you have an urgent personal need during your journey and are unable to find a member of staff the please call us on our journey assistance helpline 0800 496 1345 and we'll do our best to help you.



4.1 Redress

If we fail to provide the assistance you've booked you may be entitled to redress, please contact us via our Customer Relations department with your assistance booking reference number, details of the failure and your contact details. We look at all claims on a case by case basis as we want to make sure we learn from any mistakes made. You may also be entitled to delay repay if your journey was delayed more than 15 minutes, details of this are available on the Greater Anglia website. If you are unhappy with our final response to your complaint, or you have received what is sometimes referred to as a 'Deadlock Letter', we have not resolved your complaint within 40 working days of having received your complaint or It is within 12 months of any final response from Greater Anglia. Then you may wish to contact The Rail Ombudsman for further information, advice or to ask them to take up your complaint.





5. Where to get more information

We can provide this document in alternative format including large print and audio. Get in touch with the team at our customer contact centre and they will arrange for it to be sent to you within seven working days.

Our Accessible Travel Policy:

This document sets out in more detail our commitments and standards of service provision, as well as relevant policies and practices with regards to disabled people using the rail network. It is available both online at greateranglia.co.uk/accessibility and in other formats from our customer contact centre.

Stations and trains accessibility information:

Trains information is available on our website and to download from greateranglia.co.uk/accessibility

Our stations information is available on our website stations pages (search by station) and on the national rail enquiries website at www.nationalrail.co.uk/stations

5.1 **Contact details**

Passenger Assistance, information and booking

Tel: 0800 028 2878 (free from landlines)

Text Type: 18001 0800 028 2878

From a mobile: 0345 600 7245

Email: assistedtravel@greateranglia.co.uk

National Rail Passenger Assist messaging service

Tel: 0800 022 3720

Text Type: 0845 60 50 600

SMS: 60083

Greater Anglia Customer Relations

(Tickets, timetables general enquiries, complaints)

Mail: Freepost, Greater Anglia Customer Relations

Tel: 0345 600 7245 (Option 8)

Type Text: 18001 0800 028 28 78

Email: contactcentre@greateranglia.co.uk

Website: greateranglia.co.uk

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

Assistance during your journey: 0800 496 1345

National Rail Enquiries

Tel: 03457 48 49 50

Website: nationalrail.co.uk

Rail Ombudsman

Website: railombudsman.org

Email: info@railombudsman.org

Phone: 0330 094 0363

Post: Freepost – RAIL OMBUDSMAN





Rolling Stock Accessibility Guide

A red wedge-shaped graphic pointing to the right, positioned below the title.

February 2021

greateranglia

Stadler Class 755 Bi-Mode3

Stadler Class 745 Airport.....5

Stadler Class 745 Intercity.....7

Bombardier Class 720.....9

Bombardier Class 379..... 11

British Railway Class 321 “Classic” 12

British Railway Class 321 “Renatus” 13

British Railway Class 317 “Classic” 14

British Railway Class 317 “Refurb” 15





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces



Seating



Toilets

4 Car Configuration



Drivers cab door,
do not obstruct

Train engine
Passage way

Drivers cab door,
do not obstruct

3 Car Configuration



Drivers cab door,
do not obstruct

Train engine
passage way

Drivers cab door,
do not obstruct



Routes operated

- Norwich - Ely - Cambridge - Stansted
- Norwich - Sheringham
- Norwich - Great Yarmouth
- Norwich - Lowestoft
- Ipswich - Lowestoft
- Ipswich - Felixstowe
- Ipswich - Peterborough
- Manningtree - Harwich
- Colchester - Marks Tey - Sudbury



Facilities

The class 755 is a modern train designed to comply with current accessibility standards. It has a large wheelchair accessible space and companion seating, a call for aid button for disabled customers who have an urgent need to speak to a member of staff (you will not be fined for using this) and an accessible toilet. There are plug points and USB points for each wheelchair space.

There is no first class seating on these trains and no catering facilities.

There are two wheelchair accessible spaces on each train and wheelchairs, scooters and mobility aids no larger than 700mm by 1200mm and weighing less than 300kg are permitted for travel. Larger aids must be folded for travel and stored as luggage.

Full colour displays show clear information about your travel and is complemented by regular audio notices. Priority seating is available throughout the train and is clearly marked. Baby changing facilities are also available in the accessible toilet.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces

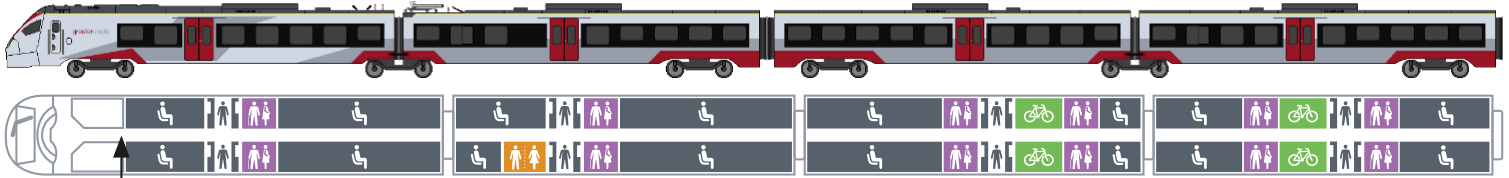


Seating

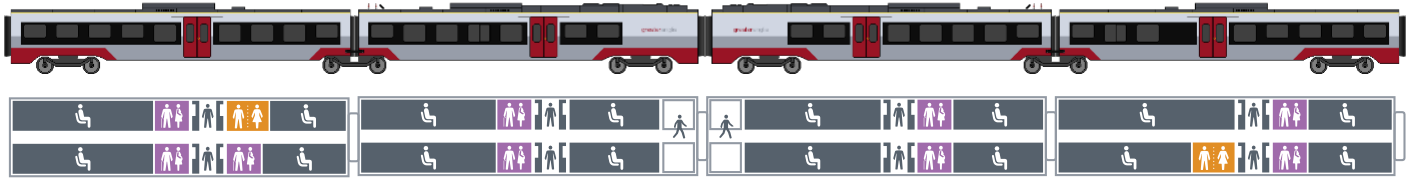


Toilets

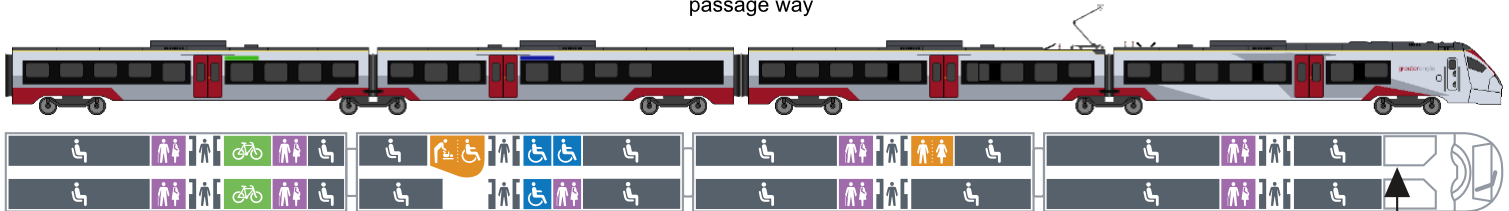
12 Car Stansted Airport Configuration



Drivers cab door,
do not obstruct



Train engine
passage way



Drivers cab door,
do not obstruct



Routes operated

- **Norwich – Stansted Airport**
- **Norwich - London**
 - Calling at;
 - Diss
 - Stowmarket
 - Ipswich
 - Manningtree
 - Colchester
 - Chelmsford
 - Stratford



Facilities

The class 755 is a modern train designed to comply with current accessibility standards. It has a large wheelchair accessible space and companion seating, a call for aid button for disabled customers who have an urgent need to speak to a member of staff (you will not be fined for using this) and an accessible toilet. There are plug points and USB points for each wheelchair space.

There is no first class seating on these trains and no catering facilities.

There are two wheelchair accessible spaces on each train and wheelchairs, scooters and mobility aids no larger than 700mm by 1200mm and weighing less than 300kg are permitted for travel. Larger aids must be folded for travel and stored as luggage.

Full colour displays show clear information about your travel and is complemented by regular audio notices. Priority seating is available throughout the train and is clearly marked. Baby changing facilities are also available in the accessible toilet.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces



Seating



Toilets

12 Car Intercity Configuration



Driver's cab door,
do not obstruct

Coach M

Coach L

Coach K

Coach J



Coach H

Coach G

Train
passageway

Coach F

Coach E



Coach D

Coach C

Coach B

Coach A

Driver's cab door,
do not obstruct



Routes operated

- **Norwich - London**

Calling at;

- Diss
- Stowmarket
- Ipswich
- Manningtree
- Colchester
- Chelmsford
- Stratford



Facilities

The class 755 is a modern train designed to comply with current accessibility standards. It has a large wheelchair accessible space and companion seating, a call for aid button for disabled customers who have an urgent need to speak to a member of staff (you will not be fined for using this) and an accessible toilet. There are plug points and USB points for each wheelchair space.

There is no first class seating on these trains and no catering facilities.

There are two wheelchair accessible spaces on each train and wheelchairs, scooters and mobility aids no larger than 700mm by 1200mm and weighing less than 300kg are permitted for travel. Larger aids must be folded for travel and stored as luggage.

Full colour displays show clear information about your travel and is complemented by regular audio notices. Priority seating is available throughout the train and is clearly marked. Baby changing facilities are also available in the accessible toilet.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces

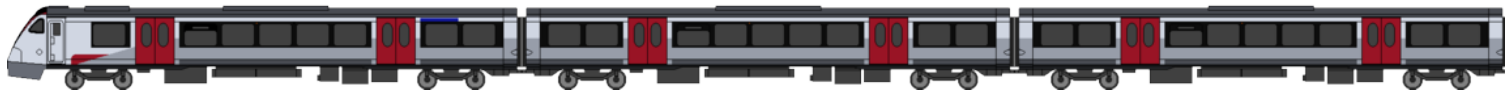


Seating



Toilets

5 Car Configuration



Drivers cab door,
do not obstruct



Drivers cab door,
do not obstruct



Routes operated

- **London – Ipswich** (calling at Stratford, Shenfield, Chelmsford, Hatfield Peverel, Witham, Kelvedon, Marks Tey, Colchester and Manningtree)
- **Colchester – Clacton - Walton on Naze**
- **Witham - Braintree**
- **Manningtree – Harwich**
- **Shenfield – Southend Victoria**
- **Wickford – Southminster**
- **London - Cambridge - Hertford East** (calling at Tottenham Hale, Cheshunt, Broxbourne, Harlow Town, Bishop's Stortford and all intermediate stations)

Facilities

The class 720 is a modern commuter train designed to comply with current accessibility standards. It has a large wheelchair accessible space and companion seating, a call for aid button for disabled customers who have an urgent need to speak to a member of staff (you will not be fined for using this) and an accessible toilet. There are plug points and USB points for each wheelchair space.

There are three wheelchair accessible spaces on each train and wheelchairs, scooters and mobility aids no larger than 700mm by 1200mm and weighing less than 300kg are permitted for travel. Larger aids must be folded for travel and stored as luggage.

Full colour displays show clear information about your travel and is complemented by regular audio notices. Priority seating is available throughout the train and is clearly marked. Baby changing facilities are also available in the accessible toilet. This train run as a Driver Only Operation with no second member of staff on-board. Assistance is provided by platform staff.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces

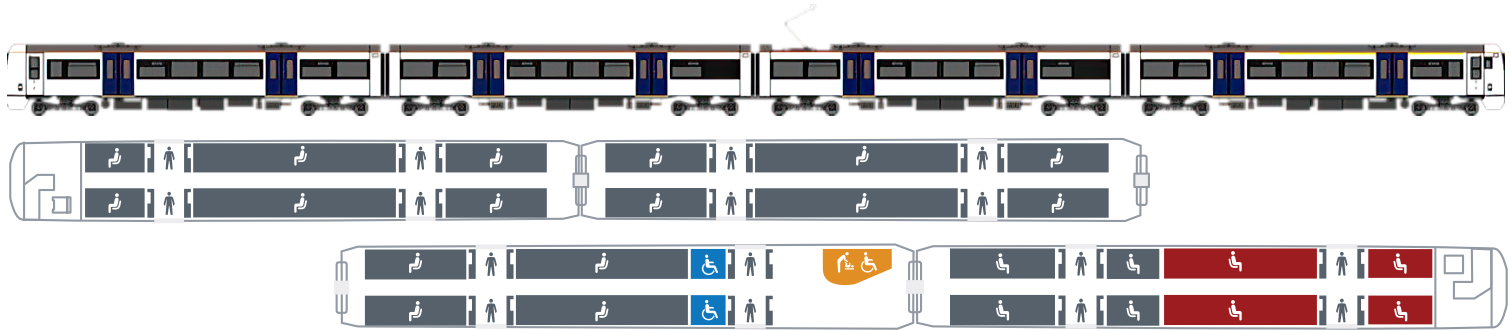


Seating



Toilets

4 Car Configuration



Routes operated

- Cambridge - London
- Stansted Airport - London

Facilities

These commuter trains have been in service since 2011. They are relatively modern and full PRM-TSI compliant. They have an accessible area with two wheelchair spaces and an universally accessible toilet with baby changing facilities. Visual information is displayed throughout the train and automated audio notices are played on approach to the station as well as on departure.

Scooters and mobility aids are allowed up to 700 by 1200mm. A boarding ramp is available on each train.

They usually run as a four or eight car train. On board staff availability depends on route, and can operate as a Driver Only service.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces



Seating



Toilets

4 Car Configuration



Routes operated

- Norwich - London
- Ipswich - London
- Manningtree - Harwich
- Colchester - Clacton - Walton
- Colchester - London
- Braintree - London
- Chelmsford - London
- Southend - London
- Cambridge - London
- Southminster - Wickford
- Stansted Airport - London
- Hertford East - London

Facilities

GA operates two variants of these trains. The “classic” is the older non PRM TSI compliant. It doesn't have an accessible toilet and the wheelchair space is smaller than standard. Scooters and mobility aids with a Driver Only service except for intercity services where on board staff is available. They don't carry access ramps but all our manned stations are equipped with ramps and staff trained to use them. These will be phased out as our new 720 trains enter service.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces



Seating



Toilets

4 Car Configuration



Routes operated

- Norwich - London
- Ipswich - London
- Manningtree - Harwich
- Colchester - Clacton - Walton
- Colchester - London
- Braintree - London
- Chelmsford - London
- Southend - London
- Cambridge - London
- Southminster - Wickford
- Stansted Airport - London
- Hertford East - London

Facilities

A significant number of these units went through an extensive refurbishment program to bring them up to modern standards. Some of the features added are an universally accessible toilet with baby changing facilities, and standard wheelchair spaces. It runs as a Driver Only Operation except for intercity services where on board staff is available. It doesn't carry access ramps but all our manned stations are equipped with ramps and staff trained to use them.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces

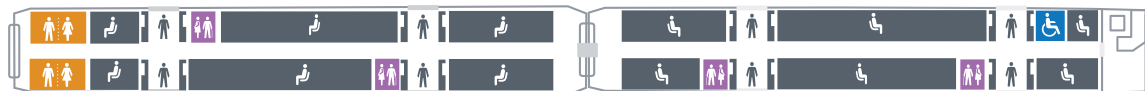
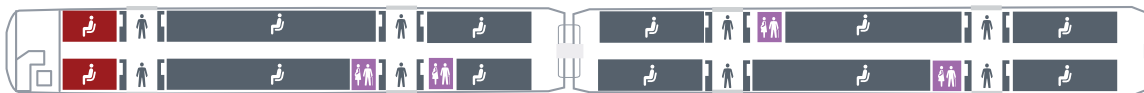


Seating



Toilets

4 Car Configuration



Routes operated

- Ipswich - London
- Manningtree - Harwich
- Colchester - Clacton - Walton
- Colchester - London
- Chelmsford - London

Facilities

These are some of our older trains and do not comply with PRM-TSI legislation. A temporary dispensation allow us to keep them in service until they are replaced by our new trains. There are wheelchair spaces but are smaller than the current standard. There's no universally accessible toilet. Visual information is displayed throughout the train and automated audio notices are played on approach to the station as well as on departure. Scooters and mobility aids are allowed up to 700 by 1200mm and a maximum of 300kg. A boarding ramp is available on each train. They usually run as a four or eight car train. On board stuff availability is depending on route. It can operate as a Driver Only service or as Driver/Guard.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces

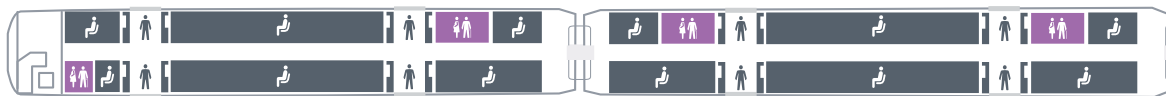


Seating



Toilets

4 Car Configuration



Routes operated

- Ipswich - London
- Manningtree - Harwich
- Colchester - Clacton - Walton
- Colchester - London
- Chelmsford - London

Facilities

Some 317 underwent a refresh and refurbishment program to bring them up to date and make them PRM TSI compliant. Some of the features added are an universally accessible toilet, and standard wheelchair spaces. Visual information is displayed throughout the train and automated audio notices are played on approach to the station as well as on departure. Scooters and mobility aids are allowed up to 700 by 1200mm and a maximum of 300kg. A boarding ramp is available on each train. They usually run as a four or eight car train. On board staff availability depends on route, and sometimes it can operate as a Driver Only service.

