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10 March 2016

Neil Micklethwaite  
Customer Experience and Commercial Director  
East Midlands Trains

Dear Neil

**Review of East Midlands Trains Ltd Disabled People's Protection Policy (Condition 5 of your Station Licence and GB Passenger Statement of National Regulatory Conditions)**

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

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

We welcome the following commitments, which we believe will have a positive impact for many passengers:

- Your requirement for passengers to give only 12 hours' notice for assistance bookings when travelling on East Midlands services.
- Your commitment to provide passengers with a full refund for their journey if booked assistance is not provided.
- Your 'Customer Voice' forum which allows passengers to meet the Senior Management team to discuss their views on your service and help to develop a better service for customers.

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

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




**Head Office:** One Kemble Street, London WC2B 4AN T: 020 7282 2000 F: 020 7282 2040 [www.orr.gov.uk](http://www.orr.gov.uk)

- **Passenger assistance:** The guidance states that operators are not expected to require passengers to give more than 24 hours' notice for booking assistance. We note that you only require 12 hours' notice for assistance bookings on journeys involving only East Midlands Trains services, which we welcome. In addition, you have now clarified that passengers are not required to give more than 24 hours' notice for assistance bookings which involve connections with other train operators.
- **Booking assistance for travel on 27<sup>th</sup> December:** Your assisted travel booking service is closed 25<sup>th</sup> and 26<sup>th</sup> December, meaning that passengers wishing to book assistance for travel on 27<sup>th</sup> December must give more than 24 hours' notice. This does not meet the requirements of the guidance. You have therefore amended your document to advise passengers to contact the National Rail Enquiries booking line in order to book assistance on 26<sup>th</sup> December for travel on 27<sup>th</sup>. You have also informed us that you will work with other operators who do provide an assisted travel booking service on Boxing Day to investigate the feasibility of automatically directing calls to the open contact centre over these dates.
- **Alternative accessible transport:** The guidance states that operators must commit to providing alternative accessible transport in three specific circumstances and you have amended your policy to include these three circumstances. In addition ORR expects that the reasonable needs of disabled passengers will be taken into account and you have now clarified your policy and included the commitment to discuss each passenger's individual needs in order to provide suitable alternative transport.
- **Passenger information:** The guidance states that operators must give a commitment to providing up-to-date information about the accessibility of facilities and services at stations and on trains, including a commitment to update information within 24 hours of any changes. You have now confirmed that you will ensure information is updated on the National Rail Enquiries website, within 24 hours.
- **Tickets and fares:** The guidance states that operators must commit to ensuring that, where disabled passengers are unable to buy a ticket at a station before their journey, they are able to buy a ticket without penalty on the train or at their destination. You have clarified that if passengers are unable to buy a ticket before they board, they are able to buy a ticket on the train or at their destination without penalty and still receive any applicable discounts, including railcard discounts.
- **Information points and displays:** The guidance expects operators to ensure that timetables, posters, information leaflets and other materials are placed so that both wheelchair users and standing passengers (who may be unable to stoop) can use them. You have clarified that you will provide leaflets regarding your services and the services of other operators who call at your stations at varying heights to ensure accessibility to all passengers.
- **Taxis:** The guidance states that where access by non-licensed taxis to stations is regulated under contract with the station operator, the terms of the contract must include the requirement for the taxi operator to provide wheelchair-accessible vehicles. You have clarified that your contracts with taxi companies specify that they must provide wheelchair accessible vehicles.

You have informed us that you have carried out a full audit of all of your managed stations, which we welcome, and that you are currently working with ATOC to update the relevant Stations Made Easy pages. We welcome this work as it is important that passengers have access to accurate and consistent information before travelling. Please could you inform us when this has been completed, and in any case within three months of the date of this letter?

Yours sincerely,

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

**Annette Egginton**





# Making rail accessible

Helping older and disabled  
passengers

Valid from 1 October 2016

**EAST MIDLANDS** TRAINS

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# 1 Introduction

Welcome to East Midlands Trains. We operate main line services to London St Pancras International, regional rail services in the East Midlands area and inter-regional services between Norwich and Liverpool.

## Our Customer Promise is:

- **being there** when you need us;
- making things **easier** for you; and
- always **listening** and **helping** you.

We are committed to running safe, punctual and reliable services whilst also offering a consistently high level of customer service. We will make it as easy as possible for all customers to access our services, and this document details our policy in relation to disabled customers, as we understand the challenges that may be faced on the rail network. Full information of our wider policies and strategies to improve accessibility to our services are contained in the document 'Making rail accessible: guide to policies and practices'.

We hope you enjoy your journey with East Midlands Trains.





## 2 Assistance for customers

You can book assistance on our services and those of other train operating companies at our station booking offices, or by contacting our Assisted Travel team, who are available 24 hours 7 days a week (except 25 & 26 December).

The Assisted Travel team can be contacted via:

Call: 08000 11 33 23  
03457 125 678\* option 3  
Text Direct: 18001 08000 11 33 23  
(for people with hearing impairments)  
Visit: [eastmidlandstrains.co.uk/contactus](http://eastmidlandstrains.co.uk/contactus)  
(to complete an online request form)

\* Calls cost no more than calls to standard UK landlines and must be included in inclusive minutes and discount schemes in the same way. Calls from landlines are typically charged up to 10p per minute; calls from mobiles typically cost between 10p and 40p per minute. Calls from landlines and mobiles are included in free call packages (check with your provider).




The Passenger Assist System is a national system supported by all Train Operating Companies and allows operators to make necessary arrangements to assist customers with disabilities or restricted mobility, including:


- if you have visual or auditory impairments or learning disabilities;
- if you have a short or long term mobility impairment;
- those with hidden disabilities which may not be immediately apparent to others;
- if you are older;
- if you are travelling with disabled children in pushchairs or wheelchairs.

We are committed to using Passenger Assist and will provide assistance, when booked in advance at our stations and on our trains. We will provide sufficient resources to maintain the system and enhance performance, and we will fulfil our legal requirements in relation to disabled customers.

We will work with other train companies and station operators to an agreed process. This will ensure that if your journey involves a change or connection onto other operators' services, assistance can be booked through our Assisted Travel team as one point of contact.



The Assisted Travel team can also provide information regarding onward modes of transport e.g. bus, tube and trams. Our team will discuss your individual requirements at the time of booking.




You will be provided with a Passenger Assist reference number and booking confirmation via email (or post/fax on request, if there is adequate time to send this to you) which you will need to take with you when travelling so that staff on stations and trains can identify your booking.

While arranging assistance through our Assisted Travel team we also offer you the facility to buy tickets and make reservations. Tickets can be posted (please leave five working days for delivery) or collected from self-service machines at most of our stations. You can view a list of stations with this facility on our website.

When a train terminates at an East Midlands Trains station we will provide assistance, for customers who have booked via Passenger Assist, to alight from the train as soon as possible and in any event within five minutes of the train's arrival time.





To make sure that our staff are ready to help you and understand your specific needs, you can book assistance 12 hours in advance of your journey if using East Midlands Trains stations. However, if the journey involves using another train operators' services we recommend booking 24 hours in advance (you can book further in advance if you wish). We also advise that seat or wheelchair reservations are made and these can be booked until 23:59 the day prior to travelling. We provide a reservation services on our London and Liverpool to Norwich route, and the wheelchair space and companion seat can be booked on our services to Skegness.

If you cannot give 12 hours notice please contact the Assisted Travel team and we will do all we can to help you by contacting the relevant stations to let them know that you will be travelling and require assistance.

The Text Relay service connects people using a textphone with other people using a telephone or another textphone. It's a fully automated service so, when required, relay assistants provide a text-to-voice and voice-to-text translation service. For more information please see the Text Relay website [textrelay.org](http://textrelay.org)

## 2.1 Travelling with assistance dogs

Assistance dogs are welcome on all of our trains, free of charge and can travel in any part of the train. Our Assisted Travel team will be happy to ensure that you are booked into the right seating (where reservations are possible) to make the journey comfortable.

## 2.2 Our compensation policy

### Delay Repay

East Midlands Trains operates a Delay Repay scheme where you can claim compensation for a delay of over 30 minutes, irrespective of the cause of the delay.

To claim for a delay, please complete a Delay Repay form. An easy to use online form is available on our website at [eastmidlandstrains.co.uk/delay-repay](http://eastmidlandstrains.co.uk/delay-repay) or hard copies are available at our staffed stations. Please enclose your ticket or provide a scanned copy as proof of the journey. You must make your claim within 28 days of the delayed journey. Details of how we pay compensation are shown on page 7.



**Please note:**

If you need to retain your ticket following completion of your journey, for example because you wish to make a compensation claim after a delay to your journey, please show your ticket to a member of gateline staff at the ticket gate and say you need to keep the ticket. They will then open the gate for you. However, if your ticket has been collected by ticket checking staff or a ticket gate, please include a copy of your ticket confirmation.

If you are delayed, compensation payment is calculated as follows:

- 30 to 59 minutes delayed - we will pay compensation to the value of 50% of the cost of the single ticket or 50% of the relevant portion\* held for the journey.
- One hour to one hour 59 minutes delayed - we will pay compensation to the value of 100% of the cost of the single ticket or 100% of the relevant portion\* held for the journey.
- Two hours or more - we will pay compensation to the value of 100% of the cost of the single ticket or 100% of the cost of the return ticket (i.e. both portions, not just one way) held for the journey.

\*By 'relevant portion' we mean either the outward or return portion of a return ticket, depending on whether you were delayed on your outward or return journey.

**Booked assistance not provided**

If you had assistance booked at any East Midlands Trains station or on one of our trains and it was not provided, we will offer you a refund for the cost of the journey. Please contact our Customer Service Centre for further advice or to make a claim. Alternatively, complete a form on our website:

**[eastmidlandstrains.co.uk/contactus](http://eastmidlandstrains.co.uk/contactus)**

You may also be due compensation if we were unable to provide you with the service we promise. Please contact the team at **[eastmidlandstrains.co.uk/contactus](http://eastmidlandstrains.co.uk/contactus)** or by one of the methods on page 23 of this document, and we will be happy to assist you with your claim.





## Paying compensation

We pay compensation via various means including BACS (bank transfer payment), cheque, PayPal and Rail Travel vouchers. You can choose the method you receive compensation when making a claim, and you will receive this within 14 days of your claim being agreed.

### BACS

This is the quickest form of paying compensation, but we will need your sort code, account number, name of bank and bank address.




### PayPal

You will need a valid PayPal account to claim compensation via this method, and we will need the registered PayPal email address. You can find out more and how to join PayPal on the following link: <https://www.paypal.com/uk/webapps/mpp/home>.


### Cheque

This may take slightly longer to process, as we will need to post the cheque to you.

### Rail Travel Vouchers



These are generally posted to you on the same day when we have agreed your claim. They can be used as full or part payment for rail tickets at any station ticket office to travel with any UK rail company.



If any of these methods are not suitable, please contact our UK based Customer Service Centre. Our staff are available 24 hours a day, 7 days a week, and their contact details can be found on page 3.



### 3 Alternative accessible transport

Some of our stations may not be fully accessible to you, (further details of the accessibility of our stations is available within the tables on pages 26 – 49). This may be due to:

- the station is inaccessible (i.e. due to a physical constraint);
- for whatever reasons, substitute transport is provided to replace rail services (e.g. due to planned engineering works); or
- where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

We will make sure that if you want to travel to and from stations which are inaccessible, you will be able to do so at no extra cost. We will often do this by arranging alternative transport that is accessible to you, such as a taxi, to the nearest or most convenient accessible station. We will always discuss your individual requirements at the time of booking, or you can call us on 08000 11 33 23 option 3, 24 hours a day 7 days a week, or use a station help point which connects directly into our Customer Information team in our Control Centre.

We will also arrange suitable transport if disruption to our services leaves trains/stations inaccessible to you.



## 4 Customer information

We are committed to ensuring that the information regarding our services is up to date and customers requiring assistance are aware of any limitations and/or temporary restrictions. Our Customer Information Manager is responsible for updating the information provided on the National Rail Enquiries website, including the Station Journey Planner, regarding accessibility and details of the times assistance is available at our stations (further detail is also available on pages 26 – 49.)

Should the facilities on which you rely for your journey become temporarily unavailable on a train or at a station, we will update the system within 24 hours of notification of a problem and provide an estimated time for when the facility will be functioning again. If we have your contact details we will endeavour to contact you by telephone or email, this includes:

- Where stations have a physical constraint preventing use by some disabled people;
- Where significant temporary work affects station accessibility;
- Where changes to stations make them temporarily inaccessible (e.g. lifts or station toilets out of order);
- Where changes to train facilities materially affect disabled passengers – e.g. the temporary use of inaccessible trains – where reasonably practicable to do so; and
- Emergency engineering work.

Our commitment to provide this information includes instances when stations/trains become inaccessible in the short or longer term. This information will be available to our station staff and to you through our website, Ticket Offices, Customer Service Centre and station Help Points.

As part of our ongoing review process, we will update the information in our Making Rail Accessible documents at least annually.



## 5 Tickets and fares

We are committed to sell tickets to customers accurately and impartially and to provide you with accurate information and advice on your journey and ticket options, irrespective of which Train Operating Company provides the service.


If you are unable to buy a ticket before you board one of our trains, you can buy one on the train or at the destination station. You will still be able to use your Disabled Persons Railcard, or receive the relevant discounts as detailed below.

We participate in a number of schemes offering discounted fares, these are detailed below.


### People registered as visually-impaired

When a registered visually-impaired person travels with a companion and does not hold a railcard, the following discounts on Anytime/Day tickets apply for both people:

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



No concession applies if a visually-impaired customer is travelling alone and does not hold a railcard.



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

- Season tickets – blind or partially sighted people 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 on different days.

### Persons remaining in their own wheelchair for a rail journey

Persons remaining in their own wheelchairs throughout the journey who do not hold a railcard 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 Return – 50% off
- The same discount will apply to one companion



## Disabled Persons Railcard

There are two types of Disabled Persons Railcard available: one-year and three years. Both entitle the holder to discounts of up to a third on most rail tickets. One adult accompanying the railcard holder can also travel at the reduced fare.

Full details on how to get a railcard can be found on the website **[disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk)** or at **[disabilityonboard.co.uk](http://disabilityonboard.co.uk)** or in a leaflet produced by the Association of Train Operating Companies (ATOC) available at stations.

You can also contact the Disabled Person's Railcard Office:


Website: **[disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk)**

Email: **[disability@atoc.org](mailto:disability@atoc.org)**


Call: **0845 605 0525**

Minicom: **0845 601 0132** (Textphone for people with hearing impairments)

## 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. They are valid for one year or three years (you can choose which one to buy).



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.

### Senior Railcard Office

Helpline: **0345 300 0250\***

Website: **[senior-railcard.co.uk](http://senior-railcard.co.uk)**

There may be other Railcards that may be suitable for you please visit [railcard.co.uk](http://railcard.co.uk) for further information.

\* Calls cost no more than calls to standard UK landlines and must be included in inclusive minutes and discount schemes in the same way. Calls from landlines are typically charged up to 10p per minute; calls from mobiles typically cost between 10p and 40p per minute. Calls from landlines and mobiles are included in free call packages (check with your provider).




## 6 At the station

### 6.1 Station entrances

We are committed to ensure that all station entrances or gates are not permanently closed during the opening times of the station. When it is necessary (for example due to refurbishment or security) to close off accessible entrances permanently, which would make the station inaccessible, we will consult with the Department for Transport (DfT), London TravelWatch, Transport Focus and local disability groups, as applicable. If the closure is of a semi-permanent nature, then alternative arrangements will be put in place for the duration of any required works.

### 6.2 Aural and visual information





Many of our stations have a combination of customer information screens and automated public announcements providing accurate, clear and consistent visual and aural information. Sometimes a train's departure platform must be changed – often at short notice. Such a change will be shown on the customer information screens and will be announced aurally as soon as possible. When a change occurs our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible. If platform is not accessible, we will arrange alternative transport i.e taxi, to the nearest accessible station.

We have installed audio guides at two of our stations and we are installing Help Points with Hearing Loops at all of our smaller or unstaffed stations due to be completed end of 2016. This ensures that all of our stations have help points that are linked to our 24/7 Customer Information team within our Control Centre, to ensure that service information is always available, especially at times of disruption.

### 6.3 Information points and displays

You can obtain information about the services provided by East Midlands Trains and all other train companies at our Ticket Offices or clearly signed information points at some of our larger stations (usually open at the same time as the Ticket Office). We will provide details of fares, timetables, connections and confirmation of bookings made by Passenger Assist as well as the facility to arrange Passenger Assist.





Information regarding accessibility onto other forms of transport from the station may also be available from our staff, or they will be able to advise you where this information can be obtained.


Further details of the information facilities available at our stations can be found on the station accessibility tables on pages 25 – 49.

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. For up to date train running information on the day of travel please follow us on twitter **@EMTrains** or visit our website **eastmidlandstrains.co.uk**


Leaflets regarding our services and those of other train operators who serve the station, are also available and placed at varying heights to be accessible to disabled people.

We will also provide information on station posters which give information about local services/transport available from that station.

In addition you can also use the station Help Points to gain information by talking to staff in our 24/7 Customer Information team within our Control Centre.



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



Tel: 03457 48 49 50

Email: [nationalrail.co.uk](mailto:nationalrail.co.uk)

TextDirect: 0345 60 50 600  
(for people with hearing impairments)

## 6.4 Ticket machines

Many of our stations now have self-service Ticket Vending Machines. All the machines are compliant with The Disability Discrimination Act 1995 (DDA) and have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion. Some stations also have compliant ticket collection only machines to allow tickets bought in advance online or over the telephone to be easily collected. These machines are also fully DDA compliant.

## 6.5 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 the gates in the opened position. We will also unlock the manual side gate leaving it in the open position.

## 6.6 Luggage

We will provide help with luggage, free of charge if you have booked assistance in advance. However, we do not employ staff specifically to carry customers' luggage and if you have not booked assistance, platform staff may have to attend to train safety before they can help you.

Please bear in mind the weight, size and quantity of luggage and do not exceed the limits in the National Rail Conditions of Travel luggage policy, as our staff must be able to lift the item(s) safely. This states that you may bring with you up to two large items and one small item free of charge.

Large items  
should not exceed  
**90x70x30cm**



Small items  
should not exceed  
**55x40x20cm**



We work in partnership with **carrymyluggage.com**. They provide a door to door service for larger items that cannot be carried on our trains and offer a **15% discount** for East Midlands Trains customers. Further details can be found on their website **carrymyluggage.com**

## 6.7 Left luggage

Accessible left luggage facilities are provided by Network Rail at the following accessible stations:

London St Pancras International      Tel – 0207 833 1596  
Location - ground floor of the station

Manchester Piccadilly      Tel – 0161 236 8667  
Location - platform 10

Liverpool Lime Street

Tel – 0151 702 2219

Location - Excess Baggage Company in the main concourse

Leeds

Tel – 0113 243 8030

Location - Excess Baggage Company at the Wellington St entrance

## 6.8 Ramps

Ramps are available at our staffed stations and on our trains that call at unstaffed stations to allow easier boarding and alighting from trains (further information about facilities on our train fleet can be found on page 23). The ramps are specifically designed for helping customers with disabilities onto and off the trains and are regularly inspected to ensure your safety. The ramps can be used to help you even if you have not booked assistance.

If you have booked assistance to board or alight from an unstaffed station using a ramp, we will ensure that a member of staff, with a ramp, is available to assist you. This will be discussed with you at the time of booking. If you have not booked assistance, please advise a member of station staff or staff on the train, that the ramp will be required during the journey.

## 6.9 Facilities provided by third parties


We will ensure that any services and facilities provided by a third party are as accessible as possible; this requirement will be included in the relevant contracts.

## 7 On the train

### 7.1 Aural and visual information

We are committed to providing important travel information in a variety of means so that it can be accessed by as wide a group of customers as is possible. All on board staff are issued with a standards guide for announcements.

Our on board staff are trained to give announcements and will do so on all services that do not have pre-recorded announcements. If your disability means that you are unable to hear the on board announcements please advise a member of staff so that alternative arrangements can be made.



All of our trains are equipped with public address systems to provide aural announcements to hearing customers. Some trains are equipped with a customer information system that uses visual displays to enable hearing-impaired customers to access information.

Where these systems are installed we will strive to ensure that they comply with the standards set out in the Rail Vehicle Accessibility Regulations (2010) and the Technical Specification for Interoperability, Persons with Reduced Mobility (2014).

We recognise that good announcements are essential to visually-impaired customers. Our staff are trained to speak slowly and distinctly in a clear, concise and confident manner. When possible they will make their first announcement five minutes before the train departs, and repeat it one to two minutes before departure.

Whenever possible, two minutes before arriving at each station (unless it is shown as 'pick-up' only in the timetable), an announcement will be made. Any unscheduled station stops will be announced to reassure customers and when a train has been delayed for two minutes a brief announcement providing reassurance and the reason (if known) will be given.

We encourage on board staff to walk through trains to make sure that all customers are aware of information.




## 7.2 Seats on trains

We are able to offer seat reservations to all passengers including those with disabilities on the following services:

- London St Pancras International – Nottingham
- London St Pancras International – Derby/Sheffield
- London St Pancras International – Corby
- Liverpool – Norwich

We also provide the facility to reserve the wheelchair space and a companion seat on our Nottingham – Skegness services.

We do not provide reservations on our other routes; however priority seating (which has extra legroom and situated near the doors) is available on some of our trains. Wheelchair spaces are available on all of our trains (detailed in the specific train information on pages 23 – 25). Our staff on the train, will be equipped with smart devices to receive information regarding assistance booked in advance, to ensure they are aware of any seating requirements.



If assistance is booked, we will advise whether a seat can be reserved. We will provide written details of the reservation made and where it is located on the train. On trains that are not reservable, staff on the train or at the station will assist you in locating an appropriate seat.

## 7.3 Wheelchair and scooter carriage

### Wheelchairs

Wheelchairs can be carried, in the designated spaces, on all of our trains so long as they fit within the following dimensions:

Width	700mm
Length	1200mm
Weight (including passenger)	300kg

### Powered scooters

To travel on our trains with a powered scooter, an East Midlands Trains scooter pass is required.

As powered scooters are designed for the about-town environment and come in different shapes and sizes, many of them are unsuitable for rail travel. A number of problems can affect scooters on trains, including:

- the scooter is not manoeuvrable enough to either get onto or move once inside a train;
- the scooter tips over backwards when going up the ramp onto the train; and
- the scooter exceeds the safe-working load of the ramp when carrying its user.

Because we operate different types of train with differently designed interiors, scooter-using customers must own a vehicle that meets our standards of manoeuvrability, size, weight and stability. We therefore require scooter users to supply our Assisted Travel team with the technical details of their scooter so their vehicles can be assessed.

We can also advise on the policies for different Train Operators. You can also view the specification of a scooter on the following website [rica.org.uk/content/scooter-powered-wheelchair-search](http://rica.org.uk/content/scooter-powered-wheelchair-search).

When a scooter card is issued we will advise on how it can be safely accommodated on our trains or whether it should be folded down and carried aboard as hand luggage, free of charge.

To apply for a scooter card please contact us on 08000 11 33 23 or 03457 125678 option 3, or email [getintouch@eastmidlandstrains.co.uk](mailto:getintouch@eastmidlandstrains.co.uk) or write to us at the address on page 21.

For safety reasons, only customers who hold a Scooter Card will be allowed to bring unfolded scooters onto our services.

The criteria is as follows:

- 3-Wheeled scooters or those with a triangular footprint (2 wheels at the front close together and 2 wheels at the rear) that fall within the following size dimensions and are a maximum length of 1000mm and width of 700mm and are;
- a maximum speed of 4mph;
- do not exceed 300kg when it is carrying its user;
- Have a free-wheeling facility for use in case of power-failure;
- Have sealed batteries;
- Must negotiate gradients of 8 degrees or more; or
- Is a scooter that can be folded down to a size that can be accommodated as hand luggage.

Please note that due to the restrictions of the type of rolling stock used on our Liverpool – Norwich services and many other local services, the space to accommodate scooters is within the cycle storage area. We therefore advise that the users transfer to a seat.

Please note that for safety reasons, members of East Midlands Trains staff are unable to lift or physically manoeuvre the scooter. It is therefore the user's responsibility to ensure that they can control their scooter so that they can get onto and off the train safely.

Although we can book assistance on other train companies' services, scooter policies may differ, including the requirements for scooter cards. We can advise you of these requirements, or provide contact details for the relevant train company to ensure your scooter is permitted. This should be done prior to making your journey, if you need to change onto another train company's services. You can view the policies of other operators on the following link: [nationalrail.co.uk/stations\\_destinations/disabled\\_passengers](http://nationalrail.co.uk/stations_destinations/disabled_passengers)

## 7.4 Train fleet information

In future, all new trains introduced on our network will be built in accordance with the principles set out in the current Technical Specification for Interoperability: Persons With Reduced Mobility (2014) and the DfT Accessible Train and Station Design for Disabled People – A Code of Practice (2015).

All trains that have entered service on our network since 1998 are accessible to passengers with disabilities. A table of the facilities currently available on our trains can be found on pages 23 – 25.



## 8 Making connections

### 8.1 Connections to other train services

We recognise that many journeys will require connections to other train operators services and we aim to provide assistance to passengers to make any interchanges as easy as possible. Our Assisted Travel team will be able to assist you with information about onward connections and the most suitable and accessible route for your journey.

Assistance at London St Pancras International Station is provided by Network Rail staff, although can be booked by our Assisted Travel team. Staff at the station can assist you to other train operators' services operating from the station. Further details can be obtained by contacting the station reception.

Tel: 0207 843 7688  
(Monday - Sunday 0700 - 2300)

Website: [stpancras.com](http://stpancras.com)



### 8.2 Connections to other types of transport



We recognise that many of our passengers need to use other means of transport to get to their departure station and continue their journey after reaching their destination station. Our station staff are limited to the provision of assistance only within the station area, however they can provide you with information on how to make connections with other modes of transport and this is also shown on station posters.

When planning our services, we consult with all local authorities that our services run to, through or near. This is so we make sure the needs of local communities inform any decisions we make concerning service provision.

We provide the majority of bus operators and if appropriate, Transport for London, with advance notice of our plans for train services so that they can accommodate these in any decisions they make concerning connecting services.

## Taxis

We do place restrictions on the number of companies allowed to serve ranks at our stations. Whilst licensed by the local council, we ask companies to apply for permits to ensure that they can provide wheelchair accessible vehicles, however, we cannot guarantee such taxis will be available at all times. Any company whose vehicles are licensed Hackney Carriages can purchase a permit to serve our stations.

We will equip our staff with the means to contact the nearest company with accessible taxis.

The telephone number of our Customer Service Centre, who can contact local firms that own accessible taxis, will be displayed on our station information posters at all of our stations.

For further information on local bus connections please contact Traveline on **0871 200 2233** or go to **[traveline.org.uk](http://traveline.org.uk)**

For further information on taxi companies that serve stations in the UK please go to [traintaxi.co.uk](http://traintaxi.co.uk)

## 9 Disruption to facilities and services

### 9.1 Operational arrangements

At times when our facilities or services are disrupted, we will give notice on our website and internal databases in accordance with our commitments detailed on page 4.

If the disruption means your original arrangements are no longer valid, we will do our best to make contact with you and re-book any required assistance through Passenger Assist. We will request a contact number from you when you book assistance, which will help us to contact you in case of disruption.

Our on board staff will be issued with smart devices, this gives them the means to rearrange onward assistance during times of disruption.







## 9.2 Making connections

Our staff are trained to anticipate the needs of our customers. They will communicate news of any service disruption and provision of alternative transport via the Customer Information Systems or, where possible, in person. This entails aural and visual notice being given to awaiting passengers. They will then check to see if there are customers who either seem not to have understood the announcements or are likely to have difficulties in light of the announcements (for example, changing platforms). Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist these customers. The provision of Help Points at all of our unstaffed stations during 2016, provide a link to our Customer Information team 24 hours 7 days a week (except 25 & 26 December) who will also be able to assist you in continuing your journey.

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



## 9.3 Passenger assistance

Once local managers have been told that disruption is occurring, they will endeavour to deploy staff to stations affected by disruption. Along with our employees already at the scene, they will be able to assist customers (for example, helping with luggage or guiding visually-impaired people).

## 9.4 Replacement services

When disruption leaves services for older customers or those with disabilities effectively altered or removed we will provide a reasonable alternative. This will be done without additional charge.

When train services are replaced with buses we will endeavour to secure accessible buses from local operators.

When this is not possible we will book a taxi that is accessible to you. Frontline employees have the authority to do all that is reasonably practicable to arrange suitable substitute services in such circumstances.



## 9.5 Emergency procedures


Our Health and Safety Manual details our policies and procedures for assisting disabled customers in emergency situations. A summary of those policies and procedures is given here.

Our staff will supervise any action that needs to be taken in the event of an emergency either at a station or on a train. Our staff will identify the most expedient route and method for evacuating the location they are responsible for. They will also identify alternative routes and contingency arrangements if predetermined routes are not available.


Should an incident occur, our staff will use their disability awareness skills and judgement to anticipate the needs of passengers with disabilities and communicate any instructions.

In accordance with the nature of the incident, our staff are trained to take into account the need to identify and deal safely with:

- Customers with mobility/visual/hearing impairments, including those in wheelchairs; and
- Customers who are older, infirm or vulnerable.



This will involve communicating with customers with disabilities to ascertain what their capabilities are.



Every East Midlands Trains station has a Local Station Emergency Plan detailing evacuation routes for all customers, stating whether the route is suitable for wheelchair access. In areas where no safe evacuation route exists for wheelchair users, a place of safety has been pre-identified for customers (accompanied by a member of staff) to await rescue by a member of the emergency services. All local station emergency plans are shared with the local emergency services.

In order to minimize the risk of causing injury to people with physical disabilities in an evacuation, we will only evacuate wheelchair users during an emergency if the situation is life threatening.

Based on the type of incident and the risks involved, we will move the customer to a safer part of the train until arrangements can be made to move the train to the nearest station. We will endeavour to make sure that they are accompanied at all times.

If it becomes absolutely necessary to evacuate a train between stations, we will work closely with the Emergency Services to attend and provide expert assistance with the evacuation.



## 10 Contact and feedback

To ensure that we can make your journey as easy as possible, we advise you to book assistance through Passenger Assist. Please contact our Assisted Travel team who will be happy to help:

Call: 08000 11 33 23 (free phone)  
or 03457 125 678  
press option 3, open 24 hours 7 days a week  
(except 25 & 26 December - )

Visit: [eastmidlandstrains.co.uk](http://eastmidlandstrains.co.uk)  
(to complete an online request form)

TextDirect: 18001 08000 11 33 23

We welcome your feedback about all aspects of our services including accessibility and to report the breakdown of any equipment on which you rely, such as lifts or accessible toilets. If we don't provide you with the service we promise, we would like to know, as soon as possible so we can put it right.

You can find information about how we use your feedback within our Policies and Procedures document at [eastmidlandstrains.co.uk/contactus](http://eastmidlandstrains.co.uk/contactus)

To ensure we continually improve, we also contact customers, quarterly, who have recently travelled with us, for their views and opinions. If you would like to be included, please contact the Assisted Travel team.

To make sure that our disabled customers are aware of any forthcoming service improvements and news about East Midlands Trains, we provide a newsletter on a frequent basis. If you would like to receive this, please contact our Customer Service Centre team.

Details of how you can provide feedback are available at all of our staffed stations. Alternatively you can contact the Customer Service Centre (details overleaf):



Post: East Midlands Trains  
Customer Service Centre  
1 Prospect Place  
Millennium Way  
Pride Park  
Derby  
DE24 8HG

Call: 0345 712 5678\*

Email: Using the online form on our website:  
[eastmidlandstrains.co.uk](http://eastmidlandstrains.co.uk) or by emailing  
[getintouch@eastmidlandstrains.co.uk](mailto:getintouch@eastmidlandstrains.co.uk)

We welcome feedback and will respond, if required in different formats including Braille, large print or textphone, on request.

## 11 Alternative formats



Copies of both 'Making Rail Accessible: helping older and disabled passengers' and 'Making Rail Accessible: guide to policies and practices' are available in large print, audio, CD and Braille on request from our Customer Service Centre within seven working days.



## 12 Station accessibility information

Full details of stations to which our Making Rail Accessible policy applies and a guide to their accessibility and Ticket Office facilities is available on the matrix on pages 26 – 49.

## 13 Train fleet information

### Class 158 Diesel Multiple units

Not compliant with Rail Vehicle Accessibility Regulations

Number of Units:	26 two-car units (although can be used to cover other routes)
Routes operated:	Liverpool - Norwich (also can operate on other routes)
Wheelchair and scooter accessible (please view our website for further details):	Partial - ramp on board
Other facilities:	Wheelchair-accessible toilet (not fully compliant)
Passenger information:	Public address

### Class 156 Diesel Multiple units

Not compliant with Rail Vehicle Accessibility Regulations

Number of Units:	15 two-car units
Routes operated:	Nottingham to Worksop Nottingham to Leicester Nottingham to Lincoln Nottingham to Skegness Nottingham to Matlock Derby to Crewe Leicester to Cleethorpes
Wheelchair and scooter accessible (please view our website for further details):	Partial - ramp on board
Other facilities:	Wheelchair-accessible toilet (not fully compliant) No priority seating
Passenger information:	Public address

## 13 Train fleet information

### Class 153 Diesel Multiple unit

Not compliant with Rail Vehicle Accessibility Regulations

Number of units:	17
Routes operated:	Peterborough to Doncaster via Sleaford and Lincoln Nottingham to Worksop Nottingham to Lincoln Nottingham to Skegness Nottingham to Matlock Derby to Crewe Leicester to Cleethorpes
Wheelchair and scooter accessible	Yes
Other facilities:	None. No priority seating
Passenger information:	Public Address

### Seven/Five/Four Coach Meridians

Not compliant with Rail Vehicle Accessibility Regulations

Number of units:	27
Routes operated:	Predominantly Sheffield to London Nottingham to London Corby to London
Wheelchair and scooter accessible	Yes
Other facilities:	Wheelchair-accessible toilet Priority seating and WiFi
Passenger information:	Visual display and public address

## 13 Train fleet information

### Eight Coach High Speed Trains

Not compliant with Rail Vehicle Accessibility Regulations

All internal and external doors are accessible to wheelchair users and seating space is provided in both First and Standard Class accommodation

Wheelchair-accessible toilets are provided in First Class accommodation. If the wheelchair space is available, a wheelchair user and a companion will be upgraded to First Class, free of charge

Number of units:	10
Routes operated:	Nottingham to London Sheffield to London
Wheelchair and scooter accessible	Yes
Other facilities:	Wheelchair accessible toilet in First Class accommodation Priority seating and WiFi
Passenger information:	Public Address

## 1.4 Station accessibility

A matrix of the facilities currently available at our stations can be found on the following pages in alphabetical order.

Facilities/Station	Alfreton	Alsager	Ambergate
Induction loops	Yes	Yes	Yes
Low level ticket counters	No	No	No
Help Points	Yes	Yes	Yes
Staffed customer information point	No	No	No
Accessible toilets	No	No	No
Meeting points for assistance	No	No	No
Level of platform accessibility	Step free access to Ticket Office and level access to platform 1 for northbound services only (Sheffield to Manchester). There is a footbridge to platform 2 for southbound services. There are no lifts available. There is a ramp on platform 2 behind the shelter.		
Self service Ticket machines	Yes	No	No
Ticket Office opening hours	Monday – Saturday 0630 – 1800 Sunday 1030 – 1800	Unmanned station	Unmanned station
Staffing hours/availability of assistance	Monday – Saturday 0630 – 1800 Sunday 1030 – 1800	Unmanned station	Unmanned station
Accessible set down and pick up point	Yes – at front of station	Yes – Station Car Park	Yes – Station Car Park
Accessible weatherproof waiting facilities with seating	Yes	Yes	Yes
Wheelchair available	Yes	No	No
Ramp for train access	Yes	On train staff will provide	On train staff will provide
Disabled toilets	No	No	No
Disabled parking	Yes	Yes	Yes
Customer Information systems	Yes	Yes	Yes
Catering facilities available	No	No	No
Secure station	No	No	No

\*All help points will be available at all East Midlands Trains stations by the end of 2016.



## Station Accessibility: Alfreton to Barrow Upon Soar

Ancaster	Attenborough	Barrow Upon Soar
Yes	No	Yes
No	No	No
Yes	Yes	Yes
No	No	No
No	No	No
No	No	No
Suitable for wheelchair access, ramp dimensions not stated	Access from level crossing	Both platforms only accessed by stepped footbridge
No	Yes	No
Unmanned station	Unmanned station	Unmanned station
Unmanned station	Unmanned station	Unmanned station
No	No	No
Yes	Yes	Yes
No	No	No
On train staff will provide	On train staff will provide	On train staff will provide
No	No	No
No	No	No
No	No	Yes
No	No	No
No	No	No

## Station Accessibility: Beeston to Bottesford

Facilities/Station	Beeston	Belper	Bingham
Induction loops	Yes	Yes	Yes
Low level ticket counters	Yes	No	No
Help Points	Yes	Yes	Yes
Staffed customer information point	Information available from Booking Office	No	No
Accessible toilets	Yes	No	No
Meeting points for assistance	No	No	No
Level of platform accessibility	Step free access to Ticket Office and level access for Nottingham bound services only. There is a footbridge to platform 2 for Derby/Leicester bound services. There are no lifts available and if you are unable to use the bridge whilst travelling southbound, please travel to Long Eaton, catch a train northbound to Beeston and this will stop at Beeston on the opposite platform. Platform 1 is on level of Nottingham bound services and a footbridge to southbound services is available	Ramped access from level crossing	Step free access
Self service Ticket machines	Yes	Yes	No
Ticket Office opening hours	Monday – Saturday 0610 – 1945 Sunday 1400 – 2100	Unmanned station	Unmanned station
Staffing hours/availability of assistance	Monday – Saturday 0610 – 1945 Sunday 1400 – 2100	Unmanned station	Unmanned station
Accessible set down and pick up point	Yes	Yes – Station Car Park	No
Accessible weatherproof waiting facilities with seating	Yes	Yes	Yes
Wheelchair available	No	No	No
Ramp for train access	On train staff will provide	On train staff will provide	On train staff will provide
Disabled toilets	Yes	No	No
Disabled parking	Yes	Yes	No
Customer Information systems	Yes	Yes	Yes
Catering facilities available	No	No	No
Secure station	No	No	No

\*All help points will be available at all East Midlands Trains stations by the end of 2016.



Bleasby	Blythe Bridge	Boston	Bottesford
Yes	Yes	Yes	Yes
No	No	Yes	No
Yes	Yes	Yes	Yes
No	No	Information available from Booking Office	No
No	No	Yes	No
No	No	Yes	No
Step free access	Access to both platforms via ramp access from level crossing	Level access to Grantham bound platforms. Level Access to Skegness Platform via ramp from West Street and also via Asda Car Park through a gate opened by a Radar Key	Level access to Nottingham bound platform. Footbridge crossing only to Grantham bound platform
No	No	Yes – on platform 1	No
Unmanned station	Unmanned station	Monday – Saturday 0600 – 1521 Sunday closed	Unmanned station
Unmanned station	Unmanned station	Monday – Saturday 0600 – 1521 Sunday closed	Unmanned station
No	Yes – Station Car Park	Yes – at entrance near café on platform 1 and in Asda car park at rear of platform 2	No
Yes	Yes	Yes	Yes
No	No	Yes	No
On train staff will provide	On train staff will provide	Yes	On train staff will provide
No	No	Yes – on platform 1	No
No	No	Yes – in Asda car park	No
No	Yes	Yes	No
No	No	No	No
No	No	Yes	No



## Station Accessibility: Bulwell to Cromford

Facilities/Station	Bulwell	Burton Joyce	Burton on Trent	Carlton
Induction loops	Yes	Yes	Yes	Yes
Low level ticket counters	No	No	Yes	No
Help Points	Yes	Yes	Yes	Yes
Staffed customer information point	No	No	Information available from Ticket Office	No
Accessible toilets	No	No	Yes	Yes
Meeting points for assistance	No	No	No	No
Level of platform accessibility	Step free access	Suitable for wheelchair access, ramp dimensions not stated	Suitable for wheelchair access, lift available	Suitable for wheelchair access, ramp dimensions not stated
Self service Ticket machines	No	No	Yes	No
Ticket Office opening hours	Unmanned station	Unmanned station	Monday – Saturday 0610 – 1930 Sunday 1100 - 1830	Unmanned station
Staffing hours/availability of assistance	Unmanned station	Unmanned station	Monday – Saturday 0545 – 2355 Sunday 0800 – 1200	Unmanned station
Accessible set down and pick up point	No	No	Yes – to the front of the station	No
Accessible weatherproof waiting facilities with seating	Yes	Yes	Yes	Yes
Wheelchair available	No	No	Yes	No
Ramp for train access	On train staff will provide	On train staff will provide	Yes	On train staff will provide
Disabled toilets	No	No	Yes	No
Disabled parking	No	No	Yes	No
Customer Information systems	Yes	No	Yes	No
Catering facilities available	No	No	No	No
Secure station	No	No	Yes	No

\*All help points will be available at all East Midlands Trains stations by the end of 2016.



Chesterfield	Collingham	Corby	Creswell	Cromford
Yes	Yes	Yes	Yes	Yes
Yes	No	Yes	No	No
Yes	Yes	Yes	Yes	Yes
Information available from Booking Office	No	Information available from Booking Office	No	No
Yes	No	Platform 1	No	No
No	No	Booking Office	No	No
Step free access, lift to platform 2	Suitable for wheelchair access, ramp dimensions not stated	Yes	Ramp access to both platforms	Step free access
Yes	No	Yes	No	No
Monday – Friday 0515 – 1900 Saturday 0615 – 1800 Sunday 0830 – 2100	Unmanned station	Monday – Friday 0630 - 1300, Saturday 0900 - 1500 Sunday 0800 - 1500	Unmanned station	Unmanned station
Monday – Saturday 0500 – 0130, Sunday 0800 – 0100	Unmanned station	Monday – Saturday 0615 – 2230, Sunday 0915 – 2230	Unmanned station	Unmanned station
Yes	No	Yes	No	Yes – Station Car Park
Yes	Yes	Yes	Yes	Yes
Yes	No	Yes	No	No
Yes	On train staff will provide	Yes	On train staff will provide	On train staff will provide
Yes	No	Yes	No	No
Yes	No	Yes	No	Yes
Yes	No	Yes	Yes	Yes
Yes	No	Café	No	No
Yes	No	No	No	No



## Station Accessibility: Derby to Hinckley

Facilities/Station	Derby	Duffield	East Midlands Parkway	Elson and Orston
Induction loops	Yes	Yes	Yes	No
Low level ticket counters	Yes	No	Yes	No
Help Points	Yes	Yes	Yes	Yes
Staffed customer information point	Yes	No	Information available from Booking Office	No
Accessible toilets	Yes	No	Yes	No
Meeting points for assistance	Information desk	No	Booking Office	No
Level of platform accessibility	All platform access	Platforms only accessible via steps No access for wheelchairs. Nearest station either Derby or Belper	All platform access	Level access to Nottingham bound platform. Foot crossing only to Grantham bound platform
Self service Ticket machines	Yes	Yes	Yes	No
Ticket Office opening hours	Monday – Saturday 0445 – 2245, Sunday 0620 – 2300	Unmanned station	Monday – Saturday 0600 – 1930, Sunday 0730 – 1930	Unmanned station
Staffing hours/availability of assistance	Monday – Sunday 0445 – 0243	Unmanned station	Monday – Saturday 0450 – 0130, Sunday 0610 – 0140	Unmanned station
Accessible set down and pick up point	Yes	Yes – Station Car Park	Yes	No
Accessible weatherproof waiting facilities with seating	Yes	No	Yes	Yes
Wheelchair available	Yes	No	Yes	No
Ramp for train access	Yes	On train staff will provide	Yes	On train staff will provide
Disabled toilets	Yes	No	Yes	No
Disabled parking	Yes	No	Yes	No
Customer Information systems	Yes	Yes	Yes	No
Catering facilities available	Café on platform 4/6, café/bar on concourse	No	Café on concourse	No
Secure station	Yes	Yes	Yes	No

\*All help points will be available at all East Midlands Trains stations by the end of 2016.

Fiskerton	Gainsborough Lea Road	Havenhouse	Heckington	Hinckley
Yes	No	No	No	Yes
No	No	No	No	No
Yes	Yes	Yes	Yes	Yes
No	No	No	No	Information available from Booking Office
No	No	No	No	No
No	No	No	No	Booking Office
Ramps from the road, ramp dimensions not stated	Suitable access to and between platforms	Level access to Skegness bound platform. Foot crossing to Grantham bound platform	Level access to Skegness bound platform. Foot crossing to Grantham bound platform	Step free access
No	No	No	No	No
Unmanned station	Unmanned station	Unmanned station	Unmanned station	Monday – Saturday 0640 – 1300, Sunday closed
Unmanned station	Unmanned station	Unmanned station	Unmanned station	Monday – Saturday 0640 – 1300, Sunday closed
No	Yes – at station entrance	No	No	Yes
Yes	Yes	Waiting room on Grantham bound platform only	No	Yes
No	No	No	No	No
On train staff will provide	On train staff will provide	On train staff will provide	On train staff will provide	On train staff will provide
No	No	No	No	No
No	Yes	No	No	No
No	Yes – Audible PA announcements right time	No	No	No
No	Yes – Café on entrance	No	No	No
No	Yes	No	No	No

## Station Accessibility: Hubberts Bridge to Langley Mill

Facilities/Station	Hubberts Bridge	Hucknall	Hykeham	Kettering
Induction loops	No	Yes	No	Yes
Low level ticket counters	No	No	No	Yes
Help Points	Yes	Yes	Yes	Yes
Staffed customer information point	No	No	No	Information available from Booking Office
Accessible toilets	No	No	No	Yes
Meeting points for assistance	No	No	No	Booking Office
Level of platform accessibility	Ramps from road to station and platforms. Ramp dimensions not stated	Ramp access to single platform and the NET	Ramps from road to station and platforms	Step free access
Self service Ticket machines	No	No	No	Yes
Ticket Office opening hours	Unmanned station	Unmanned station	Unmanned station	Monday – Saturday 0600 – 2030, Sunday 0800 – 2100
Staffing hours/availability of assistance	Unmanned station	Unmanned station	Unmanned station	Monday – Friday 0800 – 0045, Saturday 0530 – 2359, Sunday 0700 – 0040
Accessible set down and pick up point	No	No	No	Yes
Accessible weatherproof waiting facilities with seating	Yes – no seating	Yes	Yes – on both platforms	Yes
Wheelchair available	No	No	No	Yes
Ramp for train access	On train staff will provide	On train staff will provide	On train staff will provide	Yes
Disabled toilets	No	No	No	Yes
Disabled parking	No	No	No	Yes
Customer Information systems	No	Yes	Yes	Yes
Catering facilities available	No	No	No	Café on concourse
Secure station	No	No	Yes	Yes

\*All help points will be available at all East Midlands Trains stations by the end of 2016.



Kidsgrove	Kirkby in Ashfield	Langley Mill
Yes	Yes	Yes
No	No	No
Yes	Yes	Yes
Information available from Booking Office	No	No
Yes	No	No
Booking Office	No	No
Level access to Manchester to Stoke on Trent platform. Access to other platforms via footbridge only. No access for wheelchairs on to other platforms	Access to platforms only via stepped footbridge	Step free access to platform for northbound services only (Chesterfield, Sheffield and Manchester via ramp). Steps to platform 2 for southbound services. No lifts available and if you are unable to use the footbridge whilst travelling southbound, please travel to Nottingham, catch a train northbound and this will stop at Langley Mill on the opposite platform
No	No	No
Monday – Friday 0610 – 1230, Saturday 0610 – 1230, Sunday closed	Unmanned station	Unmanned station
Monday – Friday 0610 – 1230, Saturday 0610 – 1230, Sunday closed	Unmanned station	Unmanned station
Yes	No	No
No	Yes	Yes
No	No	No
On train staff will provide	On train staff will provide	On train staff will provide
No	No	No
Yes	No	No
Yes	Yes	No
No	No	No
No	No	No

## Station Accessibility: Langwith-Whaley Thoms to Loughborough

Facilities/Station	Langwith-Whaley Thoms	Leicester	Lincoln
Induction loops	Yes	Yes	Yes
Low level ticket counters	No	Yes	Yes
Help Points	Yes	Yes	Yes
Staffed customer information point	No	Yes	Information available from Booking Office
Accessible toilets	No	Yes	Yes
Meeting points for assistance	No	Customer Information Desk	Booking Office
Level of platform accessibility	Ramp access to both platforms	Step free access	Suitable means of access to and between platforms (passenger lifts available)
Self service Ticket machines	No	Yes	Yes
Ticket Office opening hours	Unmanned station	Monday – Friday 0520 – 2230, Saturday 0520 – 2230, Sunday 0715 – 2230	Summer Monday – Saturday 0545 – 1930, Sunday 1100 – 2110 Winter Monday – Saturday 0525 – 1930, Sunday 1230 – 2000
Staffing hours/availability of assistance	Unmanned station	Monday – Sunday 24 hours	Monday – Friday 0500 – 2345, Saturday 0500 – 2245, Sunday 1030 – 2345
Accessible set down and pick up point	No	Yes	Yes
Accessible weatherproof waiting facilities with seating	Yes	Yes	Yes
Wheelchair available	No	Yes	Yes
Ramp for train access	On train staff will provide	Yes	Yes
Disabled toilets	No	Yes	Yes
Disabled parking	No	Yes	Yes
Customer Information systems	Yes	Yes	Yes
Catering facilities available	No	Café on concourse, on platforms 1/2 and 3/4	Café on end of platform 3
Secure station	No	Yes	Yes

\*All help points will be available at all East Midlands Trains stations by the end of 2016.

Long Eaton	Longport	Longton	Loughborough
Yes	Yes	Yes	Yes
Yes	No	No	Yes
Yes	Yes	Yes	Yes
Information available from Booking Office	No	No	Information available from Booking Office
Yes	No	No	Yes
No	No	No	Booking Office
Lifts available for platform access	Ramped access	Access to both platforms only via steps	Lift access to platforms
Yes	No	No	Yes
Monday – Saturday 0605 – 1730, Sunday 0845 – 1805	Unmanned station	Unmanned station	Monday – Friday 0605 – 1900, Saturday 0600 – 1900, Sunday 0815 – 2100
Monday – Saturday 0605 – 1715, Sunday 0845 – 1600	Unmanned station	Unmanned station	Monday – Friday 0500 – 0145, Saturday 0500 – 0030, Sunday 0700 – 0115
Yes	No	Yes – Station Car Park	Yes
Yes	Yes	Yes	Yes
No	No	No	No
On train staff will provide	On train staff will provide	On train staff will provide	Yes
Yes	Yes	No	Yes
Yes	No	No	Yes
Yes	Yes	Yes	Yes
No	No	No	Small café on platform
No	No	No	Yes

## Station Accessibility: Lowdham to Matlock Bath

Facilities/Station	Lowdham	Mansfield	Mansfield Woodhouse
Induction loops	Yes	Yes	Yes
Low level ticket counters	No	No	No
Help Points	Yes	Yes	Yes
Staffed customer information point	No	Information available from Booking Office	No
Accessible toilets	No	Yes	No
Meeting points for assistance	No	Booking Office	No
Level of platform accessibility	Ramp from road to Nottingham bound platform. Steps only to Lincoln bound platform. Ramp dimensions not stated	Ramped paths to station and platform. Use underpass between platforms 1 and 2	Ramped access to both platforms via ramped footbridge
Self service Ticket machines	No	No	No
Ticket Office opening hours	Unmanned station	Monday – Friday 0600 – 1245, Saturday 0600 – 1245, Sunday closed	Unmanned station
Staffing hours/availability of assistance	Unmanned station	Monday – Friday 0600 – 1245, Saturday 0600 – 1245, Sunday closed	Unmanned station
Accessible set down and pick up point	No	Yes	No
Accessible weatherproof waiting facilities with seating	Yes	Yes	Yes
Wheelchair available	No	No	No
Ramp for train access	On train staff will provide	On train staff will provide	On train staff will provide
Disabled toilets	No	During Ticket Office opening hours	No
Disabled parking	No	Yes	No
Customer Information systems	No	Yes	No
Catering facilities available	No	No	No
Secure station	No	No	No

\*All help points will be available at all East Midlands Trains stations by the end of 2016.

Market Harborough	Market Rasen	Matlock	Matlock Bath
Yes	Yes	Yes	Yes
Yes	No	No	No
Yes	Yes	Yes	Yes
Information available from Booking Office	No	No	No
Yes	No	No	No
Booking Office	No	No	No
Ramp to platform 1 northbound. Staff assistance via foot crossing to platform 2 southbound	Ramp access to Grimsby platform. Foot crossing access to Lincoln platform	Step free access	Step free access
Yes	No	Yes	Yes
Monday – Friday 0600 – 1900, Saturday 0600 – 1900, Sunday 0830 – 1930	Unmanned station	Unmanned station	Unmanned station
Monday – Friday 0530 – 0100, Saturday 0630 – 2359, Sunday 0700 – 0030	Unmanned station	Unmanned station	Unmanned station
Yes	No	Yes – Station Car Park	Yes – Station Car Park
Yes	Yes	Yes	No
Yes	No	No	No
Yes	On train staff will provide	On train staff will provide	On train staff will provide
Yes	No	No	No
Yes	Yes	No	No
Yes	Yes	Yes	Yes
Located on concourse	No	No	No
Yes	No	Yes	No

## Station Accessibility: Melton Mowbray to Nottingham

Facilities/Station	Melton Mowbray	Metheringham	Narborough
Induction loops	Yes	No	No
Low level ticket counters	No	No	No
Help Points	Yes	Yes	Yes
Staffed customer information point	Information available from Booking Office	No	Information available from Booking Office
Accessible toilets	No	No	No
Meeting points for assistance	No	No	No
Level of platform accessibility	Level platform to Peterborough bound platform only. Footbridge or barrow crossing to Leicester bound platform	Level platform to Peterborough bound platform only. Footbridge or barrow crossing to Leicester bound platform	Level access to Leicester bound platform. Ramp from road to Birmingham bound platform. No interchange between platforms
Self service Ticket machines	Yes	No	No
Ticket Office opening hours	Monday – Saturday 0700 – 1730, Sunday Closed	Unmanned station	Monday – Saturday 0640 – 1300 Sunday closed
Staffing hours/availability of assistance	Monday – Saturday 0645 – 1730, Sunday Closed	Unmanned station	Monday – Saturday 0640 – 1300 Sunday closed
Accessible set down and pick up point	No	Yes	No
Accessible weatherproof waiting facilities with seating	No	Yes	No
Wheelchair available	No	No	No
Ramp for train access	On train staff will provide	On train staff will provide	Yes
Disabled toilets	No	No	No
Disabled parking	No	Yes	No
Customer Information systems	Yes	Yes	Yes
Catering facilities available	No	No	No
Secure station	No	No	No

\*All help points will be available at all East Midlands Trains stations by the end of 2016.



Netherfield	Newark Castle	Newstead	Nottingham
Yes	Yes	Yes	Yes
Unmanned station	Unmanned station	Unmanned station	Yes
Yes	Yes	Yes	Yes
Unmanned station	Unmanned station	Unmanned station	Information available from booking office
No	No	No	Yes
No	No	No	No
No step free access to station only	Level to Nottingham bound platform. Ramp to Lincoln bound platform	Ramp access to single platform	Lifts to station platforms from station front
No	Yes – on Nottingham platform	No	Yes
Unmanned station	Unmanned station	Unmanned station	Monday – Saturday 0500 – 2200, Sunday 0715 – 2220
Unmanned station	Unmanned station	Unmanned station	Monday – Sunday 24 hours. NB From 2300 – 0500 only supervisor on duty
No	Yes	No	Yes
Yes	Yes – on both platforms	Yes	Yes
No	No	No	Yes
On train staff will provide	No	On train staff will provide	Yes
No	No	No	Yes
No	Yes	No	Yes
No	Yes	Yes	Yes
No	No	No	Yes
No	No	No	Yes



## Station Accessibility: Oakham to Sheffield

Facilities/Station	Oakham	Peartree	Radcliffe
Induction loops	Yes	No	Yes
Low level ticket counters	No	No	Unmanned station
Help Points	Yes	Yes	Yes
Staffed customer information point	Information available from Booking Office	Unmanned station	Unmanned station
Accessible toilets	No	No	No
Meeting points for assistance	No	No	No
Level of platform accessibility	Level access to Peterborough bound platform. Ramp from the road to the Leicester bound platform. Restricted access between the platforms. Limited assistance is available	Step free access	Step free access to platform 1. No step free access to platform 2 (steps only).
Self service Ticket machines	No	No	No
Ticket Office opening hours	Monday – Friday 0630 – 1245, Saturday 1200 – 1900	Unmanned station	Unmanned station
Staffing hours/availability of assistance	No	No	No
Accessible set down and pick up point	No	No	No
Accessible weatherproof waiting facilities with seating	No	No	Yes
Wheelchair available	No	No	No
Ramp for train access	On train staff will provide	On train staff will provide	On train staff will provide
Disabled toilets	Yes	No	No
Disabled parking	Yes	No	No
Customer Information systems	No	Yes	No
Catering facilities available	No	No	No
Secure station	No	No	No

\*All help points will be available at all East Midlands Trains stations by the end of 2016.





Rauceby	Rolleston	Ruskington	Saxibly	Sheffield
Yes	Yes	Yes	Yes	Yes
Unmanned station	Unmanned station	Unmanned station	Unmanned station	Yes
Yes	Yes	Yes	Yes	Yes
Unmanned station	Unmanned station	Unmanned station	Unmanned station	Information point
No	No	No	No	Yes
No	No	No	No	No
Level access to station and platforms	Level access to station. Ramps to platforms but dimensions not stated	Level access to Lincoln bound platform Access to sleaford bound platform via roadbridge and ramp	Level access to Lincoln bound, over foot crossing for Doncaster bound	Lifts to all platforms
No	No	No	No	Yes
Unmanned station	Unmanned station	Unmanned station	Unmanned station	Monday – Saturday 0500 – 2250, Sunday 0745 – 2300
Unmanned station	Unmanned station	Unmanned station	Unmanned station	24 hours
No	No	Yes	Yes	Yes
Yes	Yes – no seating	Yes	Yes	Yes
No	No	No	No	Yes
On train staff will provide	On train staff will provide	On train staff will provide	On train staff will provide	Yes
No	No	No	No	Yes
No	No	Yes	Yes	Yes
No	No	Yes	No	Yes
No	No	No	No	Yes
No	No	No	No	Yes



## Station Accessibility: Shirebrook to Spondon

Facilities/Station	Shirebrook	Sileby	Skegness
Induction loops	Yes	Yes	Yes
Low level ticket counters	Unmanned station	Unmanned station	Yes
Help Points	Yes	Yes	Yes
Staffed customer information point	Unmanned station	Unmanned station	Information available from Booking Office
Accessible toilets	No	No	Yes
Meeting points for assistance	No	No	Yes
Level of platform accessibility	Ramp access to both platforms	Stepped access only no part of station step free	Level access to station and platforms. There is suitable access to and between the platforms
Self service Ticket machines	No	Permit to travel machine	Yes
Ticket Office opening hours	Unmanned station	Unmanned station	Monday – Saturday 0810 – 1630, Sunday closed
Staffing hours/availability of assistance	Unmanned station	Unmanned station	Monday – Saturday 0641 – 2114, Sunday 1330 – 1900 (Winter) 0900 – 2100 (Summer)
Accessible set down and pick up point	No	No	Yes
Accessible weatherproof waiting facilities with seating	No	No	Yes
Wheelchair available	No	No	Yes
Ramp for train access	On train staff will provide	On train staff will provide	Yes
Disabled toilets	No	No	Yes
Disabled parking	No	No	No
Customer Information systems	Yes	Yes	Yes
Catering facilities available	No	No	Café on concourse
Secure station	No	Yes	No

\*All help points will be available at all East Midlands Trains stations by the end of 2016.



Sleaford	South Wigston	Spalding	Spondon
Yes	Yes	Yes	Yes
Yes	Unmanned station	Yes	Unmanned station
Yes	Yes	Yes	Yes
Information available from Booking Office	Unmanned station	Information available from Booking Office	Unmanned station
Yes	No	Yes	No
Yes	No	Yes	No
Station access level, easy access to platform 1 (Peterborough/Skegness bound). Steps and bridge to platform 2/3. At certain times staff can be made available by prior arrangement to assist customers crossing the foot crossing	Both platforms are accessed via footbridge with ramped access	Level to Peterborough bound platform. No step free access to Sleaford platform	Level ramped access to both platforms from level crossing
Yes – on platform 1	No	Yes – on platform 1	No
Monday – Saturday 0645 – 1409, Sunday closed	Unmanned station	Monday – Saturday 0530 – 1445, Sunday closed	Unmanned station
Monday – Saturday 0700 – 1300, Sunday closed	Unmanned station	Monday – Saturday 0545 – 1430, Sunday closed	Unmanned station
Yes	No	Yes	No
Yes	Yes	Yes	Yes
Yes	No	Yes	No
Yes	On train staff will provide	Yes	On train staff will provide
Yes	No	Yes	No
No	No	Yes	No
Yes	No	Yes	Yes
No	No	No	No
No	No	No	No



## Station Accessibility: St Pancras to Thurgarton

Facilities/Station	St Pancras	Stamford	Sutton Parkway
Induction loops	Yes	No	Yes
Low level ticket counters	Yes	Yes	Unmanned station
Help Points	Yes	Yes – platform 1	Yes
Staffed customer information point	Information available from Booking Office	Information available from Booking Office	Unmanned station
Accessible toilets	Yes	No	No
Meeting points for assistance	Yes	No	No
Level of platform accessibility	Escalators and lifts to all	Level access from car park to Peterborough bound platform. Footbridge only to Leicester bound platform (i.e. no suitable access) Barrow crossing restricted times therefore Stamford to Leicester passengers to travel via Peterborough and return back	Level access and steps to both platforms
Self service Ticket machines	Yes	Yes	No
Ticket Office opening hours	Monday – Friday 0545 – 2200, Saturday 0600 – 2100, Sunday 0815 – 2215	Monday – Saturday 0620 – 1230	Unmanned station
Staffing hours/availability of assistance	24 hours	Monday – Saturday 0620 – 1230 Sunday 1145 - 1830	Unmanned station
Accessible set down and pick up point	Yes	No	No
Accessible weatherproof waiting facilities with seating	Yes	No	Yes
Wheelchair available	Yes	No	No
Ramp for train access	Yes	On train staff will provide	On train staff will provide
Disabled toilets	Yes	No	No
Disabled parking	Yes	Yes	No
Customer Information systems	Yes	Yes	Yes
Catering facilities available	Yes	No	No
Secure station	Yes	No	No

\*All help points will be available at all East Midlands Trains stations by the end of 2016.



Swinderby	Swineshead	Syston	Thorpe Culvert	Thurgarton
Yes	Unmanned station	Yes	Unmanned station	No
Unmanned station	Unmanned station	Unmanned station	Unmanned station	Unmanned station
Yes	Yes	Yes	Yes	Yes
Unmanned station	Unmanned station	Unmanned station	Unmanned station	Unmanned station
No	No	No	No	No
No	No	No	No	No
Ramps from level crossing to station and platforms	Level access to Skegness bound platform. Foot crossing only to Grantham bound platform	Ramp access to single platform	Accessible ramps to both platforms. Crossing by way of path on level crossing	Ramps from road to station and platforms but ramp dimensions not stated
No	No	Yes	No	No
Unmanned station	Unmanned station	Unmanned station	Unmanned station	Unmanned station
Unmanned station	Unmanned station	Unmanned station	Unmanned station	Unmanned station
No	No	No	No	No
Yes – on Lincoln platform only, step down to room on Nottingham platform	Yes – no seating	Yes	No	Yes – no seating
No	No	No	No	No
On train staff will provide	On train staff will provide	No	On train staff will provide	On train staff will provide
No	No	No	No	No
No	No	Yes	No	No
Yes	No	No	No	No
No	No	No	No	No
No	No	No	No	No

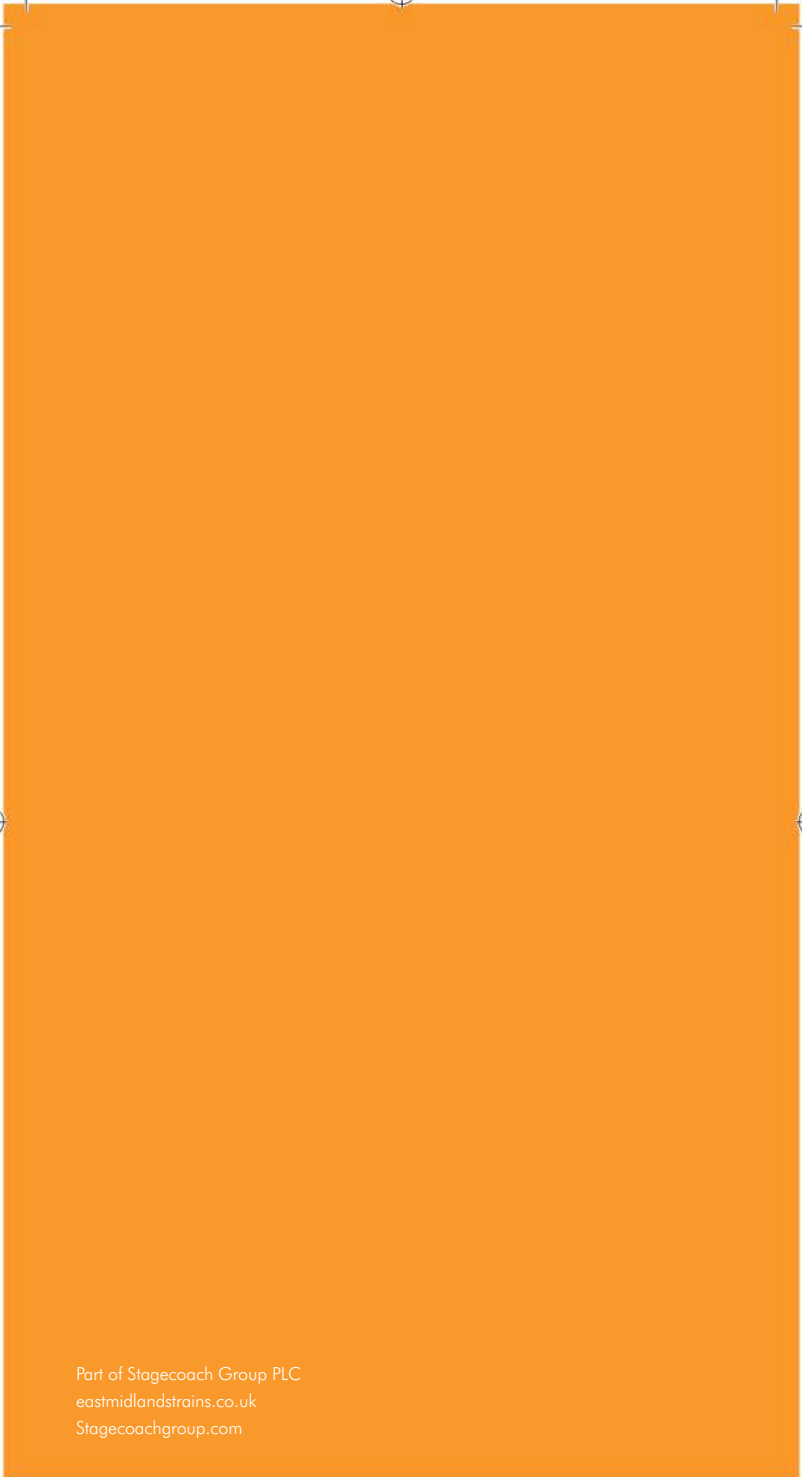


## Station Accessibility: Tutbury and Hatton to Willington

Facilities/Station	Tutbury and Hatton	Uttoxeter	Wainfleet
Induction loops	Yes	Yes	Yes
Low level ticket counters	Unmanned station	Unmanned station	Unmanned station
Help Points	Yes	Yes	Yes
Staffed customer information point	Unmanned station	Unmanned station	Unmanned station
Accessible toilets	No	No	No
Meeting points for assistance	No	No	No
Level of platform accessibility	Step free access	Step free access	Level access to station and platforms. There is a suitable means of access to and between the platforms (via a public roadway)
Self service Ticket machines	No	No	No
Ticket Office opening hours	Unmanned station	Unmanned station	Unmanned station
Staffing hours/availability of assistance	Unmanned station	Unmanned station	Unmanned station
Accessible set down and pick up point	No	Yes – station car park	No
Accessible weatherproof waiting facilities with seating	Yes	Yes	On Skegness platform only
Wheelchair available	No	No	No
Ramp for train access	On train staff will provide	On train staff will provide	On train staff will provide
Disabled toilets	No	No	No
Disabled parking	No	Yes	Yes
Customer Information systems	Yes	Yes	Yes
Catering facilities available	No	No	No
Secure station	No	No	No

\*All help points will be available at all East Midlands Trains stations by the end of 2016.

Wellingborough	Whatstandwell	Whitwell	Willington
Yes	Yes	Yes	Yes
Yes	Unmanned station	Unmanned station	Unmanned station
Yes	Yes	Yes	Yes
Information available from Booking Office	Unmanned station	Unmanned station	Unmanned station
Yes	No	No	No
Booking Office	No	No	No
Lift access to all platforms	Yes – step free access	Both platforms have ramped access via footbridge	No wheelchair access
Yes	No	No	No
Monday – Saturday 0610 – 2215, Sunday 0745 – 2215	Unmanned station	Unmanned station	Unmanned station
Monday – Friday 0500 – 0035, Saturday 0545 – 2335, Sunday 0730 – 0020	Unmanned station	Unmanned station	Unmanned station
Yes	Yes – station car park	No	No
Yes	Yes	Yes	Yes – no seating
Yes	No	No	No
Yes	On train staff will provide	On train staff will provide	On train staff will provide
Yes	No	No	No
Yes	Yes	No	No
Yes	Yes	Yes	Yes
Yes	No	No	No
Yes	No	No	No



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**EAST MIDLANDS** TRAINS





# Making rail accessible

**Policies and procedures**

Valid from 18 October 2015

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# 1 Introduction

Welcome to East Midlands Trains. We operate main line services to London St Pancras International, regional rail services in the East Midlands area and inter-regional services between Norwich and Liverpool.

## **Our promise is:**

- Make your journey as easy as possible;
- Be there when you need us;
- Always listen and be willing to help you;
- Provide a fair outcome when things go wrong and
- Continue to invest and improve our services for disabled customers.

We are committed to running safe, punctual and reliable services whilst continuing to offer a consistently high level of customer service to all of our customers.

We have invested in our customer service provision by introducing our award winning UK based 24/7 customer contact team. We want to make it as easy as possible for all customers to access our services. You will find in this document details of our policy in relation to disabled customers, and a guide to the detailed arrangements and services we provide. Further information regarding the arrangements in place to assist older, vulnerable and disabled customers is contained in the document 'Making Rail Accessible – helping older and disabled customers'.

## 2 Operator strategy

We are committed to meeting the travelling needs of our customers with disabilities that require assistance. We recognise the challenges faced by disabled customers and that these may require us to adjust the way we provide our service. Where practicable we will provide equipment at our stations to enable staff to make these reasonable adjustments to ensure excellent service for our customers with disabilities.

We will work in partnership with the Department for Transport (DfT), The Office of Rail and Road (ORR), Rolling Stock Leasing Companies (who own the trains) and Network Rail to improve access to all of our services for customers with disabilities or those that require assistance. Until this is achieved we will make reasonable adjustments to our existing practices to ensure that customers with disabilities or those requiring assistance can get to or from every station on our network, although this may mean using alternative means of transport where appropriate.

Our policy fulfils our obligations under our Passenger and Station Licences, the DfT's Design Standards for Accessible Railway Stations: A Code of Practice 2015 (The Code of Practice), the Office of Rail and Road Guidance; How to write your Disabled People's Protection Policy (DPPP) and the requirements of legislation such as the Disability Discrimination Act (DDA) 2005, Human Rights Act 1998, and takes into account the provisions within the Equality Act 2010.

We will ensure that new facilities are designed to meet the standards of the Code of Practice and Technical Specification on Interoperability: Persons with Reduced Mobility 2014 (TSI/PRM).

Whilst we will exhaust every possible avenue, should we not be in a position to meet these standards on stations we will consult the DfT at the earliest stage in the design process so that suitable alternatives can be considered and dispensation from the Code of Practice sought.

As a service-based business that relies heavily on the actions of the people we employ, there will be occasions when we fail to reach the standards set out in our DPPP. In recognition of this, we monitor our service so that we are aware of any such failures and can take appropriate action to guard against their recurrence. One of the actions we take is to issue a guide to our staff called "Doing the Right Thing", which helps them to make the right decision for our customers and this is reviewed on two occasions each year.

Protecting and improving access to rail services for disabled customers is an integral part of the East Midlands Trains business strategy and is supported by the East Midlands Trains Board of Directors. Accountability for owning and developing the DPPP rests with our Customer Experience and Commercial Director. Acting as a Sponsor, he/she will liaise with the relevant managers working on the specific tasks that compliance with the DPPP necessitates. Compliance will be a feature of East Midlands Trains management review process.

### 3 Management arrangements

Establishing and maintaining our DPPP is a condition of our Passengers' licence (Condition 6: Provision of Services for Disabled People) and Station Licence.

For compliance purposes the Customer Experience and Commercial Director is currently accountable for both the Passengers Licence and the Station Licence.

The principal vehicle for achieving this will be via the East Midlands Trains Annual Business Plan, which will include a priority work-stream dedicated to improving the service we offer disabled customers.

The Head of Sales & Customer Service Centre (working closely with local managers) is responsible for the day-to-day implementation and compliance with our DPPP. This will largely be achieved through communication with the relevant managers and their teams, alongside quarterly customer satisfaction surveys, post travel research and periodic reports.

The implementation of developments in train and station design will be achieved by close liaison with the respective project teams. Their success will be monitored via customer feedback, relevant passenger survey results and the return on investments in the case of ticket sales.

## 4 Monitoring and review

To make sure that the provision of services to customers with disabilities is not overlooked and to monitor and evaluate our commitment within the DPPP, a quarterly Customer Satisfaction survey is sent out to approximately 1000 customers who have contacted our Passenger Assistance team in the last 3 months. A report is then produced from the results of the survey and submitted for discussion at the Head of Sales & Customer Service Centre management team meeting. The report contains an analysis of customer feedback, initiatives, and relevant issues. Customers are also welcome to join our 'Customer Voice' forum, this is a forum for our customers to meet our Senior Management team to discuss their views of our service and help us to develop a service for all of our customers. These happen all over our network, and the resulting actions from these sessions are displayed on our website. To take part in a Customer Voice forum, please get in touch at:

**[customervoice@eastmidlandstrains.co.uk](mailto:customervoice@eastmidlandstrains.co.uk)**

### **The Key Performance Indicators are:**

- Total number of customers who have booked assistance over the period;
- Total number of customers who have booked assistance and were satisfied/dissatisfied over the period;
- Total number of complaints we received about issues relating to disabled travel over the period;
- Total number of complaints received as a percentage of the booked journeys over the period; and
- Total number of employees who have received disability awareness training over the period.

The progress the company makes on current issues related to disabled travel will be discussed in a report to the Board of Directors.

The Customer Service Centre team will review and investigate any complaints or feedback from our disabled customers and provide a detailed response. This will ensure that any failures in our commitments are identified and resolved as quickly as possible. The Customer Service Centre Analyst Manager will provide monthly (or more frequently if required) reports on feedback from our disabled customers. These are reviewed by the area management teams to ensure all business areas can assess how well the policies are working in practice and make any necessary adjustments.

We will continue to work with a specialist, external disability consultant to ensure that we are meeting the needs of our customers with disabilities and the requirements of Equality Act 2010 across our business.

We will regularly review this policy and a report on findings will be sent to the DfT and the ORR. This will include details of the achievements of objectives, new initiatives to improve our service to disabled customers and any difficulties we have encountered with the implementation of this policy.

## 5 Access arrangements

### Trains

In future, all new trains introduced on our network will be built in accordance with the principles set out in the current Rail Vehicle Accessibility Regulations/The Technical Specification for interoperability for persons with reduced mobility and the Code of Practice.

All trains that have entered service on our network since 1998 conform to government accessibility requirements.

A matrix of the facilities currently available on our trains can be found in Appendix A on page 18.

### Stations

Access varies across all 89 stations we operate. This is due to a combination of station design and the level of staff employed at each station.

In accordance with the DfT's Access for All programme and in partnership with the DfT, Network Rail, local authorities and businesses we will work to secure funding for and develop an ongoing strategy to improve the accessibility of our network in accordance with the standards required by the Code of Practice.

Details of the accessibility at each individual station can be found on the National Rail website, [nationalrail.co.uk](http://nationalrail.co.uk)

## 5.1 Continuous future improvement

East Midlands Trains have delivered a number of schemes, since the start of the franchise, to improve the facilities for disabled customers. We will continue to work and consult with colleagues across the industry, including other train operating companies, Network Rail, the Association of Train Operating Companies

(ATOC) and representatives of disabled passengers such as the Disabled Persons Transport Advisory Committee (DPTAC) or successor, to identify and implement improvements to access across our business, the national rail network and the wider transport network for disabled customers.

Details of schemes are shown in the following tables.

Schemes we have already delivered between May 2014 and October 2015	
Ambergate	Replaced stairs to provide uniform steps with contrasting nosings. Resurfaced road and footpaths to provide even surfaces and a new handrail along the footpath.
Ancaster	New waiting shelters with accessible seating.
Attenborough	New accessible ticket vending machine.
Belper	New waiting shelters with accessible seating.
Bleasby	New customer help point.
Blythe Bridge	Re-marking of disabled parking bays.
Boston	Lighting improvements on overbridge.
Bottesford	Provision of accessible bridge.
Burton Joyce	New customer help point.
Carlton	New customer help point.
Chesterfield	Installation of Braille tactile map.
Collingham	New station car park with 3 disabled spaces.
Derby	Intercom at Pride Park station entrance and additional station wheelchairs. Improvements to station directional signage, parking and access points and improvements to station.
Duffield	New accessible Ticket Vending Machine.
Fiskerton	New accessible ramp between car park and the platform and new waiting shelter on the Lincoln platform.
Hinckley	New power assisted doors into station building, new accessible ticket office counter with improved lighting and new ramped night access onto the platform.
Hucknall	Improvements to stairs.
Hykeham	Resurfaced station car park to provide even surface with new disabled parking spaces.



Kettering	Installation of Braille tactile map, accessible platform seating and additional station wheelchairs.
Kidsgrove	New accessible waiting shelter on platforms 2/3.
Langley Mill	Improvements to stairs.
Leicester	New accessible toilets on station concourse and additional station wheelchairs.
Lincoln	New accessible ticket office and step free access to waiting room.
Long Eaton	New accessible ticket vending machine.
Loughborough	Installation of Braille tactile map.
Matlock	New accessible ticket vending machine.
Nottingham	Multi-Storey Car Park Level access.
Radcliffe	New accessible waiting shelters on both platforms and new customer help points.
Ruskington	New step-free access route avoiding barrow crossing.
Saxilby	New ramped-access footbridge and new customer help points with live train running information.
Sheffield	Improved pick up and drop off area with new disabled parking provision including customer help points. New Accessible information help desk and additional customer wheelchairs.
Sileby	Improvements to stairs.
Spondon	Upgraded customer help points.
Stamford	New accessible platform seating.
System	New ticket vending machine.
Uttoxeter	New ramped-access footbridge and new accessible seating.
Wellingborough	New accessible seating and additional customer wheelchairs.

**We aim to deliver the following schemes within the next 12 months**

Alfreton	New step-free access across the station, improvements to platform surfaces, car parking and accessibility to the station building.
Attenborough	New accessible waiting shelter.
Chesterfield	New customer help points.
Derby	Improvements to station directional signage, parking and access points and improvements to station.
Heckington	New accessible waiting shelter.
Hykeham	Improved bus interchange at the station.
Langley Mill	Improved station lighting.
Long Eaton	New platform canopy to provide weather protection on the platforms from the lifts.
Newark Castle	New customer facilities including ticket-buying.
Peartree	Installation of accessible waiting shelters.
Sheffield	Improvements to station directional signage and new station audio guide.
Stamford	Improvements to station car park.
All stations	Customer Help Points with Hearing Loops.

## We will be working with Network Rail on the following planned station improvement schemes

Beeston	Improved station access.
Bingham	Provision of accessible bridge.
Bottesford	Provision of accessible bridge.
Gainsborough Lea Road	Improvements to reduce the step between the train and the platform, plus improved passenger waiting facilities.
Kettering	Improved station car parking including accessible parking provision.
Kidsgrove	Major upgrade including a new footbridge across the station, upgraded customer facilities, new station car park and multi-modal transport interchange.
Lincoln	Major upgrade including a new footbridge across the station, upgraded customer facilities, new station car park and multi-modal transport interchange.
Market Harborough	Provision of step-free access across the station.
Sleaford	New accessible footbridge across the station.
Wellingborough	Major upgrade including additional access points, upgraded customer facilities, improved station parking provision.

## 6 Working with others

We will consult with organisations that represent the interests of customers with disabilities – including DPTAC, DfT, London TravelWatch, Transport Focus, Office of Rail and Road (ORR), Royal National Institute of Blind People (RNIB), Scope, Action on Hearing Loss and Age Concern to make sure that we stay informed of the needs of customers with disabilities, and that these needs are considered in all of our plans.

We will also consult with all local authorities and local colleges in areas that our services run to, through or near. This is so we make sure the needs of local communities inform any decisions we make concerning service provision.

We will adhere to the ‘Passengers with Disabilities’ section in the ATOC Good Practice Guide.

We will strive to comply with the content and the spirit of the Code of Practice.

We will make every reasonable effort to ensure that we meet and maintain the standards set out in our DPPP. Most of the commitments detailed here are to maintain current policies and practices.

However, some of these commitments, specifically relating to our plans for train and station design will be implemented when trains and stations are refurbished or replaced.

Some of these commitments are dependent on funding being secured in partnership with the DfT and/or other parties.

If we believe that we are not meeting the commitments within our DPPP we will consult with the DfT.

We will submit our DPPP to the DfT and ORR for regular review from the date of approval.

## 7 Training

We aim to provide regular briefings on the subject which are given to frontline managers and safety critical employees. Staff who may deal directly with disabled customers will receive communication training and equipment familiarisation training. All employees receive updates on the company’s policies and procedures relating to disabled customers, diversity and inclusion through their regular briefing sessions and training.

As part of our corporate induction training for all employees entering service, a disability awareness course is included. It focuses on the knowledge, skills and tools that are necessary to enable our employees to assist our customers with disabilities in the best possible way.

The course aim is to build delegates' knowledge and skills to enable them to best meet the needs of customers who have impairments; and do this in accordance with both the law, Equality Act 2010 and East Midlands Trains commitment to give our customers the best service they have ever had.

The course objectives are that by the end of the session delegates will be able to:

- Explain how social factors (such as attitude and design) can be seen as 'dis-abling' people who have impairments;
- Understand the requirements of customers with all types of disabilities, including those temporarily disabled through illness, injury or surgery and 'hidden' disabilities;
- Explain how they can carry out their day-to-day duties in line with the Disability Discrimination and Equality Acts and that – being in customer service roles we have legal duties that impact on us;
- Understand the requirements of customers with movement/mobility impairments and provide a service in accordance with our recommended methods;
- Be able to demonstrate how to guide a visually-impaired customers in accordance with our recommended guidelines;
- Be able to describe a variety of techniques they can use to aid communication with passengers who have communication-related impairments (such as learning difficulties and hearing impairments); and
- Be able to explain both where to find and how to use the resources/aids East Midlands Trains provides to assist customers who have impairments.

In addition to the above, our employees also undertake disability training as part of any safety critical training, competency management assessments and local safety briefings.

## **Customer Service Centre Employees**

Assisted Travel Advisors and Customer Service Executives also receive specific briefings relating to their job role. For example using a text-phone and checking databases to ensure the best possible journey advice is given to customers with disabilities.

This training ensures all of our staff have the skills and knowledge to enable them to best meet the needs of customers with a disability and to do this in accordance with both the law and East Midlands Trains commitment to give our customers the best possible service.

## 8 Emergency procedures

Our internal Health and Safety Manual details our policies and procedures for assisting disabled customers in emergency situations. A summary to those policies and procedures is given here.

Our staff will supervise any action that needs to be taken in the event of an emergency either at a station or on a train. Staff will identify the most expedient route and method for evacuating the location they are responsible for. They will also identify alternative routes and contingency arrangements if predetermined routes are not available.

Should an incident occur, frontline employees will use their disability awareness skills and judgement to anticipate the needs of customers with disabilities and communicate any instructions.

In accordance with the nature of the incident, our staff are trained to take into account the need to identify and deal safely with:

- Customers with mobility/visual/hearing impairments, including those in wheelchairs;
- Customers who are older or infirm; and
- Customers with hidden disabilities and learning difficulties.

This will involve communicating with customers with disabilities to ascertain what their capabilities are.

Every East Midlands Trains station has a Local Station Emergency Plan detailing evacuation routes for all customers, stating whether the route is suitable for wheelchair access. For areas where no safe evacuation route exists for wheelchair users, a place of safety has been pre-identified for customers (accompanied by a member of staff) to await rescue by a member of the emergency services. All local station emergency plans are disseminated to the local emergency services.

In order to minimise the risk of causing injury to people with physical disabilities in an evacuation, in the event of an incident on a train, except when the train is at a station platform, we will only evacuate wheelchair users during an emergency if the situation is life threatening.

Based on the type of incident and the risks involved, we will move the customer to a safer part of the train until arrangements can be made to move the train to the nearest station. We will endeavour to make sure that they are accompanied at all times.

If it becomes absolutely necessary to evacuate a train between stations, we will work closely with the Emergency Services to attend and provide expert assistance with the detraining.

## 9 Communication

Copies of our DPPP are available, free of charge, from our ticket offices, Customer Service Centre and Assisted Travel teams, and are available to download from our website:

**[eastmidlandstrains.co.uk](http://eastmidlandstrains.co.uk)**

We can also provide copies in alternative formats such as large print, audio, CD and Braille on request from the Customer Service Centre.

We will work with our rail industry partners, local and national representatives for disabled travellers and key stakeholders in our local communities, to promote our services and policies in relation to disabled customers. This includes direct communication with our disabled customers to obtain feedback on our services and to highlight any service improvements made.

We will ensure all telephone services for disabled people have a dedicated free phone number. When recorded information is provided, an option will be given to speak to one of our team within our UK based Customer Service Centre.

You can contact East Midlands Trains by:

Call: 0345 712 5678\*  
(local rate) press option 3, open 24 hours 7 days a week\*\*

\* Calls cost no more than calls to standard UK landlines and must be included in inclusive minutes and discount schemes in the same way. Calls from landlines are typically charged up to 10p per minute; calls from mobiles typically cost between 10p and 40p per minute. Calls from landlines and mobiles are included in free call packages (check with your provider).

\*\*Currently, our Assisted Travel team are not available on 25th and 26th December, as we do not operate train services on those days. However, other train operating companies' Assisted Travel teams are available on 26th December, and can book assistance at stations and on trains for all train services. Please contact National Rail Enquiries on 03457 484950, who will be happy to transfer you to the appropriate team.

Assisted Travel: 08000 11 33 23

Visit: [eastmidlandstrains.co.uk/information](http://eastmidlandstrains.co.uk/information)  
(to complete an online request form)

Text Direct: 18001 08000 11 33 23  
(for people with hearing impairments)

Write: Customer Service Centre  
1 Prospect Place  
Millennium Way  
Pride Park  
Derby  
DE24 8HG

Email: [getintouch@eastmidlandstrains.co.uk](mailto:getintouch@eastmidlandstrains.co.uk)

## Website

Our website is designed to be compatible with browsers and add-on devices used by a wide range of people with disabilities. We have committed to provide a website that conforms to level Double A of the Web Content Accessibility Guidelines 1.0, as defined by World Wide Web Consortium (W3C).

## Signage

We will work with local authorities and Network Rail, following customer feedback to ensure that our stations are clearly and consistently signposted and the standards within the "RSSB wayfinding at stations: a good practice guide"; are followed. With reference to the guide, signage at our stations will be upgraded to ensure consistency and ease of reference.



## 10 Car parking

Most stations have a tarmac or concrete surfaced car park for customers, with designated parking spaces available for Blue Badge holders (although charges apply). We will locate these spaces in the most suitable place to ensure drivers with a disability have easy access to our stations. Usually these spaces will be located as close to the main station entrance as possible.

Many of our spaces for Blue Badge holders in tarmac or concrete surfaced car parks are marked with the International Symbol for Access on the ground. At stations where this is not currently the case, we will mark the spaces with the symbol at the next scheduled relining. When we redevelop our car parks we will ensure that the bays for drivers with disabilities are compliant with the guidelines given in the Code of Practice.

We are satisfied that the present number of spaces for Blue Badge holders meets current demand at all of our car parks. However we will continue to monitor the number of designated blue badge bays in our station car parks, when the provision is not compliant with the ATOC Code of Practice and forward these figures to the DfT every six months.

We enforce car park regulations and any non Blue Badge holders who occupy designated Blue Badge spaces will be treated as being in violation of the parking byelaws and dealt with accordingly.

## 11 Appendix A Details of our fleet

### Class 158 Diesel Multiple units

Not compliant with Rail Vehicle Accessibility Regulations

Number of Units:	26 two-car units (although can be used to cover other routes)
Routes operated:	Liverpool - Norwich (also can operate on other routes)
Wheelchair and scooter accessible (please view our website for further details):	Partial - ramp on board
Other facilities:	Wheelchair-accessible toilet (not fully compliant)
Passenger information:	Public address

### Class 156 Diesel Multiple units

Not compliant with Rail Vehicle Accessibility Regulations

Number of Units:	15 two-car units
Routes operated:	Nottingham to Worksop Nottingham to Leicester Nottingham to Lincoln Nottingham to Skegness Nottingham to Matlock Derby to Crewe Leicester to Cleethorpes
Wheelchair and scooter accessible (please view our website for further details):	Partial - ramp on board
Other facilities:	Wheelchair-accessible toilet (not fully compliant) No priority seating
Passenger information:	Public address

### Class 153 Diesel Multiple unit

Not compliant with Rail Vehicle Accessibility Regulations

Number of units:	17
Routes operated:	Peterborough to Doncaster via Sleaford and Lincoln Nottingham to Worksop Nottingham to Lincoln Nottingham to Skegness Nottingham to Matlock Derby to Crewe Leicester to Cleethorpes
Wheelchair and scooter accessible	Yes
Other facilities:	None. No priority seating
Passenger information:	Public Address

### Seven/Five/Four Coach Meridians

Not compliant with Rail Vehicle Accessibility Regulations

Number of units:	27
Routes operated:	Predominantly Sheffield to London Nottingham to London and Corby to London
Wheelchair and scooter accessible	Yes
Other facilities:	Wheelchair-accessible toilet Priority seating and WiFi
Passenger information:	Visual display and public address

## Eight Coach High Speed Trains

Not compliant with Rail Vehicle Accessibility Regulations

All internal and external doors are accessible to wheelchair users and seating space is provided in both First and Standard Class accommodation

Wheelchair-accessible toilets are provided in First Class accommodation. If the wheelchair space is available, a wheelchair user and a companion will be upgraded to First Class, free of charge

Number of units:	10
Routes operated:	Nottingham to London Sheffield to London
Wheelchair and scooter accessible	Yes
Other facilities:	Wheelchair accessible toilet in First Class accommodation Priority seating and WiFi
Passenger information:	Public Address

# 10 Network map

This route map gives more information about each of our stations – including details about Penalty Fare stations\*.



- Airport
- Tram
- Plusbus ticket available
- Timetable number
- Limited services on this route
- East Midlands Trains Penalty Fare station
- East Midlands Trains managed station
- Other operators Penalty Fare station
- Other operators managed station
- Fully accessible station with full-time staff assistance

\*This map is updated from time to time, please see our website for the latest version.





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[eastmidlandstrains.co.uk](http://eastmidlandstrains.co.uk)  
[Stagecoachgroup.com](http://Stagecoachgroup.com)

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