

Annette Egginton

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07 June 2017

Mark Hopwood
Managing Director
Great Western Railway

Dear Mark

Review of First Greater Western (trading as Great Western Railway) Disabled People's Protection Policy (Condition 5 of your Station Licence and GB Statement of National Regulatory Provisions: Passenger)

Thank you for providing updated versions of your Disabled People's Protection Policy (DPPP) documents for annual 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 Statement of National Regulatory Provisions: Passenger (SNRP).

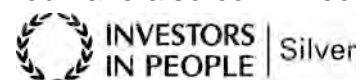
We welcome your commitments to the following, which we believe could be positive for passengers:

- Your commitment to the 'Guide Dog Travel Charter' to help ensure that guide dog owners can travel safely with no restrictions or extra cost; and
- Your priority seat card scheme which makes it easier for passengers who require a seat to request one without embarrassment or explanation.

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

- **Provision of assistance where this has not been booked in advance:** The Guidance states that operators are expected to provide assistance to passengers who arrive at a station and require assistance but have not booked this in advance, where reasonably practicable. In your document, you have confirmed that, in the case that a passenger has not booked assistance, you will do your best to support them. You have also confirmed that in the case that a passenger requires assistance upon arrival at an unstaffed station and has not booked this in advance, they can request assistance by calling your Assisted Travel Team using the Freephone number made available on your welcome posters or by pushing the information button on the station help points.

You have confirmed that you have reviewed and updated the information provided in your DPPP stations information annex to ensure that this is correct. You have also confirmed



that, where information has changed, you will ensure that information is updated on the National Rail Enquiries and Stations Made Easy web pages so that the information provided across these sources is up to date and consistent.

Finally, please note that we expect all supporting information, such as that provided on your website and on your trains, to be consistent with the information provided in your DPPP.

Yours sincerely,

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

Annette Egginton

Great Western Railway

Making rail accessible:
Guide to our policies and practices

May 2017



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Our strategy for customers who need support



We know some of our older customers and customers with disabilities need support when they travel. We want to treat them fairly, and make sure all of our trains and stations are as accessible as possible.

So we've made a commitment to an ongoing programme of improvement when it comes to accessibility – for as long as we have the franchise.

Whatever work we do, we do it with the Equality Act in mind. And we make sure it's in line with the standards set out by the Department for Transport in 'Design Standard for Accessible Railway Stations' (Code of Practice). We also work with the standards from the European 'Technical Specification of Interoperability for Persons of Reduced Mobility' (PRM TSI).

What work will we be doing?

Some of the minor work could include:

- adding more signs
- fitting handrails on the stairs
- adding ramps for step-free access to platforms, and making sure existing ramps live up to the Code of Practice wherever we can
- colour contrasting on the edges of stairs
- fitting extra accessible seating and better waiting shelters
- adding more induction loops in our ticket offices

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- providing accessible ticket windows
 - putting in dropped kerbs next to drop-off zones
 - marking designated Blue Badge car parking bays clearly

There's more information about some of the work we've done recently on page 19.

Our Disabled People's Protection Policy

Our Disabled People's Protection Policy is made up of two documents:

- Making rail accessible: Helping older customers and people with a disability
- Making rail accessible: A guide to our policies and practices

You can find them both, in various formats, at [GWR.com](https://www.gwr.com).

Every year, we update these documents and get them signed off by the Office of Rail and Road (ORR). At the same time, we give the ORR details of our Disability Awareness training, and the number of staff who've had the training in the last year.



Making accessibility a priority



We think about accessibility in everything we do. We make it part of our business planning, and keep track of our progress by measuring, reporting and adjusting to make sure we're meeting our accessibility goals. Here's how we do it.

Executive responsibility

Our Business Assurance Director is responsible for our Disabled People's Protection Policy, and makes sure:

- we review it every year
- we include it in our business plans and at the planning stages of all of our major projects
- we consider what people with a disability need at every stage of our work
- people with a disability are represented at board level and communications from the board can be cascaded with the rest of the organisation through the Managing Directors Monthly telephone conference calls and internal publications

Our Engineering Director is responsible for making sure that whenever we refurbish our trains, we do it in line with:

- our Disabled People's Protection Policy
- the standards set out in the Code of Practice
- the Rail Vehicle Accessibility Regulations
- the PRM TSI

Giving our staff everything they need

We make sure all of our managers and staff know their responsibilities to our vulnerable customers, which includes customers with a disability, with training programmes, online learning modules, internal publications, online information and briefings.

All staff receive disability awareness training or disability equality training. Additionally, we train all staff who work directly with customers to give them the skills and knowledge they need so they know exactly what to do when it comes to meeting the needs of our vulnerable customers. There's more about our training on page 30.

Reporting our progress

To keep track of how we're doing with accessibility, we send a report to the ORR every year. It gives details of our progress and any problems we've had meeting our goals and delivering our promises. There's more detail about how we measure our progress on page 14.

Getting involved with our industry representation

We're part of the Rail Delivery Group Disability Group. And we get involved with any working parties set up by the group to find ways to improve accessibility for rail travellers across the country. You'll find more on how we work with other organisations on page 24.

Making sure we're up to standard

We need to make sure our services and facilities for customers with a disability are in line with our Disabled People's Protection Policy and the Code of Practice. To do this:

- we run regular mystery shopper exercises to test our services and facilities for people with a disability
- we include our stations matrix in 'Making rail accessible: Helping older customers and people with a disability' – this, along with the information on the National Rail's Stations Made Easy tool, is designed to show customers what facilities we have at our stations so they can plan their journey
- we have an Assisted Travel service for customers who need support – they book tickets, seats or wheelchair spaces, and assistance getting on and off trains and around stations, and arrange the easiest possible route

-
- we ask customers to give feedback and suggestions to our Assisted Travel team – they can email, call us or take part in customer surveys – then we collate the feedback to keep track of what customers think, and make changes where we need to
 - our Quality Improvement team runs regular surveys about the facilities at our stations and on our trains – they send the results to each head of department so they can see any problems and put them right
 - this year our annual review highlighted opportunities to improve communication and as a result we have deployed the passenger assistance App to all smartphones so that staff have easy access to the customer bookings
 - we do feasibility studies and business plans for all of our projects, schemes and improvements so we can assess the overall return on investment – we also give the information to our stakeholders if external funding is involved



Measuring our progress



We want to know we're doing everything we can to make travelling by train easy for all of our customers. So it's important to monitor our Assisted Travel service, and make sure it works for as many people as possible.

Finding out how we're doing

We've arranged independent research to monitor the quality of our Assisted Travel service. The study helps us:

- identify what is and isn't working
- find out what's important and how it affects a customer's experience
- make recommendations about what we need to improve
- make sure any extra measures we need are being put in place properly

We also hold interviews with different customers every month to make sure the results are fair, and not being influenced by a single event. We ask the questions over the phone so we can collect answers to specific questions, as well as any other comments the customer wants to make.

The results go to our Mobility and Inclusion Manager and Head of Compliance. They give our senior and line managers details of any causes for concern, so they can address them and fix them wherever possible.

Keeping track of our Assisted Travel success

The periodic reports about our Assisted Travel team help us to monitor:

- the number, description and type of any complaints we get
- the number of times the assistance has not gone to plan and what happened
- information about why we didn't provide the service and facilities we promised in our Disabled People's Protection Policy
- how our customers feel about the service

We also gather information from customer letters and feedback, as well as meetings with our Customer Panels, disabled passenger groups and other organisations. We share the findings with the relevant line management teams and our Mobility and Inclusion Manager, so they can make changes where they need to.



Improving access for our customers



We're committed to adopting the services and standards set out in the Code of Practice, as well as the TSI PRM.

Improving our trains

We work hard to make sure the new trains we buy, and any existing trains we refurbish, comply with the TSI PRM. If this isn't possible, we ask for dispensation or exemption from the Department for Transport – but only after we've exhausted all avenues to make the trains comply.

We're also working on adding an accessible toilet to each train in our Class 165 fleet at the moment. And we're moving the wheelchair space close to the accessible toilets.

How we've improved our stations since 2014

Since the last version of our Disabled People's Protection Policy we've:

- provided new bench seating at Newquay
- installed handrails on the footpath approach to the station footbridge at Montpellier
- replaced the previously non-compliant ramp with a new accessible ramp and steps at Looe

- installed new line markings and pedestrian walkways to the station car park at Bodmin Parkway
- fitted new automated doors to the ticket hall, as well as a new counter, at Cookham station
- installed a new male, female and accessible toilet provision at Teignmouth

During 2017/18 we hope to deliver the following improvements:

- install an accessible ticket desk at Penzance
- make improvements to the steps and install new handrails at Bedminster
- provide an accessible toilet on island platform at Newton Abbot
- improve disabled parking access at Clifton Down
- provide an accessible ticket desk at Goring & Streatley
- make improvements to the steps and install new handrails at Castle Cary
- make improvements to the steps and install new handrails at Mortimer
- install a new waiting shelter on platform 1 at Oldfield Park
- provide an accessible ticket desk at Twyford
- make improvements to the steps and install new handrails at Montpellier



Offering appropriate car parking



We've set up a programme to make sure all of our station car parks have a suitable number of designated parking bays for customers with a disability.

If a car park has fewer bays than the number specified in the Code of Practice, we report on the average weekly usage of the bays in the car park every six months.

Whenever we find there's a significantly larger demand for more bays in a certain car park, we add more, and we have a programme to address any bays that currently don't meet the dimensional guidelines for wheelchair access.

Making sure the bays are used properly

If we find people without a disability using a designated bay, they will get a Penalty Charge Notice or, in exceptional cases, we will prosecute them under Railway Byelaw 14.

The Blue Badge scheme

Parking is free for all customers displaying a current international Blue Badge. If there aren't enough designated parking bays, customers with a disability can park in a non-designated bay free of charge – as long as they display their current international Blue Badge in their vehicle. At car parks that are monitored by Automatic Number Plate Recognition (ANPR) there may be additional procedures that may be required, please see local signage.

Working with other organisations



We work with all sorts of groups and committees to make travelling with us, and on public transport generally, better for older people and people with a disability.

Consulting on issues that affect people with a disability

We consult with the Department for Transport, Transport Focus, London TravelWatch and the Disabled Persons Transport Advisory Committee. We also use mystery shoppers with disabilities who feed back to us on all aspects of our services.

We also work with:

- Members of Parliament
- Members of the National Assembly for Wales and Welsh Government
- Local government members and officers at Unitary, County, District and Parish level
- Local Enterprise Partnerships
- Chambers of Commerce
- Community Rail Partnerships and Rail User Groups
- Station adoption groups
- Passenger watchdogs
- Charity and Community groups
- Customers through our Advisory Board and Meet the Manager events

Our Customer Panels

We are currently working on an innovative new way of involving customers in service development.

Rather than set panels of a small group of customers meeting three times a year, we are developing webinar opportunities, giving all our customers the opportunity to discuss our future plans. These will be supported by meetings for customers who prefer not to use digital communication.

The webinars are currently being piloted, and will allow us to offer disabled customers the chance to contribute ideas and feedback on services without the need to join a panel, or to attend meetings.

Our Advisory Board and other stakeholders

Our Advisory Board, chaired by Lord Richard Faulkner, meets with directors six times a year. It's made up of stakeholder representatives from across the network, who are also regular customers.

We arrange meetings with other stakeholder groups as often as we need to. We hold two conferences a year, an annual Stakeholder Conference and an annual Community Rail Conference, and annual networking event for members of Local Enterprise Partnerships.

What we discuss at the meetings varies – and sometimes the groups will set their own agenda for what they want to talk about. These meetings are a great way for us to find out what people think of our services.

Having access to the expertise of our customers and stakeholders, as well as the feedback they give us, is really important. It helps us develop our services, look at ways to improve the things our customers are concerned about, and give all of our customers the best possible experience.

Improvement Work

Over £7.5 billion is currently being invested in the Great Western network. This includes brand new trains, resignalling, electrification of the mainline and Crossrail. During the work, timetables need to be rescheduled and there are periods where lines are closed and alternative arrangements are put in place. Our project plans include regular meetings with stakeholders and customers ahead of these changes, to gather feedback on our plans, and to inform and update customers. This includes consideration of disabled and vulnerable customers and how best to manage their additional needs during rail works.

Monitoring customer satisfaction

Our Customer Satisfaction Monitor also helps us find out what customers think of us. We hear from a representative sample of customers across our franchise area, throughout the year.

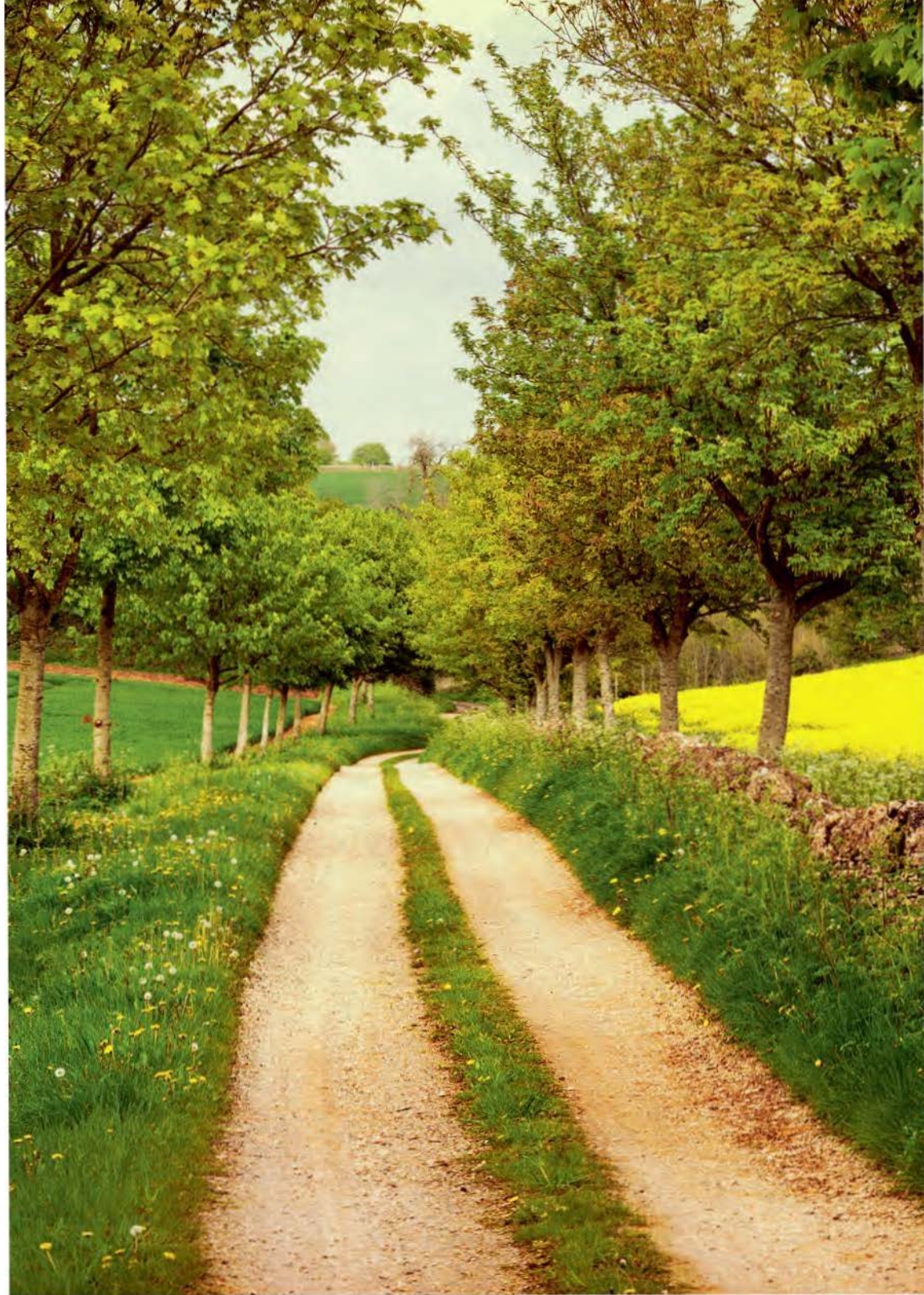
We run a qualitative research programme that brings together these different types of customer. We discuss topics under a 'pulse' programme of research and activities like interviews, accompanied visits and train clinics at our depots.

The role of our Mobility and Inclusion Manager

Our Mobility and Inclusion Manager represents us at the quarterly ATOC Disability Group meetings, and is actively involved with many of the associated working groups.

They work with local charities and local access groups to ensure that disabled people are aware of our Disabled Persons Protection Policy and the service that is available to support customers wishing to travel by rail.

They also meet with representatives of local authorities, and many other groups with links to transport and disabilities. These include organisations like Guide Dogs and the Royal National Institute of Blind People (RNIB).



Training our staff to support customers with a disability



All of our management and customer-facing staff will be attending our customer experience training course - Great Experience Makers. This course provides all GWR employees with the knowledge and skills to work together to deliver excellent customer experiences.

As we mention on page 11, as part of the GWR induction training package all customer facing colleagues attend a Disability Awareness training course. All colleagues attend a refresher course at least every four years. The training provides colleagues with the skills and knowledge to communicate effectively, using a range of techniques, to identify and meet the needs of all our customers.

We train our firstline colleagues, who deal directly with customers, how to use the equipment we offer to support customers with additional needs.

Our Disability Awareness training

The aim of our Disability Awareness course is to enable GWR staff to identify and meet the needs of our vulnerable customers, so we can ensure that all of our customers have a great experience when using our trains and stations.

Objectives of our Disability Awareness training

- Recite the definition of a disability as described in the Equality Act 2010
- List at least 4 ways in which our stations and trains are accessible
- Identify at least 3 types of disability and list at least 3 ways to support these customers making their journey
- List at least 3 key points from the GWR scooter policy and explain the priority seat card policy
- Demonstrate how to assist wheelchair users safely using great customer experience principles and the correct etiquette
- Recognise customers with additional needs and demonstrate effective ways of communicating with them
- Recognise customers with Autism, Dementia and Parkinson's and list at least 3 ways in which you can meet their individual needs
- Describe 3 hearing and 3 visual impairments and how you can assist customers with these impairments to make their journey

We also encourage our staff to learn British Sign Language so they can communicate with customers with a hearing impairment.

Making our training as effective as possible

We're always looking for new ways to enhance our colleagues' ability to provide great experiences for our customers, by providing additional access to learning, for example online learning packages.

One element that's made our training more effective, is a DVD we made with children and young people with a disability, and their families.

It's designed to help our customer-facing staff understand the needs of customers with a disability, and encourage them to give the best possible customer service.

We have also had input from various charities, that support those living with a disability, to help us create our induction training and the supporting materials.

Our emergency guidelines



Keeping our customers safe is our priority. So when it comes to handling an emergency, we do everything we can to give customers the support they need.

We display safety information in all of our trains about what to do in the rare event of an emergency. Our evacuation guidelines are either in the areas by the doors, on the coach walls or alongside the seats.

Providing guidelines in different formats

To make it easier for people with learning difficulties or disabilities, and for people who don't understand English, we use pictures to make our guidelines as clear as possible.

Our train crew can give out Braille versions of our safety leaflets to blind or partially sighted customers. At the moment, we can't provide Braille versions on our 'driver only' services. But you can get a free copy from our Assisted Travel team on 0800 197 1329 before you travel.

Supporting people with a disability in an evacuation

Our emergency plans for our stations and trains include information about how to support people with a disability in an emergency. And we train all of our train crew on evacuation procedures.

If there's an emergency, the safest option is nearly always for customers to stay on the train until our crew have fully assessed the situation. If we need to evacuate the train, the safest place to do it is at a station. So, unless the situation is life threatening, we ask our customers with a disability to stay on the train until the emergency services arrive.



Our communications strategy



We work hard to make sure we give the right information about our services to all of our customers, and potential customers too. This includes providing it in a range of different formats.

Our policy documents

This document and 'Making rail accessible: Helping older customers and people with a disability' are available in several alternative formats on our website – including audio CD and easy read. You can get copies by contacting our Mobility and Inclusion Manager or our Customer Support team. Their contact details are on page 45. They'll send you the information you need in the format you ask for within seven working days.

Other service information

We want to keep our customers up to date with every aspect of our service. So we make sure there's plenty of information available through our:

- timetables
- leaflets and posters
- press releases
- multi-media contact
- product advertising
- GWR.com

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- Rail Delivery Group and National Rail Enquiries websites
 - Facebook (www.facebook.com/GWRUK)
 - Twitter (@GWRHelp)

We give details of our Assisted Travel service on our Facebook page – we often promote the service with posts, as well as tweets on Twitter.

What we do when there's disruption

We try to let our customers with a disability know in advance about anything that could affect their journeys. Wherever possible, we share information with local groups and councils – as well as customers with a Disabled Persons Railcard who opted in for updates – in the areas where travel will be affected.

If there's an unexpected problem, we always try to let our customers know as soon as we can, through:

- GWR.com
- our customer information screens, help points and station announcements
- our email, social media and text alerts

Getting in touch with our Assisted Travel team

Our Assisted Travel team can give details about the support they offer and the best ticket options on 0800 197 1329. They're open between 6am and 11pm every day except Christmas Day. Customers with hearing difficulties can use our textphone – 18001 0800 197 1329.

Accessibility standards for our website

We want to make our website, GWR.com, easy for everyone to use – including people with a disability. So we use the Level A standard of W3C's 'Web content accessibility guidelines'. This standard is supported by the RNIB and the Disability Rights Commission.

Our website also includes many features found in Level AA sites, like colour considerations and easily resizable fonts. Our pages use valid XHTML and CSS. We check this regularly to keep the quality of the code high and make sure we meet the standards. And we work hard to meet the requirements of the Equality Act 2010 when it comes to providing services online. You can find out more about this at www.disability.gov.uk/dda/ and www.drc-gb.org/.

We're always looking for ways to improve our website and we'll continue to follow these accessibility guidelines as much as possible.

Accessibility features on our website

To improve navigation for text-only browsers, people who use screen readers and keyboard navigation, we use:

- style sheets
- font sizes and colours
- forms, tables and links
- scripting and browsers

Questions or feedback about our website

We'd love to hear what you think of our website, and any suggestions you have for improvements when it comes to accessibility. So if you'd like to give us feedback, or ask a question, here's how to get in touch with our Assisted Travel team:

- call them free on 0800 197 1329
- dial Textphone free on 18001 0800 197 1329
- email GWR.assistance@GWR.com

Or go to GWR.com.

Clear signs

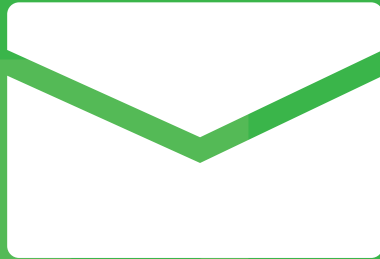
We're always looking for ways to make it easier for customers to find their way around our stations and trains. So we follow the standards and guidance about station signs in the Code of Practice. We also follow the guidelines in 'Wayfinding at stations: A good practice guide', published by the Rail Safety and Standards Board.

Whenever we find inadequate signs that fall within the responsibility of a local authority, we work with the team at the local authority to fix the problem and make the signs clearer.

Notes



We'd love to
hear from you



We're always keen to work with more organisations that represent customers with a disability. And we're happy to explain how we give support to the people who need it when they travel. We also welcome any feedback on the support we offer and how it affects customers who travel with us.

If you'd like some more information, or you'd like to tell us about your experience of our support, we'd love to hear from you. You can write to our Mobility and Inclusion Manager at:

Mobility and Inclusion Manager
Freepost
GWR CUSTOMER SUPPORT

Other aspects of our service

If you have feedback about any other aspect of our service, here's how you can get in touch:

Write to: Freepost GWR CUSTOMER SUPPORT

Email: GWRfeedback@GWR.com

Phone: 03457 000 125*

Further information



Freepost GWR Customer Support
GWR.com
03457 000 125* (0600 to 2300 daily)



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When you buy our train tickets
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* Standard network charges apply
Calls from mobiles may be higher

Great Western Railway

Making rail accessible: Helping older and disabled people

May 2017



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About this document



We know some of our older customers and customers with disabilities need support when they travel. So we want to treat them fairly, give them what they need to travel with us, and make sure they have a safe and enjoyable journey.

If you or someone you know needs support when travelling

This document gives you everything you need to know about our Disabled People's Protection Policy. You'll find details of:

- our services and facilities
- how you can use our services and facilities
- what you can expect from us
- what happens if we can't give you the services or facilities you need

You can also read 'Making rail accessible: A guide to our policies and practices' to find out more.

If you need a copy

You can request copies of both documents from all our staffed stations, at **GWR.com** or from our Assisted Travel team. If you need them in a different format, just let our team know. We have copies in a few different formats, including audio CD and easy read, and can send them out to you within 7 days.

Here's how to get in touch with our Assisted Travel team:

- call them free on 0800 197 1329
- dial Textphone free on 18001 0800 197 1329
- email GWR.assistance@GWR.com or go to **GWR.com**



A summary of our policy



We want to make all our trains and stations as accessible as possible for our older customers and people with a disability. So we listen to our customers to find out what they need for an easier journey.

Our Mobility and Inclusion Manager makes sure customers with a disability are heard across GWR by working with bodies that champion the needs of those customers. For example:

- Transport Focus
- London TravelWatch
- the Disabled Persons Transport Advisory Committee
- the Department for Transport (DfT)
- the Office of Rail and Road

Our manager shares the information gathered with everyone at GWR. This allows us all to make accessibility a top priority. We can find out exactly what our customers with a disability need, as well as how to support them.

Improving our stations

We've been doing a lot of work to make our stations more accessible, and will carry on making changes for as long as we have the franchise. For example, we're working with the DfT and Network Rail to add platform lifts and ramps through the DfT's Access for All project. We're also working with local authorities to find other ways to improve our stations, so we can make travelling by train more accessible.

Improving our trains

We work hard to make sure the new trains we buy, and any existing trains we refurbish, comply with the European 'Technical Specification of Interoperability for Persons with Reduced Mobility' (PRM TSI). If this isn't possible, we ask for dispensation or exemption from the DfT – but only after we've exhausted all avenues to make the trains compliant.

Making sure we're up to standard

We're committed to following the standards set out in the DfT's 'Accessible design standards for railway stations: a code of practice'. Along with the standards given in the PRM TSI.

Going above and beyond

Although we follow the guidelines for accessibility to the letter, it's not just a tick-box exercise. We want to give customers more than a service that just meets the minimum legal standards for people with a disability.

So we constantly update our policy. We find out how we're doing by getting feedback from our customers, and by testing the service ourselves, with regular mystery shopping.

We also give all of our staff Disability Awareness training, so they understand more about disability and how it affects some of our customers. We train our customer-facing staff in how to support the people who need help, so they can make sure they have a safe and enjoyable journey.

We've also signed up to the 'Guide Dog Travel Charter (2002)'. This means we're committed to working with guide dogs to help make it possible for all guide dog owners to travel safely, with no restrictions or extra cost.

Arranging support for your journey



If you have a disability or mobility difficulties, you can book some support for when you travel with us. You just need to let us know 24 hours before your trip. Then we'll:

- help you find your nearest station with the best facilities for you
- help you plan the easiest route for your journey
- make sure our staff know you're coming and what support you need
- give you all the help we can along the way – around the station and on the train

How to book support

We follow the Rail Delivery Group (RDG) passenger assistance system. So with just one call to us, you can get all the help you need for your journey. We'll arrange everything, including changes and connections that involve other train companies.

We can also give you advice about the trains and stations you want to use, and how accessible they are. If they're not very accessible for you, we'll suggest some other options to make your trip easier.

To book your support, you can get in touch with our Assisted Travel team from 6am–11pm, every day except Christmas Day. They can also help you buy tickets and make seat reservations. You can:

- call them free on 0800 197 1329
- dial Textphone free on 18001 0800 197 1329
- email GWR.assistance@GWR.com
- book through **GWR.com**

Once they've arranged everything, they'll send you confirmation of the support you'll have on your trip.

If there are no staff to help you

We're happy to support you from any of our stations. But some of our stations don't have any staff or only have part-time staff. And some of our trains are 'driver only'. If you need to use any of these stations or trains, it's best to call our Assisted Travel team 24 hours before. They can work out whether it's possible for you to take the journey you're planning and what support you need, and also make sure there's someone available to help you.

Even if you're happy to travel alone, it's always a good idea to check if the stations and trains you need are accessible for you. Then you can plan your journey and make sure you're taking the most accessible route for your trip.

If you can't book support before you travel

We'll do our best to support you, but we can't guarantee we'll be able to give you the same level of help. For example our staff may not be freely available if you need them, and there may not be any alternative transport available at short notice, so this may take longer to arrange.

If you haven't booked support, and you need help when you get to an unstaffed station, you can call Assisted Travel, who's phone number is on the Welcome board at the station, or press the information button on the platform help point and speak to someone who can help. They'll do what they can to make your journey easier.

When you arrive at the station

It's a good idea to get to the station in plenty of time for your train so you can let our staff know if you need any support. If you're travelling to and from London Paddington, which is managed by Network Rail, you need to go to the Customer Reception at the concourse end of Platform 1. The staff will tell the station team you've arrived, and call the station at your destination so the team there can meet you.

If you've booked support, we aim to meet you as soon as you arrive at the station to start your trip – but it can take a bit longer if we're particularly busy. When you arrive at your destination station, we aim to meet you within 5 minutes. If you arrive at Paddington and there's no one to meet you, please call 0207 922 6793 to let them know.

Our Assisted Travel team will tell you where to meet the person supporting you. It varies from station to station, but it could be at the:

- booking office
- customer information point
- ticket gates

If we don't give you the support you booked

If we don't manage to give you the support you asked for please let us know. We'll make up for it by sending you vouchers or adding an e-voucher to your online GWR account – for the full cost of your train journey.



Wheelchairs and mobility scooters



If you use a wheelchair or a mobility scooter, we're happy for you to travel with it on our trains. But there are a few things you need to know.

Wheelchairs

All of our trains can take manual or powered wheelchairs that:

- are no more than 700mm wide (or no more than 610mm wide in our first class coach L on our high-speed trains)
- are no more than 1200mm long (including the footplate)
- weigh 300kg or less (including the weight of the customer)

On the platform

When you're using a wheelchair on the platform, please don't go over 3–4mph. Also, please stay behind the yellow line until it's time to board.

On the train

Once you're on board, you can use the wheelchair space. If you can, you can also sit in a seat on the train so you can travel more safely.

When you book with Assisted Travel, it's a good idea to book seats or wheelchair spaces on the train as well. Our team can give you details of the best options for your journey. Some of our trains have priority seats at the end of each coach, near the doors, that you can book in advance.

If you don't book ahead, there are some non-reservable priority seats and wheelchair spaces you can use, but it is first come first served. Our staff will do everything they can to make sure you get a seat or a space for your wheelchair whether you've booked or not.

If someone else is using the seat or space you booked

If you booked a seat or a space for your wheelchair and someone is using it when you arrive, let our staff know. They'll make sure you get your seat – or a different one – and can carry on your journey as planned.

Mobility scooters

If you have a mobility scooter, we're happy for you to bring it with you, as long as you have a permit. We can take most scooters that:

- are no more than 700mm wide
- are no more than 1200mm long
- weigh 300kg or less (including the weight of the customer)
- have an anti-tip device

You can find out more and apply for a permit by calling our Assisted Travel team on 0800 197 1329.

Or go to **GWR.com**

On the platform

When you're using a scooter on the platform, please don't go over 3–4mph. Also, please stay behind the yellow line until it's time to board.

Please take any luggage off your scooter before the train arrives, so it won't affect the balance if you use the ramp. Our staff can help you take the luggage on to the train.

If you need to fold your scooter to get on the train, please fold it before the train arrives so you're ready to board. Please also make sure you can take the scooter on and off the train yourself. If you can't, it's best to make sure you have someone there to help you with it.

If you need to fold your scooter, and it would be easier for you to use a wheelchair to get on the train, just let us know. Most of our stations have a wheelchair on the platform. We can arrange for a member of staff to help you to the train if you need to use it.

On the train

Once you've got your scooter on board and safely stored, please sit in a seat on the train if you can, so you can travel more safely. Please also follow any advice our staff give you to make your journey safe and comfortable.

If you don't have a permit

We can still take your mobility scooter if it can be folded down – to no bigger than an average large suitcase – because it can go in the luggage rack.

Where to find the information you need



We know how important it is for you to have plenty of information when you travel by train. So here's how you can find the details you need for your next trip.

Information about accessibility

You can get up-to-date details of all the accessibility services and facilities we offer:

- at **GWR.com**
- at www.nationalrail.co.uk/stations
- on the National Rail Enquiries' journey planner, Stations Made Easy, at www.nationalrail.co.uk/75001.aspx
- by calling us on 03457 000 125*
or type talk on 18001 0800 197 1329
- at our booking offices

Information about your journey

You can get the latest Information about train times, including delays and planned improvement work:

- at **GWR.com**
- on our Facebook page, www.facebook.com/GWRUK
- on our Twitter account, @GWRHelp
- by calling our Assisted Travel team on 0800 197 1329
- by calling National Rail Enquiries on 03457 48 49 50*
or textphone 0345 60 50 600**
- by calling National Rail Enquiries' Welsh language service on 0345 60 40 500**

*Standard network charges apply. Calls from mobiles may be higher.

**Calls cost 10p per minute from a BT landline, but calls from other operators and mobiles may be higher.

-
- using the Train Tracker™ text service – text ‘dep’ then the station you need to 84950 to get real-time information (texts cost 25p plus your normal network rate)
 - by calling the Train Tracker™ speech recognition system on 0871 200 49 50, which will tell you the latest train times (calls cost 12p per minute from a BT landline but calls from other operators and mobiles may be higher)

How we make sure the information is up to date

We work with other train companies to make sure the national database, which keeps information about how accessible UK stations are, is correct. You can find the database at : www.nationalrail.co.uk/stations.

Our Customer Information Manager and Mobility and Inclusion Manager make sure the information about our stations is up to date. One of the ways they do this is by contacting National Rail with the details of any short-term or unplanned changes that could affect a customer’s journey. They update this information within 24 hours of being notified of any changes. Information they pass on includes details of:

- the stations we can’t make accessible because of a physical restriction
- significant, temporary work that will affect a station’s accessibility
- any problems at stations that make them temporarily inaccessible – like lifts and toilets being out of order



Tickets and discounts



Booking your tickets with our Assisted Travel team

If you book some support with our Assisted Travel team, they can also book your tickets for you. If there's enough time, they'll send them to your home before your trip.

You'll be able to pick your tickets up from a machine or a ticket office at the station not long after you book them. If you do, you'll need the card you paid with and the booking reference.

Buying your own tickets

You can also buy your tickets from:

- our station ticket offices
- our self-service ticket machines
- **GWR.com**
- other train operators and their ticket offices

If you can't buy a ticket before you get on the train, you'll be able to buy one (with any discount you're entitled to) on the train or at your destination, without penalty.

If you have a Disabled Persons Railcard

If you have a Disabled Persons Railcard, we'll give you a discount when you buy your tickets online or at the ticket machine. At the ticket office, you just need to show your railcard when you buy them. You also need to carry your railcard when you travel so our ticket inspectors can make sure you have the right tickets.

For more details on the discount and how to get a railcard, go to www.disabledpersons-railcard.co.uk.

If you have a Senior Railcard

If you're aged 60 or over, you can get a Senior Railcard. It's valid for a year and gives you a third off standard and first class tickets across the UK. You can find out more:

- at your local ticket office
- from National Rail Enquiries on 03457 48 49 50*
- at www.senior-railcard.co.uk

If you don't have a railcard

If you don't have a railcard, and you're registered blind or partially sighted or you travel in a wheelchair, you can get a discount on Anytime tickets:

- 34% off first class and standard Anytime singles or returns
- 34% off first class and standard Anytime day singles
- 50% off first class and standard Anytime day returns

Your travelling companion can also get this discount.
Find out more at www.nationalrail.co.uk/stations/destinations/44965.aspx.

Blind or partially sighted passengers

If you're blind or partially sighted, you also need to know that:

- you can only get the Anytime discount if you travel with someone else – if you travel alone, you need to have a railcard to get a discount
- you can also buy an adult season ticket that allows a companion to travel with you for free – it doesn't have to be the same person for each journey
- you need to have evidence of your visual impairment with you when you buy your ticket and when you travel – it needs to be from a recognised organisation like social services, a Local Authority, the Royal National Institute of Blind People or Blind Veterans UK

Making our stations accessible



We work hard to make sure all of our stations are as accessible as possible for our older customers and people with a disability. Here's how:

Accessible entrances and exits

We work with Network Rail and the DfT to provide step-free access to our stations where we can.

If we're considering closing an entrance to one of our stations, even temporarily because of things like building work, we always consider the needs of disabled people and where necessary would consult Transport Focus and local access groups first. They let us know whether it will affect accessibility. We also get permission from the DfT. And if we do close an entrance, we make sure there's another clear way in and out of the station.

Clear information

We know how important it is for our customers to have the information they need for their journey. So we offer plenty of information in a variety of different ways to suit all of our customers – including people with a disability.

Our booking offices and customer information points

Our booking offices and customer information points are the easiest places for customers with a disability to get the information they need. For example:

- the staff at each one can give you details about the facilities, services and level of accessibility at all railway stations in the UK

- the staff at our customer information points can also answer questions about your journey – including train times and connections
- many of our booking offices have induction loops and low-level counters – and we'll add more of these facilities as we refurbish each office

Our help points

We've fitted accessible help points on the platforms of all our stations. Each one gives the latest information about train times, and has buttons, one for emergency calls and one for information, so customers can press these to speak to someone if they need information or help in an emergency.

At 61 of our stations, the real-time train information is given on a screen at the help point. At 55 stations, the help point has a 'Next train' button people can press to hear the information.

All of our help points feature audio frequency induction loops for our customers with hearing difficulties. And the buttons are different sizes and colours for customers who are blind or partially sighted.

Our information screens and announcements

We give up-to-date information about trains, delays and other disruption on our information screens and with announcements as often as we can.

If you have trouble reading our information screens or hearing our announcements, please let a member of staff know. They can tell you if you need to be on a different platform and help you get there safely if you need some support.

If any of our equipment breaks down

We work hard to make sure all of our accessible information equipment works properly. If there's ever a problem, we get it fixed as soon as we can. And we make sure the information you need is available from our staff, posters and the Assisted Travel team in the meantime.

Leaflets and other printed materials

We display all of our printed information clearly at our stations, and make sure the display is accessible for people in a wheelchair.

If we run out of anything, please let one of our team know and they will get you what you need.

Signs

Our booking offices and customer information points at our larger stations are usually on or near the main concourse – and we always signpost them clearly. At smaller stations, we put signs on each platform to show customers exactly where the information points are.

Our ticket machines

We've fitted automatic ticket machines at many of our stations over the last few years. All of them are in line with the DfT's 'Accessible train station design for disabled people: a code of practice' (Code of practice) when it comes to accessibility. And they all give a discount for people with the Disabled Persons Railcard, and their companion.

Our ticket gates

Some of our stations have automatic ticket gates. This means you need a valid ticket to get on to the platforms. There's always at least one wider, manual gate for people in a wheelchair and people with reduced mobility. There will always be a member of staff to help you when the gate is closed. Otherwise, the gate will be open so you can get through.

Toilets

Many of the accessible toilets at our stations are part of the RADAR National Key Scheme – so you need a specific key to use them. You can find out more about this, and how to get a key, at <https://crm.disabilityrightsuk.org/radar-nks-key>.

We're always looking to install more accessible toilets at our stations. And whenever we refurbish any, we always look to make them more accessible.

Station seating

The seating at our stations varies in age, style and accessibility. You can find details for the station you need at www.nationalrail.co.uk, and their Stations Made Easy tool.

Whenever we change or refurbish our seating, we make sure it's in line with design standards for accessible railway stations Code of practice.

Luggage

If you've booked some support for your journey, we can help you around the station with any luggage you have.

You can bring up to three pieces of luggage with you but please bear in mind that space for luggage on our trains is limited, and that staff must be able to lift your luggage safely, so please give thought to the weight and size of any luggage you bring with you.

Storing your luggage

We don't have any facilities for storing luggage at any of our stations at the moment.

If you're using London Paddington, which is managed by Network Rail, there's a Left Luggage Office on Platform 12 with step-free access. It's run by the Excess Baggage Company and open 7am to 11pm, Monday to Sunday.

Ramps

We can help customers who use a wheelchair or mobility scooter on and off the train with a portable ramp, specially designed and tested for the purpose. Lots of our trains have ramps on board. But for the ones that don't (for example 'driver only' trains) we provide ramps on the platforms at staffed stations they stop at.

Our station staff and train crews are trained to use the ramps safely, and support people with a disability on and off the train. If you need a ramp, and you've booked some support through our Assisted Travel service, a member of staff will be ready to help you when you arrive at the station. If you haven't booked support, please let the staff know if you need a ramp as soon as you arrive. They'll help you get on your train safely.

When you need to get off the train, our train crew will either help you get off with a ramp themselves, or arrange for the station staff to help you instead.

At some of our larger stations we can provide a wheelchair to help you if you need to use it as far as the train. Our staff will only be able to help you on to the train with a ramp. For safety reasons, they cannot lift anyone into or out of a wheelchair, up steps or into a train seat.

Facilities provided by third parties

We're always working hard to improve the accessibility of station facilities provided by a third party. For example, we work closely with local authorities and taxi associations to make sure there are plenty of accessible taxis at our ranks. We also encourage the owners of shops or cafés at our stations to make them as accessible as possible.

Security

Many of our stations have the Secure Station Accreditation. It's a national scheme, led by the British Transport Police (BTP) with the DfT. It sets good practice and accredits individual stations which have worked with the BTP and other local partners to make the station safer. It's designed to not only make stations more secure, but to reassure passengers and staff that rail companies are always looking for ways to deter crime and anti-social behaviour.

Making our trains accessible



We do everything we can to make it safe and easy for our older customers and people with a disability to travel on our trains. Here's how:

Information screens and announcements

All of our trains have a PA system for the train crew to give updates during the journey. And some of our trains also have scrolling passenger information screens, as well as automated announcements – you can find out which ones in Appendix A. By 2020, we hope all of our older trains will have automated screens and announcements too.

During all the journeys on our trains, our announcements let customers know what the next station is. We make these announcements in plenty of time for customers with a disability to get ready to leave the train safely.

Our train crew, or the drivers on 'driver only' trains, give customers the latest information about delays or other disruptions. The crew can help customers make other arrangements if they need to. For 'driver only' trains, the staff at the station can help instead.

Seats and wheelchair spaces

You'll find the information you need about priority seats and wheelchair spaces on page 18.

Priority Seat Cards

We always ask our customers to give up priority seats for people who need them more. But it's not always obvious why someone needs a seat.

If you need to sit down when you travel, you might be able to get one of our Priority Seat Cards. Then, when you ask someone for their seat, you can show your card without any embarrassment or having to explain anything.

They're free, and you can apply for one if:

- you have a disability or medical condition that affects your ability to stand comfortably or safely on a train
- you're registered as having a visual impairment
- you're expecting a baby
- you're over 65
- you're travelling with a child under the age of 3

For more details about how to apply, go to **GWR.com** or call 0800 197 1329.

If you have a guide dog or assistance dog

We're more than happy to welcome you and your guide or assistance dog on our trains.

We don't usually let dogs in the buffet cars. But you can bring your registered assistance dog in – just let the train crew know. We're also happy for you to have your dog stay in your sleeping car accommodation with you at no extra cost.

Getting refreshments

If you want to buy snacks or drinks on your journey, but you can't get to and from the buffet car easily, our train crew will be happy to help. They can arrange for some refreshments to be brought to your seat.

Information about our coaches

You can find a brief description of what facilities our trains have, and the routes they generally take, in Appendix A.

Arranging replacement transport



We'd love it if all of our stations and trains were fully accessible for all of our customers. Unfortunately this just isn't possible. For example, some of our stations have physical restrictions that mean we can't make improvements to them. But we're always happy to arrange other transport for you if you can't use the station or train you need.

When we'll arrange different transport for you

If your local station or the station you need to get to isn't accessible, it's a good idea to call our Assisted Travel team 24 hours before you travel. They will talk you through your journey options and find out what support you need. They can also arrange for you to get to and from a station that is inaccessible, free of charge.

Sometimes, if the platform you need isn't accessible, we may ask you to go to the next accessible station, then come back to your destination station to a more accessible platform. We only do this if there are frequent trains to your station, and we never charge you more.

If we run a replacement bus service

If we ever need to put on a bus service to replace a particular train, we provide accessible options wherever we can. At the moment, not all the buses we use are fully accessible. So if we have customers who need an accessible option, we can arrange a taxi for them instead.

Arranging a taxi

If you've booked with Assisted Travel, and you need a taxi instead of your train or a replacement bus, we can organise an accessible taxi. Cabfind books our taxis for us, as they can book them from a range of firms with accessible vehicles.

We'll make sure the staff at the station you're going to know you're coming in a taxi, so they can meet you when you arrive.

If you haven't booked support in advance, let us know as soon as you can if you need a taxi. Our staff will book one for you, but we can't guarantee there will be one available straightaway.

Giving you the transport and information you need

It's a good idea to let us know about your journey in advance, so we have enough time to arrange everything for you. We can make sure there's an accessible bus or taxi, and let our staff along the route know you're coming so you have support at the start and end of your trip.

If we do need to run replacement transport for you, we always work hard to give you clear information – via screens and announcements. We also always make sure staff are on hand to answer questions and help you on your journey.



Helping you make connections



Changing trains

If you need to change trains on your journey, we can help you whether you booked support with us or not. But this is only at staffed stations. If there are no staff at the station you need, you'll need to book some support with our Assisted Travel team. You can find out more about arranging this on page 12.

When a platform changes

Sometimes the platform for a particular train can change at short notice. When this happens, our staff will let you know and help you get to the new platform as quickly and safely as possible.

If you continue your journey on other transport

We can point you in the right direction for other accessible transport – like buses or taxis – if you're travelling on from the station. And we make it as easy as we can for you. For example, we:

- make sure the taxi rank and bus stops are clearly signposted around our stations
- put up information about local taxis and buses – including accessible ones
- have pick-up and drop-off points outside our stations (some with dropped kerbs as well) as near to the entrances and exits as possible

-
- work with bus companies and local authorities to make sure there's step-free access between buses and trains, wherever possible
 - make sure all of our station car parks have a suitable number of designated parking bays for customers with a disability, you can find out more in 'Making rail accessible: A guide to our policies and practices'
 - run a taxi permit system at many of our stations to make sure at least one (there's usually more) accessible taxi is working on the rank – if there isn't one, we ask Cabfind to arrange one for us



When our
services are
disrupted



We understand that a disruption to our services or facilities can have a big impact on customers with a disability. So if there are any problems, we do everything we can to keep the impact to a minimum, and make sure you can get to where you need to be.

If trains are cancelled or delayed

We put on alternative transport, along the same route as the affected train, as quickly as possible. There's more about other transport on page 42.

If you've booked some support through Assisted Travel, we'll let you know if anything is going to seriously affect your journey as soon as we know. As long as we have your contact details, we'll be in touch to make different arrangements if we need to.

Keeping you informed

If any of the accessibility services or facilities are not available on a train or at a station, we'll let you know. We'll make sure the information is on:

- **GWR.com**
- our Facebook page, www.facebook.com/GWRUK
- our Twitter account, @GWRHelp
- the National Rail Enquiries website within 24 hours of when we find out

If there's an emergency

Keeping our customers safe is our priority. So when it comes to handling an emergency, we do everything we can to give customers the support they need.

We display safety information in all of our trains about what to do in the rare event of an emergency. Our evacuation guidelines are either in the areas by the doors, on the coach walls or alongside the seats.

Providing guidelines in different formats

To make it easier for people with learning difficulties or disabilities, and for people who don't understand English, we use pictures to make our guidelines as clear as possible.

Our train crew can give out Braille versions of our safety leaflets to blind or partially sighted customers. At the moment, we can't provide Braille versions on our 'driver only' services. But you can get a free copy from our Assisted Travel team on 0800 197 1329 before you travel.

Supporting people with a disability in an evacuation

Our emergency plans for our stations and trains include information about how to support people with a disability in an emergency. And we train all of our train crew on evacuation procedures.

If there's an emergency, the safest option is nearly always for customers to stay on the train until our staff have fully assessed the situation. If we need to evacuate the train, the safest place to do it is at a station. So, unless the situation is life threatening, we ask our customers with a disability to stay on the train until the emergency services arrive.

We'd love to
hear from you



We're always keen to hear any feedback on the support we give and how it affects customers who travel with us.

If you'd like some more information on the support we offer, or you'd like to tell us about your experience of our support, we'd love to hear from you. You can write to our Mobility and Inclusion Manager at:

Mobility and Inclusion Manager
Freepost GWR CUSTOMER SUPPORT

Other aspects of our service

If you have feedback about any other aspect of our service, here's how you can get in touch:

Write to:

Freepost GWR CUSTOMER SUPPORT

Email: GWRfeedback@GWR.com

Phone: 03457 000 125*

Appendix A

The routes shown in these tables are for indicative purposes only. In order to retain a necessary level of flexibility with our fleet it may sometimes be necessary to change the type of train on a route with little or no notice.

Priority seating, when available, is located at the carriage entrance near the exit doors and toilets.

Class: HST - High Speed Train

Usually runs on: Mainline routes from London Paddington to Bristol, Cardiff, Swansea, Cheltenham Spa, Worcester, Hereford, Weston-super-Mare, Taunton, Exeter, Plymouth and Cornwall.

Built	1976–1982 (interior refurbish 2008)
Number of units	53
Graphic evacuation signage	Yes
Designated wheelchair position	Yes, two spaces in 'C' (standard) and one in 'L' (First Class). Width 700mm (610mm Coach 'L') length 1200mm
Accessible toilet facility	Yes - Coach 'C'
Colour contrasting grab rails	Yes
Passenger information	No screens, manual PA
On-board portable ramp	Yes
Reservations	Yes
Priority seating	Yes
WiFi	Yes

Locomotive-hauled rolling stock (Night sleeper service)

Main line routes from London Paddington to Penzance.

Built	1982–1984
Number of units	2 services per night
Graphic evacuation signage	Yes
Designated wheelchair position	There is one wheelchair space with nearby seating for a companion in coach B. There are no accessible berths
Accessible toilet facility	Yes
Colour contrasting grab rails	Yes
Passenger information	Manual PA
On-board portable ramp	Yes
Reservations	Yes
Priority seating	Yes
Wi-Fi	Yes

Note: The sleeper rolling stock is being refurbished to include the provision of an accessible toilet and separate accessible cabin within the sleeper accommodation.

Class 165/1 - 2 and 3 carriage turbo diesel trains

Primary routes: Stopping services from London Paddington along the Thames Valley (including branch lines), North Downs and Basingstoke branch line.

Built	1992/93
Number of units	36
Graphic evacuation signage	Yes
Designated wheelchair position	No – space in vestibules
Accessible toilet facility	No
Colour contrasting grab rails	Yes
Passenger information	Digital scroll bar, manual and automated PA
On-board portable ramp	No – at stations only
Reservations	No
Priority seating	No
Wi-Fi	Yes

Note: The Class 165 fleet is undergoing overhaul and units will be progressively modified to include provision of an accessible toilet facility. At the same time, the designated wheelchair position will be re-located adjacent to the accessible toilet.

Class: 166 - 3 carriage turbo diesel trains

Primary Routes: Fast services from London Paddington along the Thames Valley to Oxford and Newbury, Cotswolds. These trains also run between Gatwick Airport and Reading.

Built	1992–1993
Number of units	21
Graphic evacuation signage	Yes
Designated wheelchair position	Yes
Accessible toilet facility	Yes
Colour contrasting grab rails	Yes
Passenger information	Digital scroll bar, manual and automated PA
On-board portable ramp	No – at stations only
Reservations	No
Priority seating	Yes
Wi-Fi	Yes

Note: The Class 166 fleet is undergoing overhaul and units will be progressively modified to include provision of an accessible toilet facility. At the same time, the designated wheelchair position will be re-located adjacent to the accessible toilet.

Class: 360/2 - Desiro 5 carriage electric trains

Route: Stopping services between London Paddington and Heathrow Airport.

Built	2004
Number of units	5
Graphic evacuation signage	Yes
Designated wheelchair position	Yes
Accessible toilet facility	Yes
Colour contrasting grab rails	Yes
Passenger information	Digital scroll bar, manual and automated PA
On-board portable ramp	Yes
Reservations	No
Priority seating	Yes
Wi-Fi	No

Class: 150/0 - 3 carriage diesel trains

Primary routes: Reading to Basingstoke.

Built	1985
Number of units	2
Graphic evacuation signage	Yes
Designated wheelchair position	Yes
Accessible toilet facility	Yes
Colour contrasting grab rails	Yes
Passenger information	Digital scroll bar, manual and automated PA
On-board portable ramp	Yes
Reservations	No
Priority seating	Yes
Wi-Fi	No – currently being fitted

Class: 180 - 5 carriage diesel trains

Primary routes: London Paddington – Worcester.

Built	2000–2002
Number of units	4 (All to be withdrawn at end of 2017)
Graphic evacuation signage	Yes
Designated wheelchair position	Yes, 2 in Standard class and 1 in First class
Accessible toilet facility	Yes
Colour contrasting grab rails	Yes
Passenger information	Digital scroll bar, manual and automated PA
On-board portable ramp	Yes
Reservations	Yes
Priority seating	Yes
Wi-Fi	Yes

Class: 150/1 - 2 carriage diesel trains

Primary routes: Routes around Bristol.

Built	1986
Number of units	15
Graphic evacuation signage	Yes
Designated wheelchair position	Yes
Accessible toilet facility	No
Colour contrasting grab rails	Yes
Passenger information	Manual PA
On-board portable ramp	Yes
Reservations	No
Priority seating	Yes
Wi-Fi	No - being fitted

Class: 150/1 - 3 carriage diesel trains with 150/2 middle vehicle

Primary routes: Routes around Bristol.

Built	1986
Number of units	2
Graphic evacuation signage	Yes
Designated wheelchair position	Yes
Accessible toilet facility	No
Colour contrasting grab rails	Yes
Passenger information	Manual PA
On-board portable ramp	Yes
Reservations	No
Priority seating	Yes
Wi-Fi	No - being fitted

Class: 150/2 - 2 carriage diesel trains

Primary routes: Devon and Cornwall branch-line services and routes around Bristol.

Built	1986–1987 (refurbished 2002 and 2007–2008)
Number of units	19
Graphic evacuation signage	Yes
Designated wheelchair position	Wheelchairs may be accommodated in the flexible space area within the passenger saloon adjacent to the doors behind the drivers cab in one of the 2 vehicles
Accessible toilet facility	No
Colour contrasting grab rails	Yes

Class: 150/2 - 2 carriage diesel trains (continued)

Passenger information	Manual PA
On-board portable ramp	Yes
Reservations	No
Priority seating	Yes
Wi-Fi	No – being fitted

Note: The Class 150 fleet is undergoing overhaul and units will be progressively modified to include provision of an accessible toilet and enhanced passenger information. The designated wheelchair position will be re-located adjacent to the accessible toilet.

Class: 153 - single carriage diesel trains

Primary Routes: Devon and Cornwall branch-line services and around Bristol.

Built	1987 (converted to single vehicles 1991–1992, refurbished 2007)
Number of units	14
Graphic evacuation signage	Yes
Designated wheelchair position	Three seats in the carriage tip up to create wheelchair space
Accessible toilet facility	No
Colour contrasting grab rails	Yes
Passenger information	Manual PA
On-board portable ramp	Yes
Reservations	No
Priority seating	Yes
Wi-Fi	No

Class: 158 - 2 and 3 carriage diesel trains

Primary routes: Main Line services between Cardiff, Portsmouth, Exeter, Bristol and Worcester via Gloucester.

Built	1990–1992 (refurbished during 2007)
Number of units	13 x 3 carriage and 2 x 2 carriage
Graphic evacuation signage	Yes
Designated wheelchair position	Wheelchair space is available adjacent to the priority seats (65–66). A seat with a flip up table is also available
Accessible toilet facility	Yes, located in the middle carriage on 3 carriage trains
Colour contrasting grab rails	Yes
Passenger information	Manual PA
On-board portable ramp	Yes
Reservations	Yes (long distance only)
Priority seating	Yes
Wi-Fi	Yes

Note: The Class 158 fleet is undergoing an overhaul and trains will be progressively modified to include enhanced passenger information.

Class: 143 - 2 carriage diesel trains

Primary routes: Local services in the Exeter area.

Built	1985
Number of units	8
Graphic evacuation signage	Yes
Designated wheelchair position	Wheelchairs are accommodated in the flexible space area adjacent to the door behind the drivers cab
Accessible toilet facility	No
Colour contrasting grab rails	Yes
Passenger information	Manual PA
On-board portable ramp	Yes
Reservations	No
Priority seating	Yes
Wi-Fi	No

Class 387 EMU - electric multiple unit (EMU)

Primary routes: Stopping services from London Paddington along Thames Valley to Oxford.

Built	2015/16
Number of units	37
Graphic evacuation signage	Yes
Designated wheelchair position	Yes
Accessible toilet facility	Yes
Colour contrasting grab rails	Yes
Passenger information	Yes
On-board portable ramp	Yes
Reservations	No
Priority seating	Yes
Wi-Fi	Yes

Class 80x - Intercity Express Trains - (IET)

Primary routes: Will progressively roll out during 2017 on Mainline routes from London Paddington to Bristol, Cardiff, Swansea, Cheltenham Spa, Worcester, Hereford, Weston-super-Mare, Taunton, Exeter, Plymouth, Cornwall and semi-fast services to Newbury and Bedwyn.

Built	2017
Number of units	93 (5 car and 9 car trains)
Graphic evacuation signage	Yes
Designated wheelchair position	Yes
Accessible toilet facility	Yes
Colour contrasting grab rails	Yes
Passenger information	Yes
On-board portable ramp	Yes
Reservations	No
Priority seating	Yes
Wi-Fi	Yes

We're always keen to hear any feedback on the support we give and how it affects customers who travel with us.

If you'd like some more information on the support we offer, or you'd like to tell us about your experience of our support, we'd love to hear from you. You can write to our Mobility and Inclusion Manager at:

Mobility and Inclusion Manager
Freepost GWR CUSTOMER SUPPORT

Other aspects of our service

If you have feedback about any other aspect of our service, here's how you can get in touch:

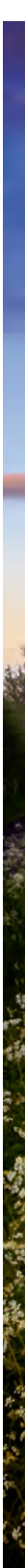
Write to:

Freepost GWR CUSTOMER SUPPORT

Email: GWRfeedback@GWR.com

Phone: 03457 000 125*

Notes





Further information



Freepost GWR Customer Support
GWR.com
03457 000 125* (0600 to 2300 daily)



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