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27 April 2021

Liz Collins  
Managing Director  
TransPennine Express  
By Email

Dear Liz,

**Approval of First TransPennine Express Limited's (TPE's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)**

Thank you for submitting TPE's revised Accessible Travel Policy (ATP) for approval.

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

When I last wrote to you on 23 July 2020 confirming the approval of TPE's previous ATP I asked for updates on a number of planned initiatives.

- We welcomed the information provided about how companions will be seated when accompanying wheelchair users, in particular where wheelchair space provision is in First Class on newly introducing rolling stock. We asked that TPE consider doing the same for family members, in particular dependent children travelling with a parent that has booked assistance. You were committed to reviewing this by 18 December 2020. Your revised policy confirms that only one space next to the wheelchair space can be guaranteed for a companion but TPE will endeavour to book other travellers nearby.
- We also asked for an update on TPE's planned review of taxi permits at a number of stations with a view to including the provision of wheelchair-accessible taxis in the permit regime. TPE has now set out that it is working with local taxi suppliers to ensure that wheelchair accessible taxis can be made available at its station taxi ranks within 20 minutes of a passenger requesting one. It has also indicated it is working closely with local councils who license taxis to encourage taxi companies that have a permit to operate from our stations to provide wheelchair accessible vehicles indicated that it is conducting.
- TPE set out that it would be undertaking activities to determine the most suitable prominent locations in around the communities it serves to display the passenger

leaflet. We ask that you update us on this by 30 September 2020. I shall be grateful for another update at the next planned ATP quarterly meeting.

I would also reiterate that station accessibility information must be accurate and up to date. ORR has commenced an audit of online accessible station information and will write to you with our findings in due course.

Please provide a branded version of all ATP documents by 25 May 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

As you are aware, ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021.

Yours sincerely,



**Marcus Clements**

# Accessible Travel Policy

April 2021



# Contents

4 Introduction

## **Our Commitment to Providing Assistance**

7 A1. Booking and Providing Assistance

16 A2. Information Provision

20 A3. Ticketing and Fares

23 A4. Alternative Accessible Transport

24 A5. Mobility Scooters and Mobility Aids

26 A6. Delays, Disruption and Emergencies

29 A7. Station Facilities

31 A8. Redress

## **Strategy and Management**

39 B1. Strategy

40 B2. Management and Arrangements

41 B3. Monitoring and Evaluation

42 B4. Access Improvements

44 B5. Working With Disabled Passengers,  
Local Communities and Local Authorities

45 B6. Staff Training

47 Contact Us







# Introduction

TransPennine Express is the intercity train operating company for the North of England and into Scotland, connecting key towns and cities with fast, high quality rail services, and our vision is ‘Taking the North Further’.

To deliver this vision, we have invested over £500 Million since 2016 to introduce three brand new fleets of NOVA trains, increasing capacity on our network through 220 new coaches. We have also invested in our stations to provide the facilities our customers want and need, such as changing places, waiting facilities and new ticket offices, and continue to explore new opportunities to add more features.

We are committed to delivering consistently excellent service, making journeys easy and convenient for all our customers. Our aim is to provide an accessible and welcoming railway for all and we will ensure that your needs as an older or disabled customer are properly considered in all aspects of service delivery. The end goal is enabling you to travel confidently and as independently as possible.

To help you in planning your journey, and to know what to expect, we produce this Accessible Travel Policy. This is made of up four elements:

- Our **Accessible Travel Policy**: A guide to our policies and practices which explains our strategy and vision for delivering accessible services (this document)
- Our **Accessible Travel Passenger Leaflet: Making Rail Accessible: Helping Older and Disabled Passengers**: a summary of practical information about travelling on our services and the wider UK rail network
- Our **stations accessibility information**: a summary of the arrangements and facilities at each of the stations which we manage and those where our services call
- Our **trains accessibility information**: which explains the accessible features on the trains we operate

Together these documents form this Accessible Travel Policy.

You can find all four elements online at [www.tpexpress.co.uk/travelling-with-us/assisted-travel](http://www.tpexpress.co.uk/travelling-with-us/assisted-travel) where they are available for download both in standard and accessible formats.

You can also pick up a copy of our Making Rail Accessible: Helping Older and Disabled Customers leaflet from any staffed station where our services call.



We also offer our Accessible Travel Policy in alternative formats, specifically:

- Braille
- Large Print
- Audio
- Easy Read

You can ask for an alternative format by contacting our Customer Relations or Assisted Travel Team. We will respond to your request within seven days.

We will review and update our Accessible Travel Policy each year to make sure that it includes any improvements we have made to our services.



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A.

# Our Commitment to Providing Assistance

We are committed to providing a reliable and easy to access service that allows older and disabled customers to arrange the assistance they may require to help them access any part of our network with confidence, using the national Passenger Assist system.

We continue to work closely with rail industry partners to improve the consistency and reliability of the

Passenger Assist service, particularly in relation to journeys that involve more than one operator.



# A1. Booking and Providing Assistance

Assistance can be provided wherever you need it across the national rail network using “Passenger Assist”, a system used by all train operators to coordinate assisted travel. Because it’s a national system you can use it to book assistance for your entire journey irrespective of the number of connections or train services you need to take, with one call. You can even purchase tickets all at the same time.

You can book assistance on our services and those of other train operating companies by contacting our Assisted Travel Team, who are available 6am to 11pm daily, excluding Christmas Day.

We will ensure our Assisted Travel Team is resourced to meet demand by monitoring volumes of requests and response times and adjusting our service provision accordingly. As detailed in section B6, Staff Training, our Assisted Travel Team receive training that ensures they understand the needs of our disabled and older customers. The team have an in-depth knowledge of the accessible facilities and features of our network, enabling them to provide the most appropriate advice.

You can request assistance for your journey from when tickets are

released, usually 12 weeks in advance, but for some services this can be as much as 24 weeks.

The amount of notice we ask you to give for requesting assistance varies depending on the journey you are undertaking. We recommend that you contact our Assisted Travel Team as soon as possible, and no later than 10pm the evening before your journey to ensure that we are able to make the necessary arrangements. However, if your journey is direct between two stations that TransPennine Express manage, you can call anytime up to two hours before you plan to travel. This is our ‘Express Assistance’ service., Please be aware seat and wheelchair user space reservations will not be available with this reduced notice.

By April 2021 we will reduce this notice period to 6 hours and then to only 2 hours’ notice by April 2022, meaning no matter where you are travelling, you can benefit from our Express Assistance notice period. We will achieve this by transitioning to the new Passenger Assist system being introduced by Rail Delivery Group and developed by Transreport which will enable staff to view assistance bookings via an App.

## Passenger Assist

Passenger Assist is the national system used by all UK train operators to coordinate assisted travel.

Because it is a national system, it means we can book assistance for your entire journey irrespective of the number of connections or train services your need to take, all in one request. Where possible, seat reservations will also be made, including priority seats, wheelchair user spaces and companion seats. You can also purchase tickets at the same time as requesting Passenger Assist, all within one call.

Passenger Assist draws station information from National Rail Enquiries, including station facilities and features as well as the latest information about access arrangements on stations and trains across the UK. Our Assisted Travel Team will use this information when making your booking.

To deliver a reliable assistance service, we will ensure that the information on National Rail Enquiries for the stations that we manage is regularly reviewed and updated where necessary. If for whatever reason one of the accessible features or facilities on our stations or trains is not available, or you make us aware of an issue with the information provided, we will ensure that information is updated on National

Rail Enquiries and our website within one business day. Where facilities that you may need on-board are out of use (e.g. accessible toilets) staff will try to advise you of this before you join the train.

When you call to make a Passenger Assist booking, our team will confirm the station accessibility features and the arrangements they have made for you, so that you are aware of what to expect when you travel. You will receive a confirmation email with the details of your assistance booking. In addition, station accessibility information can also be provided to you by post or email upon request.

To improve the coordination of Passenger Assist across the UK rail network, we are working with other train operating companies and Rail Delivery Group (RDG) to introduce the new Passenger Assist system, including the staff app, which will enable real-time communication between station teams, showing the live status of your assistance, along with any amendments.

Where Passenger Assist has been booked, we aim to provide a member of staff to help you on and off the train as soon as possible. When you arrive at a station where a train terminates its journey (such as Manchester Airport) it may take a little longer to meet you, and we will endeavour to assist you within five minutes of the arrival of your train.

## Unbooked Assistance

We can also provide help when you travel, even if it has not been booked in advance. You can turn up at any station that is accessible to you and request assistance onto a train from a member of staff directly, by using a help point, or by calling our freephone number 0345 600 1671. To help you understand which stations may be accessible to you without staff assistance, the accessible features of each of the stations where our services call are detailed on our website [www.tpexpress.co.uk/travelling-with-us/station-information](http://www.tpexpress.co.uk/travelling-with-us/station-information).

Our Assisted Travel Team will also be able to provide these details and advice about your journey.

Every TransPennine Express service has on-board staff who will be able to assist you to get on and off the train at any station where there are no platform staff available. We have ramps on board all our trains and strategically placed at stations where our services call.

We will always do our best to assist you and all members of our team are briefed to look out for customers with specific needs and offer appropriate help. Please bear in mind that if you need assistance and have not contacted us in advance, particularly during times of disruption it may take some time to provide. We may instead arrange

alternative accessible transport (at no additional cost) for you to an alternative station. If you need help getting off the train and have not booked assistance in advance, you should advise on-board staff who will arrange this for you.

## Accessing Unstaffed Stations

We always do our best to provide the assistance and help you need. If access to and from platforms at the station you plan to use is not possible, (e.g. if the station is not staffed at the time you wish to travel or because of a physical feature) we can arrange alternative transport to a convenient accessible station at no additional cost from where you can continue your journey by rail. When you book assistance, we will discuss with you the type of alternative transport you require so that we can make sure that the vehicle provided meets your needs.

## Connections To Other Train Services

When making train connections, please allow yourself enough time to transfer between trains. Depending on your needs, it may be that the time needed to transfer is longer than the times allocated in journey planning systems. Our Assisted Travel Team can advise you on recommended connection times when you are making your booking and can find alternative journeys for you when more time is needed.

## Station Wheelchairs and Buggies

All TransPennine Express staffed stations have wheelchairs which are able to be used by staff to assist customers for transfers around the station. We have invested in new station wheelchairs which feature luggage attachments, and in some locations are power assisted that enable staff to help more than one customer at a time, increasing the amount of assistance we can provide to customers. At some of the larger stations we serve such as Manchester Piccadilly, Leeds, Edinburgh Waverley and Glasgow Central, buggies are also available.

If you require use of a station wheelchair or buggy, please request this when booking Passenger Assist in order to ensure availability.

## Handover Protocol

The Office of Rail and Road (ORR) are developing a Handover Protocol, which is a set of rules which station staff must follow to ensure that all relevant information about your assistance is effectively communicated between boarding and alighting stations.

We will use the new Passenger Assist system to transfer all information between stations about Passenger Assist bookings, or unbooked assistance requirements. Until all operators are using the passenger assistance system at stations we will use dedicated passenger

assistance phone numbers for each of the stations we manage to pass information about your journey between operators, ensuring that there is an audit trail behind these calls. At staffed stations, supervisory staff or ticket office staff will be responsible for receiving calls. For unstaffed stations, calls or messages will be directed to the nearest hub station who will relay the information to the relevant on-board staff member. For those stations that are partially staffed our supervisory or ticket office staff will be available to answer these calls in hours where the station is manned, out of these hours these calls will be picked up by the nearest hub station, where the information will be relayed to the relevant onboard teams.

We will ensure that all information for every passenger assistance journey is correctly communicated to operators to ensure that your destination and any changing stations are prepared for your arrival; ensuring that any alterations to your journey are clearly noted.

## Platform Alterations

If platform alterations occur at short notice, our station staff can assist you to the correct platform. They will also:

- Update the Customer Information Screens at the station and make additional announcements
- Seek to identify any customers with disabilities and provide any assistance needed



- Try to give enough time for all customers to board the re-platformed train Intermodal connections

## Intermodal connections

If you are changing between modes of transport (e.g. from train to bus or taxi), we can provide assistance to help you make the connection as long as the interchange is within the immediate station area.

Working with local taxi suppliers, we ensure that wheelchair accessible taxis can be made available at our station taxi ranks within 20 minutes of you requesting one. We work closely with local councils who license taxis to encourage taxi companies that have a permit to operate from our stations to provide wheelchair accessible vehicles.

We provide all drivers who have permits to work at our stations with disability awareness training. As this is not a TransPennine Express managed service, we cannot guarantee that such taxis will be available at all times, and there may be a short wait to provide a taxi suited to your needs.

Our staff can help you to and from the station taxi rank. The contact details of local taxi operators for each station are displayed on our on-board digital screens as the train approaches the station, online at [nationalrail.co.uk](https://nationalrail.co.uk) and on station welcome posters should you need to arrange a taxi for your onward journey.

## Seats on trains

Seat reservations can be made on the majority of TransPennine Express services. These are available from as much as six months in advance, up to the day before your travel for services operated by Class 185 trains, and up to 2 hours before travel on services operated by NOVA trains (once all NOVA trains are deployed), although we recommend reserving a seat as soon as you can.

Seat reservations may not be available on some shorter distance journeys and are not available to season ticket holders. However, if you are mobility impaired or have a disability where it is beneficial for you to have a seat for your journey, we strongly recommend you make a reservation for a priority seat by contacting our Assisted Travel Team.

If you are travelling with others, we will do our best to reserve them a seat close to you but can only guarantee that one companion will be able to travel next to you.

## Wheelchair user spaces and priority seat reservations

All our trains have priority seats in each carriage, located near to an entrance door, and with additional leg room.

We ask our customers to give up priority seats for people who need them more when they have not been

reserved in advance, but it is not always obvious why someone with a nonvisible disability needs a seat. Our on-board team will be happy to help ensure priority use of these spaces is given to customers who need them most.

All our trains have two spaces for wheelchair users, accessible by wheelchairs with a maximum width of 70 centimetres and a maximum length of 120 centimetres. You can find the spaces for wheelchair users by looking for the wheelchair symbol on the outside of the carriage. Staff will deploy the ramp and help you to board or alight the train.

## **Class 185 Trains**

Each three coach class 185 train has two wheelchair user spaces located in coach C. The wheelchair user spaces are C98 and C99.

Each wheelchair user space has a folding table, plug socket with USB charging point, and call for aid button. Fold down seats are available in this area for companions.

The wheelchair user spaces are in standard class only. There is no access for wheelchair users to First Class on these trains.

## **Transferring to a fixed seat on Class 185 Trains**

If you need your wheelchair positioned adjacent to the seat, you will not be able to transfer to a seat on Class 185 trains.

If you can walk a small number of steps from your wheelchair to a seat, you can transfer to a seat in Coach C.

The seating closest to the wheelchair user spaces are First Class. Any wheelchair user transferring to a seat on these trains can travel in the First Class carriage at no additional cost where seating is available and not required by First Class ticket holders. If you transfer to a seat, you will be entitled to a complimentary hot or cold drink and a snack whilst catering is available. Customers wishing to enjoy the full First Class offering, including alcoholic refreshments and larger meals, have the option to upgrade to a First Class ticket.

Our retail offering will also be available for the purchase drinks or snacks. A companion seat can be booked in first class where your companion will be entitled to the same hot drink and snack, if they wish to access the full first class offering they will be required to purchase a first class ticket.

## **NOVA Trains**

Each five carriage NOVA train has two wheelchair user spaces located in coach E, which on these trains is First Class. The wheelchair user spaces are E01 and E02.

Each wheelchair user space has a table, plug socket with USB charging point, and call for aid button.

There are no wheelchair user spaces in standard class. This decision was taken for several reasons.

## Support

Our on board catering host is predominantly located in First Class meaning that they can be on hand to assist wheelchair users should the conductor or station staff be unavailable.

## Certainty

We recognise the guarantee that the wheelchair user space will be available, and not taken up by other customers, pushchairs, bicycles or luggage is crucial. With the wheelchair user spaces in First Class, we can guarantee the space, with easier access to get to and from, even when the train is busy.

## Reliability

The availability of the accessible toilet on board the train is recognised as being of paramount importance. With the toilet in the First Class section of the train, the demand for this facility is reduced, adding to its reliability and availability for wheelchair users who may not be able to use or access other toilets on the train.

## Ticket Validity on NOVA trains

Wheelchair users with standard class tickets will travel in the First Class carriage at no additional cost and will be entitled to a complimentary hot or cold drink and a snack whilst catering is available. However, customers wishing to enjoy the full First Class offering, including alcoholic refreshments and larger meals, have the option to upgrade to a First Class ticket. Our retail offering will also be available for the purchase drinks or snacks.

## Companions on NOVA trains

There is one allocated companion seat per wheelchair user space. These are seats E03 and E05. Companion seats can be reserved through our assisted travel team when a wheelchair user assistance request is made.

Where a wheelchair user is travelling with a companion and assistance has not been booked, our conductors will endeavour to make the companion seat available.

The offers for Disabled Persons Railcard Holders and reduced fares which apply for wheelchair users and one companion remain unchanged.

Seat E04 is permanently non-reservable, and so may be available for additional companions when not required by First Class ticket holders.

The carriage of additional companions in the First Class carriage with a standard class ticket will be at the discretion of the conductor, determined through consideration of the demand for First Class at the time of travel.

Companions will similarly benefit from a free hot or cold drink and a snack whilst catering is available, with the option to upgrade to First Class to benefit from the full catering offer, or purchase drinks or snacks separately.

## Transferring to a fixed seat on NOVA trains

There are two options available to customers wishing to transfer from a wheelchair to a fixed seat whilst on board.

Customers who need their wheelchair positioned close to the seat enabling transfer with minimal steps should access the wheelchair user spaces in the First Class carriage of the train and transfer to one of the designated companion seats. An additional companion seat can be booked to ensure two seats are available.

Customers using a station wheelchair can board any coach, and then make use of the priority seats on board.

Our assisted travel teams can discuss your preferences with you and book assistance and reserve seats based on these.

Whichever TransPennine Express train you are travelling on, use of the wheelchair user space will always be prioritised for wheelchair users or mobility scooter users with a Rail Ready pass.

If you have not reserved a wheelchair user space, we will allocate any unreserved wheelchair user spaces on a first come first served basis.

Some of our services can be busy, particularly at peak times or when events are taking place across our

network, so we strongly recommend you reserve wheelchair spaces or priority seating and book assistance in advance.

If you have arrived at a station and not reserved a seat or wheelchair user space in advance you may need to wait for the next available service with a space or seats available.

Our Assisted Travel Team can make reservations for seats and wheelchair user spaces where available for you at the same time as booking your assistance and buying your travel tickets. They also can make seat and wheelchair user space reservations on trains run by other train companies who provide this facility if you are not making your entire journey with us. Where assistance has been booked but a specific seat or wheelchair space has not been reserved, (e.g. where reservations are not possible on other operators services) we will make this clear to you at the time of booking and confirm this in the Passenger Assist confirmation email.

If you do not have a seat or wheelchair user space reserved, and we are unable to provide travel on an alternative service within an hour of your intended journey time, we will provide alternative accessible transport for you and your companion to the nearest convenient station where a service to your destination with capacity is available.



## **If you have not made a seat reservation**

If you are an older or disabled customer and you have not made a reservation, we will make every effort to ensure you can find a seat. If you are unable to find a seat on board, please inform the on-train staff, usually located at the rear of the train or in First Class who will be pleased to assist you.

## **Assistance Dogs**

We welcome assistance dogs, including guide dogs and hearing dogs on all our trains in any carriage. Our on-board staff will be happy to provide drinking water for assistance dogs if required.

If you have an assistance dog, we recommend you contact our Assisted Travel Team and reserve two priority seats to make sure there is space on the train for your dog to lie down safely and comfortably.

## **Assistance Cards and Lanyards**

We offer cards and lanyards which you can use to communicate your needs to our staff.

### **Sunflower Lanyards**

We actively promote and distribute Sunflower Lanyards to customers with non-visible disabilities who want railway staff to be discreetly alerted to their possible need for assistance during their journey.

## **Assistance Cards**

You can use an assistance card when you travel to help us understand what help you need. The card has space for key information including your name and emergency contact details in case these are needed whilst you are travelling. You can also write a message on the card so staff can quickly understand what help you need, e.g. I need a priority seat.

Assistance cards and lanyards can be collected from TransPennine Express station ticket offices, or you can request them from our Customer Relations and Social Media Teams. You can find more information about how to get a lanyard or card on our website [www.tpexpress.co.uk](http://www.tpexpress.co.uk)

All of the assistance card and lanyards we provide are unbranded, meaning that you can use them across the rail network or other recognising organisations, and staff and customers should quickly understand that you need help whilst travelling.

# A2. Passenger Information and the Promotion of Assisted Travel

## A2.1 Accessible Travel Policy Documentation

We will ensure our Accessible Travel Policy and in particular the Passenger Leaflet are widely available, helping you to understand the services and assistance available and how to obtain it.

In addition to being available on our website to download (in Word and PDF formats) the Passenger Leaflet can also be provided on request from our Assisted Travel Team and from information points, ticket offices and leaflet racks at all staffed stations where our trains call. We ensure that at the stations we manage, we place all information about accessing our services in a position that both wheelchair users and standing customers can access easily.

We will be happy to provide alternative formats of our Accessible Travel Policy documents.

Additionally, we are working with our stakeholders and user groups to identify locations which may benefit from offering copies of the leaflet. These may include community centres, job centres, citizens advice bureaux, libraries, and tourist information centres.

## A2.2 Stations and Rolling Stock Accessibility

### Station Accessibility Information

Details to help you plan your journey are available on our website [www.tpexpress.co.uk](http://www.tpexpress.co.uk) where you can find information on the accessible features at each of the stations we serve.

The same information for every station on the UK rail network is provided on the National Rail Enquiries website.

We regularly review the station information within the National Rail Enquiries system for the stations we manage and make use of the station alert feature to communicate any changes to facilities or services which may impact your journey. This includes any temporary restrictions, for example, because of building work or when facilities such as lifts and toilets at stations are out of order. If you book assistance via our Assisted Travel Team, they will advise you of any accessibility issues reported on the Passenger Assist system relevant to your journey.

## **Train Accessibility Information**

Details to help you understand what facilities are provided on board our trains are available on our website [www.tpexpress.co.uk](http://www.tpexpress.co.uk). This includes train layout diagrams and key information such as the number of priority seats and toilets.

### **A2.3 Passenger journey information**

We recognise that you may use the railway infrequently or be an occasional user of our services and may not know how to best access information which will help you to travel with confidence. This can be a particular problem when services are disrupted. We have various solutions in place to provide this information.

#### **At the Station:**

### **Train Arrival and Departure Information**

All our stations are fitted with audio and visual real-time information systems, giving clear and consistent information for train departures and advice regarding any delays or disruption. This includes up to date train running information on customer information screens on all platforms where our services call. We also make audio announcements when there are any changes to the schedule and when a train is approaching a station.

At times of disruption, our staff will update information screens as soon as they can. We will also make announcements to keep you informed of the situation and staff will actively seek to identify those customers who may need assistance.

At stations we manage, customer information screens also show information about the formation and facilities on our trains, helping you to easily find each coach, the wheelchair user spaces and bike spaces.

### **Wayfinding and Connections to Other Transport**

All our stations have posters displaying information about the station, facilities and accessibility information. The posters include a station map, the contact details of our Assisted Travel Team and those of any other train operators whose services call at the station.

At stations we manage, we have worked with local authorities to provide wayfinding signage at the station giving the direction and distance of key attractions, e.g. Town Centre, Library, Town Hall etc.

Within our stations, signage is provided directing customers to platforms and key facilities such as accessible toilets and changing places where provided.

## **Delays, Diversions and Disruption**

We recommend you 'check before you travel' to determine whether there have been any changes to the service which may affect your journey. You can do this by visiting our website [www.tpexpress.co.uk](http://www.tpexpress.co.uk), checking our social media channels, using our App or checking on National Rail Enquiries at [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

We also offer a service called JourneyCheck. This can be used to check the status of any of our routes or services, and you can also set up an alert, so that you get a notification in advance if there is a change to services which may affect your journey.

If you have booked assistance, and we know more than 24 hours in advance that the journey is no longer viable due to engineering works, industrial action, severe weather or other issues affecting the service, our Assisted Travel Team will try to contact you to discuss your journey and make alternative arrangements or provide a refund if you choose not to travel.

Where we identify an issue which will affect your journey less than 24 hours before you travel, information about alternative arrangements will be provided when you arrive at the station. Larger disruption will also be communicated via our website, app, social media channels and

JourneyCheck. Where replacement transport is in operation we will provide, where possible, visual information on our customer information screens and make automatic announcements or staff announcements to direct customers to the vehicle pick up point.

Our station and on-board staff are trained to anticipate your needs, which also covers mental, intellectual or sensory impairments. They will communicate news of any service disruption and provision of alternative transport via the Passenger Information Systems or, where possible, in person.

## **On the Train**

All our trains have public address equipment and visual displays in each coach showing the destination of the train and the next station stop, as well as key safety information.

Our on-board staff are trained to provide timely, helpful and clear announcements and will ensure these are made in sufficient time for customers, you to prepare to alight, at least two minutes before arriving at each station.

Our team will make announcements about any alterations to the normal service, including delays. If you have difficulty hearing such announcements, please advise on-board staff at the earliest opportunity.



## A2.4 Information Points, Help Points and Contact Centres'

### Information Points

We have information points at some of our busier stations, including Manchester Airport and Hull. These are located in key areas of the station, including on the concourse or on platforms. Signage is provided to direct you to these where they are not immediately obvious. At stations which do not have an information point, the ticket office provides this service.

Our station information points are staffed at the same times as our ticket offices and can provide you with information about:

- Station facilities.
- Train services, including timetables, connections, fares and the accessibility of the train.
- Delays, disruption, diversions or emergencies taking place along the route which may affect your journey.
- Confirm your Passenger Assist arrangements.

They can also help with any other general enquiries you may have.

At each of our staffed stations we place timetables, posters, information leaflets, (including our Making Rail Accessible: Helping Older and Disabled Passengers leaflet) and other materials in a position that both wheelchair users and standing customers can access.

### Help Points

We have help points at our stations, both in the station and in the car parks we manage, installed at a height usable by all customers including wheelchair users. These are large, round, white units with push buttons for information or emergency contact. Staff answering these help points will be able to help you with local information, train running details, assistance requests and information relating to other operators and stations.

### A2.5 Websites

Our website [www.tpexpress.co.uk](http://www.tpexpress.co.uk) is designed to provide easy access to read and download information, that covers everything you need to know about our Accessible Travel Policy and processes.

In July 2020 the ORR alongside the Shaw trust undertook a review of our website against Web Content Accessibility Guidelines (WCAG) AA standards after analysing the results we formulated a development plan that ensures we reach this standard by December 2021.

# A3. Ticketing and Fares

## Buying a Ticket

Tickets can be bought from the ticket office at staffed stations, at stations with a ticket machine, by phoning our Customer Relations Team, online at [www.tpexpress.co.uk](http://www.tpexpress.co.uk), via our App which is downloadable from the App Store (iOS/Apple) or Play Store (Android) or by contacting our Assisted Travel Team. Third party retailers are also available.

We are committed to providing you with impartial and accurate ticketing information and advice about the best ticket options for you, irrespective of which train operator provides the service you wish to use.

We also want you to purchase the right type of ticket for your journey. On some trains, it is not possible for permanent wheelchair users to access First Class. On our website, app and ticket machines, we include a notice to warn you when you select First Class, and advise checking the rolling stock information for the operator you are planning to travel with, or contacting our Assisted Travel Team before making your purchase.

Where it is difficult for you to purchase a ticket before you travel due to your disability, you will be able to buy tickets on board the train or at your destination. You will still receive any fare reductions that you are entitled to, and no penalties for ticketless travel will be applied.

## Railcards

### Disabled Persons Railcard

A Disabled Persons Railcard is available to people with one or more of a range of disabilities. They are valid for one or three years and they give you and your companion discounts on standard and First Class tickets throughout the Great British rail network. Currently a one-year Railcard costs £20 and a three-year Railcard costs £54.

If you have a Disabled Persons Railcard, we will give you a discount of up to 34% when you buy your tickets online or at a ticket machine. At the ticket office, you just need to show your Railcard when you buy tickets. You also need to carry your Railcard with you when you travel for when your tickets are checked.

If you do not already have a Disabled Persons Railcard, you can find out more and apply for one by going online to [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk), by calling National Rail Enquiries on 0345 748 4950 or 0345 605 0600 (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office.

You will need to supply proof of disability as part of your application.

### Senior Railcard

Senior Railcards are available to anyone aged 60 and over. They are valid for one year or for three

years and give you up to a third off standard and first-class tickets for journeys throughout Great Britain.

If you have a Senior Railcard, we'll give you a discount when you buy your tickets online, at a ticket office or from a ticket machine. At the ticket office you just need to show your Railcard when you buy your tickets. You also need to carry your Railcard when you travel for when your tickets are checked.

If you do not already have a Senior Railcard, you can find out more and apply for one by going online to [www.senior-railcard.co.uk](http://www.senior-railcard.co.uk), by calling National Rail Enquiries on 0345 748 4950 or 0345 605 0600 (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office.

### **Concessionary Fares – without using a Railcard**

Discounts are also available in some cases, which may not require you to have a Railcard.

If you are blind or visually-impaired or you travel in your own wheelchair, you are entitled to the concessions detailed below. Please be aware these cannot be purchased from the ticket machine and should be purchased from station ticket offices. If there is no ticket office at the station where you board you may pay the concessionary fare, without penalty, during the journey or at your destination.

### **Blind or visually-impaired customers travelling with a companion**

If you are registered as blind or visually-impaired and you are travelling with another person, the concessionary discounts below apply to adult fares only for both you and your companion. You cannot get a discount if you are travelling on your own, unless you have a railcard. You must show a document confirming your disability when you buy your ticket and when travelling. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK.

If you are blind or visually-impaired, you can buy one adult season ticket that enables a companion to travel with you on National Rail services only at no extra cost (so two people travel for the price of one). It doesn't have to be the same person travelling with you on every journey. Please take evidence of your visual impairment (as described in the paragraph above) with you to prove your eligibility.

### **People who stay in their own wheelchair for a rail journey**

If you stay in your own wheelchair during a journey and you do not have a Railcard, you are eligible for the concessionary discounts below on both adult and child fares.

The discounts below apply if you are travelling alone and are available to one adult travelling with you.

### Concessionary Fare Discounts

#### First Class/Standard

Anytime Singles or Returns	34% off
Anytime Day Single	34% off
Anytime Day Return	50% off

In many cases, Off-Peak, Super Off-Peak or Advance tickets may cost less than the discounted Anytime Fare. Ticket office staff will make you aware if there is a cheaper fare available.

### Ticket machines

We have at least one self-service ticket machine at every station we manage. They sell a range of tickets and can issue reduced-rate tickets to holders of a Disabled Persons Railcard and their companions as well as holders of Senior Railcards.

Our ticket machines meet the latest standards and include a function to lower the content on the screen to make them easier to use for shorter customers or wheelchair users. Key features include the card reader and keypad being located between 700mm and 1200mm from the floor, making them easy to reach for all.

### Ticket gates

Ticket gates are used at many train stations. Where there are ticket gates in operation at our stations, there is at least one wide aisle gate, perfect for customers with luggage or a wheelchair or scooter users.

Our ticket gates are normally staffed but we will ensure that they are kept in the open position if this is not the case.



# A4. Alternative Accessible Transport

We will ensure you can make as much of your journey by rail as possible, but the accessibility of the stations at which our services call and across the UK rail network does vary considerably.

If you cannot access a train service because of a physical feature at a station the station operator will provide alternative accessible transport for you and your companion, usually a taxi, at no extra cost to you, to the nearest most convenient accessible station from where you can continue your journey by rail. We can arrange this for you when you contact us to request assistance.

Our Assisted Travel Team will ask you the type of alternative transport is most suitable so that we can make sure the arrangements are considerate of your needs.

If you are not aware until you arrive at the station that you cannot access it, contact numbers are provided on the station welcome poster which you can use to contact the Assisted Travel team who will make arrangements to transport you to the nearest convenient accessible station. Where this has not been arranged in advance, there may be a wait whilst the correct vehicle to meet your needs is sourced.

# A5. Mobility Scooters and Mobility Aids

We understand that scooters are useful for many people – but carrying them on trains can cause problems because of their size, weight and manoeuvrability. Your safety and the safety of our other customers and staff is our top priority.

If your scooter fits within the dimensions below and has a combined weight of less than 300Kg when you are riding it, you can be issued with a scooter card, meaning that your scooter can be taken onto any TransPennine Express train.

## 3 Wheel Scooter

Length: 120cm  
Width: 70cm

## 4 Wheel Scooter

Length: 110cm  
Width: 55cm

These dimensions have been informed by Department for Transport (DfT) standards, specifically the Rail Vehicle Accessibility Regulations (RVAR) and Persons of Reduced Mobility Technical Specification for Interoperability (PRM-TSI). We have also used risk assessments to determine these requirements, considering the manoeuvrability of the scooter, and the weight limit is determined by the maximum allowed weight on the ramp between the platform and the train.

To apply for a scooter card, visit [www.tpexpress.co.uk](http://www.tpexpress.co.uk) and download the application form.

We recommend that where possible you transfer from your scooter to a seat whilst travelling, and when disembarking, drive down the ramp facing forwards, then wait for the ramp to be removed before manoeuvring so that you have more space on the platform.

If you have a scooter which is folded and carried as luggage it can be taken on any of our trains, even if you don't have a scooter card, however if it is too big to be issued with a scooter card, and cannot be folded, you will not be able to bring it with you on our trains. In this case you may wish to instead consider requesting a station wheelchair to help you when travelling.

If you are travelling with a scooter, we recommend contacting our Assisted Travel Team who will be able to arrange assistance for you when boarding or alighting the train.

Remember that when making a journey that involves more than one train operator you may find that each operator's policy relating to scooters varies. Our Assisted Travel Team will be able to help by advising you on each operator's policy on scooter carriage and booking assistance where possible.

Full details of our trains, with diagrams illustrating the layout and the location of facilities and features of relevance to disabled customers, are shown on our website at [www.tpexpress.co.uk](http://www.tpexpress.co.uk).

### **Walking Frames and Rollators**

Walking frames and rollators may be carried on board any TransPennine Express service.

We recommend booking assistance to help you with any luggage you may have, with boarding and alighting from the train, and to assist you to your seat. Where your journey starts or ends or a transfer is needed at a larger station, you may find it helpful to make use of a station wheelchair or buggy. Our Assisted Travel Team can arrange this for you in advance.

If you use a walking frame or rollator, we recommend that you use the priority seating which is available throughout the train. Once on the train, please fold your walking frame or rollator and store it in one of the luggage racks provided or between the seats, taking care not to block any aisles or exits.

# A6. Delays, Disruption and Emergencies

We understand that disruption to services and facilities can cause particular difficulties for older and disabled customers. We are committed to improving the management of service disruption for all our customers.

When services are disrupted, we will do everything possible to ensure that you are able to continue with your journey, proactively taking your needs into account in both our contingency plans and the service we provide on the day.

## In advance of travel

When you plan your travel our Assisted Travel Team will be able to advise you of any planned engineering works or amended train operations that might affect your journey and advise you of the best options, which may include taking an alternative route, using alternative transport or travelling at a different time of day.

## Rail Replacement Transport

### Planned Rail Replacement Transport

To enable Network Rail to carry out repairs, maintenance and upgrades to the rail network, it is sometimes necessary to replace train services with road transport.

If replacement buses are required for any reason to replace part or all of your train journey we will ensure that suitable accessible transport is available instead.

We will be alerted to major planned engineering works up to 12 weeks before they are set to take place, therefore we will take appropriate steps to secure accessible substitute coach or buses to fulfil this proportion of your journey.

We work closely with third party suppliers and local transport companies to provide accessible coaches and buses wherever possible however this may not always be achievable. It is mandated as part of our contract that we commit to resolving this and we continue to strive for a fully PSVAR compliant rail replacement infrastructure.

If you cannot access the coaches or buses which are available, we will provide you with a taxi suited to your needs. This can be arranged in advance at the time of booking assistance for your journey.

If you have not booked in advance, there may be a short wait whilst we source a vehicle suited to your needs.

## Emergency Rail Replacement Transport

Occasionally, events occur on our network such as flooding, service disruption, fatalities, trespass or other issues which mean we are unable to operate trains. Where there is a gap in service of over an hour, we will seek to provide road transport to keep all our customers moving.

We work with third party suppliers and local transport companies to try and provide accessible coaches and buses, but this will not always be possible, especially at short notice due to a general lack of supply of accessible vehicles across the coach and bus industry.

Where assistance has been booked in advance, and the service you are booked to travel on is replaced by road transport, our control team will review Passenger Assist and ensure your requirements are communicated to our road transport supplier so that a suitable vehicle is ordered as early as possible.

If you do not have Passenger Assist booked, and the coach or bus in use is not accessible to you, station staff will make arrangements to provide a vehicle suited to your needs, although there may be a short wait whilst we source this.

## **During your journey**

### **At the Station**

We make announcements at all our stations to update you should disruption occur and update our customer information screens with latest travel information. You can also use help points provided at stations to contact our team who can give more specific service information.

Station Information notices at the entrance to our stations show contact details for both our

Customer Relations and Assisted Travel Teams, as well as for other operators. Severe disruption will be communicated at stations, and in the form of banners across the top of rail websites such as [www.nationalrail.co.uk](http://www.nationalrail.co.uk) and [www.tpexpress.co.uk](http://www.tpexpress.co.uk) via our social media channels, on our App and on JourneyCheck.

If disruption occurs before your train has left the station, we normally offer travel on the next available service and station teams will help you to rearrange your booked assistance.

Where facilities that affect disabled travellers are out of use e.g. accessible toilets, we will try to advise you of this before you join the train. We will also report the fault to our maintenance teams so that it can be fixed quickly.

### **On the Train**

If service disruption occurs whilst you are on the train our on-board team will be able to advise and assist you. If you haven't booked assistance in advance but require help or advice make yourself known to a member of on-board staff, who are usually located at the rear of the train or in First Class. All on board staff are encouraged to provide the highest levels of customer service and empowered to resolve appropriate issues "on the spot". If a train terminates before it has arrived at its destination, the on-board staff will arrange assistance for you for your onward travel.

If you need to change your journey due to service disruption, staff will assist you with arranging your revised journey and any assistance you require. If you have booked assistance, we will also inform other operators and stations about the changes to your journey so they can still provide the assistance you need. If we are not able to run train services at all and you wish to travel on a different day, our Assisted Travel Team can help you to make a new booking. We can also arrange accessible transport to take you back to the station where you started your journey if this is more convenient.

If services are going to be disrupted for a longer period of time, or if we are aware more than 24 hours before you travel that there is going to be a problem and you have booked assistance, our Assisted Travel Team will try to contact you to make you aware of the changes and provide advice, including helping you make new arrangements where appropriate, or arranging a refund.

## **TransPennine Route Upgrade**

We anticipate that the TransPennine Route Upgrade engineering works may impact services between Manchester and York during from 2019 to 2024 and beyond. We will work closely with our industry partners including Network Rail, Transport for the North, other Train Operating Companies and other public transport operators to ensure that onward journeys are well managed and that arrangements

for customers requiring assistance will be identified and communicated including suitable alternative routes for all customers to use when parts of the network are closed.

## **In the event of an emergency**

Keeping our customers safe is our priority. Our emergency plans for stations and trains include how to support people with a disability or who may be less mobile during an emergency.

### **On-board**

All our on-board staff are trained in emergency procedures and they will supervise any action that needs to be taken. Safety information is provided in the vestibules on all our trains with clear diagrams and pictures, and in the rare event of an emergency on a train, our on-board team will advise and help you. In nearly all cases the safest option is for all customers to remain on the train and wait for instructions until our team have fully assessed the situation.

If you do have to leave the train between stations, the emergency services will provide equipment and assistance to help you get off the train safely.

### **At Stations**

If we need to evacuate a station, we will use the station Public Address System to alert you. Information will also be shown on the customer information screens. Staff will direct you to a point of safety, including refuge points, and provide assistance where required.



# A7. Station Facilities

## A7.1 Left luggage

We do not provide a left luggage service at our stations; however accessible left luggage facilities are provided at some of the larger stations where our trains call operated by Network Rail, including Manchester Piccadilly, Edinburgh Waverley, Leeds and Glasgow Central.

## A7.2 Disabled parking

We have car parking facilities at the majority of our stations. Wherever we operate car parks, we provide a minimum of 5% marked bays for Blue Badge holders, located as close to the station as possible, and have gained Disabled Parking Accreditation from the British Parking Association.

We ensure that the Blue Badge parking bays are located close to the station entrance to reduce the distance which older and disabled customers need to travel to access the station.

We offer use of the Blue Badge parking bays free of charge when an international Blue Badge permit is correctly displayed in the windscreen of the car.

We frequently monitor the use of our car parks to make sure that designated spaces are not being used by people without Blue Badges. Our car park management company carry out regular checks at each car park operated by TransPennine Express.

These checks include usage monitoring and issuing of parking charge notices to any vehicle which is not displaying the correct ticket or blue badge.

Should all of the Blue Badge spaces be in use when you arrive at the station, you may park in a standard bay free of charge providing the International Blue Badge permit is correctly displayed in the windscreen of the car.

## A7.3 Facilities and Service provided by third parties

Where we provide facilities and services using third parties, we will work with them to ensure that these operators are aware of the needs of disabled customers. As service providers they have their own obligations under the Equality Act 2010, but we will monitor the service they provide, share any feedback we receive and work with them to improve the accessibility of facilities and services including highlighting to them any deficiencies that have been brought to our attention.

## A7.4 Replacement Facilities

Our station management team conduct regular checks at our stations and our on-board teams report any faults they see on trains, so any defects can be put right as quickly as possible. If for whatever reason one of the accessible features or facilities on our stations or trains is not available, we will take all reasonable steps to fix this as soon as we are able to.

We communicate any changes to station facilities on National Rail Enquiries and our website within one working day of notification, and where known, we will publish an expected timescale for facilities to return to use.

We communicate any changes to train facilities on JourneyCheck.

We invite customers to report faults with our station or on-board facilities using our fault reporting tool. You can find this on our website at [www.tpexpress.co.uk/help/contactus/report-a-fault](http://www.tpexpress.co.uk/help/contactus/report-a-fault) or in our App.

## **A7.5 Station Entrances**

If for any reason it becomes necessary for us to permanently alter facilities at any of our stations, leading to restricted access for disabled customers, we will consult the Department for Transport, Transport Focus, Transport for the North and local access groups before any permanent changes are undertaken. These changes will not be made unless approved by the Department for Transport.

We will take into account the needs of disabled people when restricting or temporarily closing access points at stations (for example during building works) and ensure that any temporary or permanent reductions in access comply with the Joint Code of Practice in relation to unobstructed progress.

# A8. Redress, Feedback and Complaints

## Redress for problems with your Assistance

Our staff work hard to provide you with the help and assistance you need to be able to complete your journey with ease, however we recognise that sometimes, things do not go as planned.

Often, problems can be best resolved by discussing them with staff at the time, so that they can address any concerns you have there and then. If you still feel you need to provide feedback after travelling, please contact our Assisted Travel Team. Contact details can be found in section 4 of this leaflet.

## Investigation and Improvements

Where you tell us about an issue you have experienced with your assistance, we will investigate, and provide you with an explanation.

Where you have experienced an issue which involves multiple operators, you should contact the operator who's train you were travelling on, or about to travel on when the issue occurred. If this is us, we will respond to your complaint on behalf of all of the train and station operators involved, providing you with an explanation of the root cause. If during our investigation we identify that the bulk of your complaint relates to another operator you have travelled with, we

will inform you and with your express permission transfer the complaint to them so that they may address your concerns directly.

We will reply to your request for redress as quickly as possible, in plain English and jargon free, but it may take a little time to investigate and collect the information we need. Please be aware that it may take up to 20 working days for you to receive a response.

We recognise the importance of learning from your experience, understanding what works well, and what doesn't. We use feedback from our customers to shape our services and inform our decisions, and where required, we will make changes to our processes and procedures to ensure that we address issues to prevent a repeat of issues.

## Compensation

It is important to us that you have a smooth and seamless journey, however we recognise that sometimes this doesn't always happen. If you feel like you have had an unsatisfactory experience with your passenger assistance you should report it to our passenger assistance team, where we will investigate this for you and consider compensation on a case by case basis.

There are two forms of compensation, passenger assist compensation and delay repay compensation, these can run alongside one another for example if your passenger assistance was delayed and the next leg of your journey was also delayed.

You can claim Passenger Assist Compensation by contacting our Assisted Travel Team. You will need to provide a copy of your train ticket (or proof of purchase) along with your Passenger Assistance reference number, which can be found on your confirmation email.

Where Passenger Assistance has not been provided due to a delay, and both Delay Repay and Assisted Travel Compensation could apply, you will be entitled to compensation for both issues, up to a combined value of your purchased ticket for that journey.

If you have experienced other issues with assistance which have not caused delay, please tell us, again providing your Passenger Assistance reference number where available, and we will consider compensation on a case by case basis.

We recognise the importance of giving you confidence to travel, which is why if you have booked Passenger Assist in advance for travel on our services and arrive at your final destination, delayed for

15 minutes or more due to issues with your assistance, (e.g. staff not being available to assist you) we are happy to offer you Passenger Assist Compensation.

### **Advanced Purchase, Single or Return Tickets:**

#### **Delayed for 15 to 29 minutes**

Claim 25% compensation of your single ticket or 12.5% of your return ticket cost.

#### **Delayed for 30 to 59 minutes**

Claim 50% compensation of your single ticket or 50% of the relevant delayed portion of your return ticket.

#### **Delayed for 60 to 119 minutes**

Claim 100% compensation of your single ticket or 100% of the cost of the relevant portion of your return ticket.

#### **Delayed for 120+ minutes or unable to complete your journey**

Claim 100% compensation of the cost of your single ticket or 100% cost of your return ticket (i.e. both portions, not just one way).

### **Season Tickets**

If you have a season ticket, we will compensate you a proportion of the value of your season ticket where you have experienced a delay to your journey due to issues with your assistance.

Use the table to calculate the amount of Passenger Assist Compensation. Divide the cost of your Season Ticket type over the number underneath delay times.

Season Ticket Type	15 to 29 Minutes	30 to 59 Minutes	60 to 119 Minutes	120 Minutes + or Unable to complete your journey
Weekly	40	20	10	5
Monthly	160	80	40	20
Quarterly	480	240	120	60
Annual	1856	928	464	232

For example, if you have a weekly season ticket for travel between Huddersfield and Leeds which cost £35.20, and on one journey, due to assistance not being provided, you were unable to complete your journey, you would receive a guaranteed refund of £7.04.

### Concession Card

If you have a concession card entitling you to free travel with TransPennine Express, and you have experienced a delay to your journey due to issues with your assistance, we will compensate you:

#### Delayed for 15 to 29 minutes

Claim 25% compensation of the equivalent anytime day single ticket.

#### Delayed for 30 to 59 minutes

Claim 50% compensation of the equivalent anytime day single ticket.

#### Delayed for 60 to 119 minutes

Claim 100% compensation of the equivalent anytime day single ticket.

### Delayed for 120+ minutes or unable to complete your journey

Claim 100% compensation of the equivalent anytime day return ticket.

### Feedback and Complaints

We appreciate that you may have received all of the assistance you need to complete your journey, but you may still wish to contact us about other elements of your journey, such as facilities on the train or at stations to meet your needs, policies and procedures, or the conduct of staff.

You can provide this feedback by contacting our Assisted Travel Team or Customer Relations team.

Where you tell us about an issue you have identified, we will investigate, and provide you with an explanation.

If when investigating your feedback, we identify that the bulk of your complaint relates to another operators station, trains or staff, we will inform you of this, and with your consent, transfer your complaint to the most appropriate operator to respond to you directly.

We will reply to your complaint as quickly as possible, in plain English and jargon free, but it may take a little time to investigate and collect the information we need. Please be aware that it may take up to 20 working days for you to receive a response.

We recognise the importance of learning from your experience, understanding what works well, and what doesn't. We use feedback from our customers to shape our services and inform our decisions, and where required, we will make changes to our processes and procedures to ensure that we address issues to prevent a repeat of issues.

We will consider compensation for complaints about the accessibility of our stations, trains and services individually.

## Escalation

Please give us the opportunity to try to resolve your request for redress or complaint. If you are unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman.

The Rail Ombudsman is there to help resolve complaints between us and our customers. It's free to use their services and they are independent of the rail industry. They don't take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn't happen, they will make a decision based on the evidence they've received. If you agree with their decision, then we have to act on what they say.

You can appeal to the Rail Ombudsman if:

- You're unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a 'deadlock letter'); or
- We haven't resolved your complaint within 40 working days of receiving it; and;
- No more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman won't be able to look into, for example if it's about the way one of our services has been designed, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established. If that's the case, then they'll contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help



you further, such as Transport Focus, the independent consumer watchdog for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

On-line chat: [www.railombudsman.org](http://www.railombudsman.org)

Telephone: 0330 094 0362

Textphone: 0330 094 0363

E-mail: [enquiries@railombudsman.org](mailto:enquiries@railombudsman.org)

Rail Ombudsman

Post: FREEPOST, 1st Floor, Premier House, Argyle Way, Stevenage SG1 2AD





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# **B.** **Strategy and Management**

# B1. Strategy

We are committed to making strides to consistently give older and disabled customers and those with non-visible disabilities the confidence to travel with us.

Recent years have seen us deliver significant investment in our stations and trains for the benefit of our customers, which will continue through our new National Rail Contract as we complete the rollout of our NOVA fleet and install changing places facilities at some of our stations.

We recognise the importance of providing consistency in approach and service provision across the rail network and we will continue to proactively work with industry partners to deliver continuous improvement, engaging with customers, their representatives and user groups.

# B2. Management and Arrangements

Our Accessibility and Integration Manager is responsible for the development and maintenance of our Accessible Travel Policy along with our strategy to improve the accessibility of our stations and services.

At an executive level, this policy and strategy is owned by the Strategy Director.

Our strategy is informed by:

- Customer insight
- Industry guidance and legislation
- Best practice from the railway and other industries
- Stakeholder feedback

We ensure accessibility is a consideration in all projects delivered across the business, with an Equality Impact review being required for all business cases. These reviews are provided by the Accessibility and Integration Manager, with project managers required to make amendments to meet the needs of customers with protected characteristics as defined by the Equalities Act 2010 before the project may proceed. Where significant changes are proposed, Diversity Impact Assessments may be carried out to inform the approach to be taken.

Our customer service managers will ensure all aspects of our Accessible Travel Policy, including the Joint Code of Practice is delivered consistently and reliably across all aspects of the customer journey partnered by our Fleet directorate in relation to the quality of our trains.

We will ensure that every member of our team understands their responsibilities in relation to improving the travel experience of our older or disabled customers. Training programmes, online learning modules, internal briefing and communications (e.g. newsletters, employee online information and apps) all help ensure that accessibility and the needs of people with disabilities are considered and embedded in all aspects of our service and business.



# B3. Monitoring and Evaluation

We closely monitor the delivery of all aspects of our Accessible Travel Policy and processes. We track compliance with this policy, legislative requirements and industry guidelines as well as measuring our performance against our goals and targets in relation to Accessibility, particularly focusing on feedback from our customers. The results will inform and help us to prioritise our efforts to deliver improvement in relation to accessible travel.

Our approach includes monitoring and evaluating:

- Response times in relation to Passenger Assist bookings on all channels
- Any failure to provide booked assistance
- The volume of booked assistance requests
- The volume of unbooked assistance requests
- The availability of accessible features e.g. accessible toilets, lifts, changing places etc
- The delivery of improvement plans to projected timescales
- Customer complaints received in relation to any aspect of Accessibility

We evaluate results every four weeks and carry out an annual review. We share this information and the results of our evaluation across industry forums, such as Rail Delivery Group and with the Office of Rail and Road, fully complying with their Core Data reporting requirements including providing details of any key actions to improve our performance.

We measure customer satisfaction in relation to the accessibility of our accessible services, to inform improvement and identify best practice, using:

- Mystery shopper exercises
- Feedback to our Assisted Travel Team
- Feedback from our customer panel, disabled customer groups and other organisations

# B4. Access Improvements

We are continually exploring new opportunities to improve access to our stations and services.

We comply with the PRM-TSI and the Joint Code of Practice when developing proposals for improvement across our business. If compliance is not possible, we apply for any necessary derogations but only after every effort has been made to comply with the relevant requirements.

## Information and Assistance

We are working closely with Rail Delivery Group to support the introduction of a new Passenger Assist system that is consistent across the UK rail network and provides an easy to use and reliable assisted travel booking service enhancing clear and direct communication between customers and our teams which provide assisted travel.

## Shorter Passenger Assist notice period

TransPennine Express already offer the ability for customers to request assistance with as little as two hours notice on direct journeys between two stations we manage, but will work with the wider rail industry to ensure that assisted journeys can be booked up to six hours before travel by April 2022.

## At our Stations

### Minor Works

Each year we invest over £100,000 through our Minor Works scheme to make small scale changes to our stations for the benefit of customers with disabilities. This has included fitting handrails to steps, introducing drop kerbs, upgrading accessible toilet facilities or renovating ticket offices to provide low-level counters. We will continue this programme of work each year.

### Access for All

We have been successful in securing funding for Access for All schemes at Northallerton station and Selby station, both of which will receive lifts between 2019 and 2024. Funding has also been awarded by the Department for Transport for Access for All Mid-Tier schemes to enable a feasibility study for lifts Thirsk, and improvements to be made to platforms at Malton, Barnetby and Hull.

We also continue to explore opportunities to secure funding for further access improvements at our stations.

## On Train

Our NOVA trains have been designed with the needs of disabled customers in mind, meeting the latest accessibility regulations, benefitting from features such as tactile notices on external toilet walls indicating whether or not the toilet is engaged,

and the ability to place the train ramp at any set of doors on the train.

## **Other Improvements**

### **Rail Accessibility and Inclusion Forum for the North (RAIFN):**

Since November 2019 we have taken part in the new forum working in partnership with five other train operators (LNER, Hull Trains, Grand Central, CrossCountry and Northern).

This forum will act as a critical friend and sounding board to ensure access improvements are suitably critiqued by those with disabilities.

If you would be interested in joining the Rail Accessibility and Inclusion Forum for the North, please contact our Assisted Travel Team who can provide more details.

# B5. Working With Disabled Passengers, Local Communities and Local Authorities

Our Accessibility and Integration Manager represents TransPennine Express on industry forums such as the quarterly Rail Delivery Group Accessibility Group (RDG-AG) meetings and is an active participant in associated working groups.

We play an active role in the RDG-AG, working with our fellow operators to improve the accessibility of the UK rail network by sharing best practice and implementing consistent approaches.

We widely consult and engage relevant stakeholders on our plans in relation to accessibility across our network. In addition to the Department for Transport, Transport for the North, Transport Focus, and the Disabled Persons Transport Advisory Committee we also work with, amongst others:

- Rail North Partnership
- Chambers of Commerce
- Charity and Community groups
- Community Rail Partnerships and Rail User Groups
- Local Enterprise Partnerships

- Local government members and officers at Unitary, County, District and Parish level
- Members of Parliament
- Members of the Scottish Parliament and Scottish Government
- Station adoption groups
- Transport Scotland

We have a Stakeholder Engagement Strategy and provide an annual Stakeholder Report on how we have engaged with all stakeholders across our network in the last year.

We engage with local groups representing those with disabilities, and offer free travel for customers to try the train through our 'Supported Journeys' initiative, where staff can accompany groups and provide advice on Passenger Assist, railcards and discounts, and where to find more information, with the aim of boosting customers confidence to use rail independently.

# B6. Staff Training

We recognise the importance training plays in delivering consistently excellent customer service. We provide all our staff with training and development appropriate for their role to ensure that they have the knowledge and skills to always provide consistently high quality, reliable and safe services appropriate to the needs of older or disabled customers.

Between 2016 and 2018, all our on-board and station staff completed Disability Awareness Training, developed in partnership with Action on Hearing Loss, Royal National Institute for the Blind (RNIB) and Dementia Friends. This training is also provided to all new starters with the business as part of our corporate induction.

By July 2021, this training will be updated to meet the new industry standards, as specified by the Office of Rail and Road.

The aims of our updated Disability and Equality Training course are:

- To enable our teams to identify and meet the needs of customers with disabilities, ensuring the service we provide reflects their needs at all points of the journey.
- Understand the requirements of relevant legislation including the Equality Act 2010

- Gain an appreciation of the different types of disability (including non-visible) and what this means for customers.
- Learn about our policy and processes in relation to our Accessible Travel Policy including the accessible features of our trains and stations.
- Learn how to assist customers safely using the correct etiquette.
- Recognise customers with additional needs whether they be physical or cognitive and demonstrate effective ways of communicating with them.

We will ensure the lived experience of customers with disabilities continues to be included within the training, making use of e-learning modules and video content building on the success of this approach in our previous training.

## **Our training will cover:**

### **Understanding disabled people and their everyday challenges**

Through sharing the experiences of disabled customers and exploring what behaviours encourage customers to have the confidence to travel by train.

### **Equality legislation**

Staff will gain an understanding of the Equality Act 2010, its origins and how it influences their day-to-day duties.

## **Defining Disability**

Focusing on attitudes, staff will gain an appreciation of the broad range of disabilities and impairments which customers may have, and how best to meet their needs.

## **Recognising Customers who need assistance**

Considering all disabilities, including non-visible disabilities such as learning difficulties or mental-health, staff will gain skills and be provided with tools to help them identify those customers who may need assistance, and how best to provide this.

## **The Railway Regulatory Framework**

An appreciation will be gained of the policies, procedures and processes which exist throughout the industry for the benefit of customers with disabilities, including the Accessible Travel Policy, Minor Works scheme and Access for All.

## **Passenger Assist**

An in depth understanding of Passenger Assist, how it works, its features and benefits will be gained, with a solid understanding of the part staff play in delivery of the service.

## **Communication**

Understanding how best to communicate with customers with a range of disabilities, and the importance of effective communication between staff

providing assistance, e.g. communicating a change to an assistance booking.

## **Accessibility in stations and on trains**

Ensuring staff are aware of the importance of certain station features, where they can find information about other stations, and the process to follow should a facility become unavailable.

## **Providing safe assistance (including providing assistance in an emergency)**

Providing new staff, and reminding existing staff of the safest way to provide assistance, including guiding blind or partially sighted customers or deployment and use of the ramp.

By July 2021, our training will be completed as standard by all TransPennine Express onboard, station and management staff. The course will also be attended by our contract partner staff dedicated to our operations, including our on-board catering hosts, train presentation operatives and security guards, and will be made available to our station tenants. It will also be provided to all new starters with the business from this point forward, regardless of grade or role.

This training began in February 2020, with staff attending a one day training course delivered by our Learning and Development team.



# Contact Us

The course combines classroom teaching, practical exercised and videos, along with E-Learning modules for those who are new to the business.

The elements covering communication, accessibility in stations and on trains, and providing safe assistance will be completed by our Assisted Travel Team.

Disability and Equality Training will not be provided by TransPennine Express to any temporary staff or rail replacement bus, coach or taxi drivers due to the practicalities of resourcing this, but these suppliers will be encouraged to have their employees complete similar training, raising awareness of the needs of disabled customers using the railway and the services they are providing.

We last reported progress with the delivery of Disability and Equality Training to the Office of Rail and Road on the 31st July 2020 and we continue to report on our progress verbally as and when requested.

We value your feedback on this policy and our approach to meeting the needs of customers with disabilities.

You can share your thoughts by contacting our Assisted Travel Team.

**Call:** 0800 107 2149

**Text Relay:** 18001 0800 107 2149 (for deaf or hard of hearing customers)

**Online:** Visit [www.tpexpress.co.uk/help](http://www.tpexpress.co.uk/help) and complete our easy to use webform to provide your feedback.

**By Post:** Customer Relations  
TransPennine Express, Freepost,  
ADMAIL 3878, Manchester,  
M1 9YB

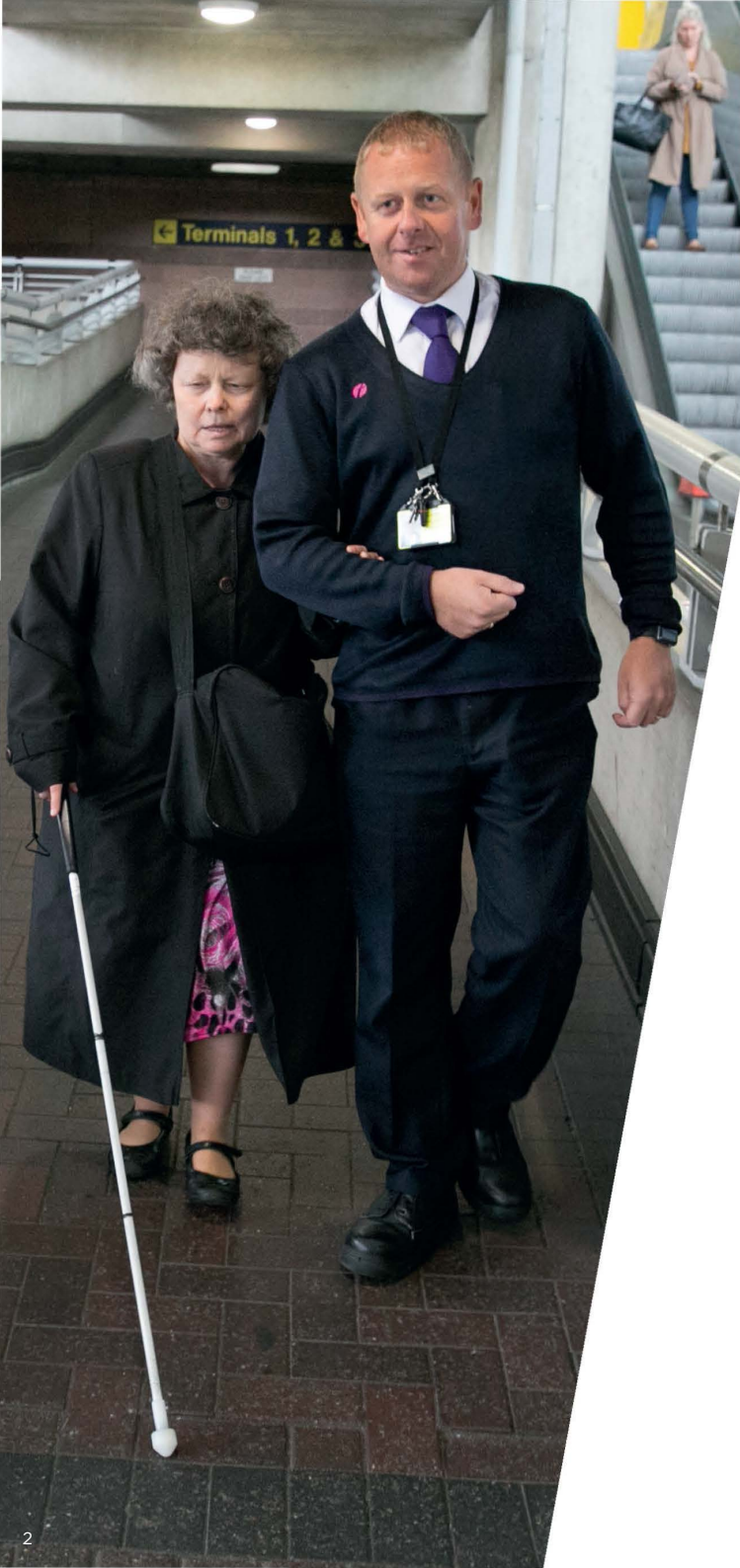
**Comments Form:** Fill in one of our FREEPOST customer comment forms available any of our staffed stations.



# Making Rail Accessible

Helping older and disabled passengers





Terminals 1, 2 & 3

# Introduction

TransPennine Express (TPE) is operated by FirstGroup PLC.

We provide Intercity rail services connecting key Northern cities and towns on the following routes:

## North TransPennine

*Services between:*

- Manchester Airport / Liverpool and Newcastle, Middlesbrough, Scarborough and Hull via Manchester Stations, Huddersfield, Leeds and York

## South TransPennine

*Services between:*

- Manchester Airport and Cleethorpes via Manchester Piccadilly, Stockport, Sheffield, Doncaster, Scunthorpe and Grimsby Town.

## North West and Scotland

*Services between:*

- Manchester Airport and Edinburgh / Glasgow via Manchester Piccadilly, Preston, Lancaster, Oxenholme, Penrith and Carlisle.

# Contents

<b>1. Policy Summary</b>	<b>5</b>
<b>2. Assistance for Passengers</b>	<b>6</b>
<b>3. Alternative Accessible Transport</b>	<b>9</b>
<b>4. Passenger Information</b>	<b>9</b>
<b>5. Tickets and Discounts</b>	<b>10</b>
<b>6. At Stations</b>	<b>11</b>
<b>7. On The Train</b>	<b>13</b>
<b>8. Making Connections</b>	<b>24</b>
<b>9. Disruption to Facilities and Services</b>	<b>25</b>
<b>10. Contact Us</b>	<b>26</b>
<b>11. Alternative Formats</b>	<b>26</b>
<b>12. Station Accessibility Information</b>	<b>26</b>

# 1. Policy Summary

At TransPennine Express, our goal is to provide exceptional customer service for all our customers, making it easy for them to use TPE services and tailoring their experience to their needs. We recognise that public transport can often be the only travel option for disabled customers, so it is particularly important we deliver excellent customer service for this group, acknowledging that rail can be a lifeline which provides freedom for many people with disabilities to be independent.

We take this responsibility seriously, and will continue to work with Transport Focus, Rail Delivery Group (RDG), the Disabled Persons Transport Advisory Committee (DPTAC), the Department for Transport (DfT), Rail North and the Office of Rail and Road (ORR) to improve our offering, to ensure it meets the highest standards and delivers against the needs of our disabled customers.

As a commitment to our customers, we have worked closely with a number of disability charities to deliver disability awareness training to all of our frontline staff, enabling them to provide the best possible levels of assistance for those with both visible and hidden disabilities.

Our **'Making Rail Accessible'** document is part of our Disabled People's Protection Policy (DPPP). It is split into two parts:

## **Policy Document: Making Rail Accessible – Guide to Policies and Practices**

Our policy document sets out our plans and strategic direction. We consult our disabled and elderly passengers while we are developing our plans, through our Joint Inclusivity Forum and through local representative groups. We actively contact customers after an assistance booking to gain their feedback to drive service improvements. If you have suggestions, please contact us at [tpexpress.co.uk/help](https://tpexpress.co.uk/help).

## **Passenger Document: Making Rail Accessible – Helping Older and Disabled Passengers**

This document tells you what services we provide to help people who may experience difficulties accessing the railway, especially our older and disabled passengers, how to book assistance, and what to expect when travelling with us.

Both of these documents are available to download from our website in both PDF and word format, or can be requested from our Customer Relations team. They are also available in alternative formats (see section 11).

Print versions of our Making Rail Accessible – Helping Older and Disabled Customers are available from those staffed stations where our services call.

Throughout 2018 and 2019, TransPennine Express will be introducing additional fleets of trains in quick succession. During this period of change, print versions of our Making Rail Accessible – Helping Older and Disabled Customers will continue to be available from those staffed stations where our services call. Information about each additional fleet will be made available on our website at [tpexpress.co.uk](https://tpexpress.co.uk), in leaflets at our stations, or by calling our Assisted Travel Team who will be able to talk you through the features of these trains, and send you a fleet specific supplement to accompany our Making Rail Accessible guide.



## 2. Assistance for Passengers

### Booking Passenger Assistance

We provide an Assisted Travel service which enables disabled and older people to arrange, in advance, the assistance they require at every point on their journey where they need it.

From **Autumn 2018**, we will be introducing our new 2 Hour Passenger Assistance service. See below for information on how to take advantage of this new reduced notice period booking service.

### If you are travelling on a direct service between two TransPennine Express managed stations.

Our new 2 Hour Passenger Assistance service is available to customers who are making a **direct** journey on TransPennine Express train services **between two TransPennine Express managed stations**, and allows assistance bookings to be made anytime up to a minimum of 2 hours before travel.

The stations we manage are:

- Barnetby
- Brough
- Cleethorpes
- Dewsbury
- Grimsby
- Huddersfield
- Hull
- Malton
- Manchester Airport
- Middlesbrough
- Northallerton
- Scarborough
- Scunthorpe
- Seamer
- Selby
- Stalybridge
- Thirsk
- Thornaby
- Yarm

### How to Book

#### Booking by Phone

Our 2 Hour Passenger Assistance service can only be booked by calling the TransPennine Express Assisted Travel team.

**0800 107 2149**

**18001 0800 107 2149** for TextRelay for customers who are deaf or hard of hearing.

When booking assistance with 2 hours notice, lines are open 24 hours per day, 7 days per week, including Bank Holidays, except Christmas Day.

It is not possible to purchase tickets at the time of booking using our 2 Hour Passenger Assist service. Tickets should be bought via alternative methods. We make sure that we provide sufficient resource to maintain and improve this service, and provide regular training to our advisors to ensure they are suitably skilled to deal with your requests.

#### Booking Online

We are unable to take bookings for 2 Hour Passenger Assistance via our webform.

#### Seat Reservations

Seat reservations cannot be provided at this notice, however by booking assistance, you gain the benefit of station staff being notified of your requirements in advance, and in place to assist you.

If due to seats or wheelchair user spaces being unavailable you are unable to travel on the service you have booked, and no alternative service is available within the next hour, alternative transport will be provided:

To the nearest station where alternative TransPennine Express services are available to your destination

Or

To your destination station.

## If you are travelling between stations which are not managed by TransPennine Express, or your journey involves a change.

Passenger Assistance is available on all journeys, including those which involve changing trains, and those which start or end at stations managed by other train operating companies or Network Rail, and can be booked up to 24 hours in advance of travel.

Please note for bookings made with less than 24 hours' notice or on the day travel, whilst we can book assistance, we may not be able to offer a seat reservation and cannot guarantee that assistance will be in place.

### How to Book

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#### Booking by Phone

Passenger Assistance can be booked through any train operating company, but it is best to call the assisted travel team of the train operating company who manage the station where your journey starts or on whose trains you will be travelling.

**0800 107 2149**

**18001 0800 107 2149** for TextRelay for customers who are deaf or hard of hearing.

Lines are open 06:00 to 23:00, 7 days per week including Bank Holidays, except Christmas Day.

#### Booking Online

Passenger Assistance can be booked by completing our webform at: [tpexpress.co.uk/travelling-with-us/assisted-travel](https://tpexpress.co.uk/travelling-with-us/assisted-travel)

Our online form lets you choose which type of assistance you require for each part of your journey. Our Assisted Travel team may call you to confirm certain aspects of your assistance booking.

You will receive a confirmation email from the Passenger Assistance system once your assistance booking has been made.

#### Seat Reservations

Seat reservations can be made where available.

When assistance has been booked in advance, we will ensure that passengers are assisted off a train at its final destination as quickly as possible and within a maximum of five minutes wherever reasonably practicable.

### Unbooked Assistance

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We recognise that you may not always be able to book assistance before you travel, or may not know exactly when you are travelling and want some flexibility. Our station teams are happy to help any customers who need assistance, including when it has not been booked in advance, and will try to provide the assistance required whenever possible and with minimum delay.

### Types of Assistance

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We are part of the national 'Passenger Assist' system which is used by all train operators. This allows any train operating company to access a shared Knowledgebase containing details of all station opening times, facilities and staff availability. This means that we can book all of your assistance at once, even if your journey involves you travelling on trains run by more than one operator.

Our Assisted Travel team will ensure that the assistance requests are passed to all the people you need to help you throughout your journey.

### **Booking Assistance allows you to:**

- Arrange assistance with boarding and alighting trains, or for transferring between connecting train services.
- Arrange for staff to help you with your luggage
- Arrange for staff to help you with climbing stairs
- Request help entering or exiting the station from the taxi rank or drop off point (where we have staff availability)
- Request a portable ramp for boarding or alighting;
- Request a station wheelchair to assist with transferring between the platform and the train or moving around the station;
- Book staff assistance to provide guidance around the station;

### **You can also:**

- Purchase travel tickets;
- Make seat reservations, including the booking of dedicated wheelchair spaces (where available)
- Make onward travel reservations on services operated by other train companies where reservations are available;
- Check the accessibility and facilities on our trains and at our stations;
- Request any other assistance that might be needed during your journey.

To help you understand what assistance you may require along your journey, we have included a summary of facilities available at the stations we manage, and where to find information about the stations where our services call, at the back of this document. You can see the full list of all facilities available at every station on the National Rail Enquiries website at [nationalrail.co.uk/stations\\_destinations](http://nationalrail.co.uk/stations_destinations)

Not all assistance to access our services is provided by TransPennine Express staff. At some stations, Manchester Piccadilly for example, assistance is provided by Network Rail. However, all assistance can be booked through our assisted travel team.

We will ensure that the information on the knowledgebase which relates to TransPennine Express services and stations is updated prior to any changes taking place.

Please be aware when booking assistance that there are limitations regarding the size and manoeuvrability of wheelchairs and mobility scooters governed by safety aspects which may prevent you from travelling on our services. *Please see section 7.2 for more details.*

## **Travelling to/from an unstaffed or inaccessible station**

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The majority of stations which we manage are fully accessible, however at some of our stations staff assistance is required to make them accessible, especially where barrow crossings are in place between platforms. Our advisors are able to use knowledgebase to identify if a station is unstaffed at the time you need to use it, and they will discuss the individual circumstances with you and will make suitable arrangements to help you make as much of your journey by rail as possible.

If your assistance needs require it, we can provide alternative transport such as a taxi, at no extra cost to you, to take you to the most convenient accessible or staffed station, where a member of staff will be on-hand to assist you. Where practicable we will send a member of staff to an unstaffed station to assist.

If you have not booked assistance in advance, and you wish to travel from one of our stations which is unstaffed at the time of travel, a welcome poster will be displayed at the station entrance containing the Freephone number for our Assisted Travel team. This team can arrange alternative transport to the nearest accessible station or where possible, organise for a member of onboard staff to assist you on or off the train, if you are able to get to the platform.

## **Assistance Cards**

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We recognise the benefits to many customers, often with hidden disabilities, of using an assistance card to communicate your requirements to our staff and recognise that there are multiple versions of cards available within the rail industry and wider transport industry.

Our staff have been trained to recognise assistance cards and offer any help and support that customers may reasonably request whether relating to a mobility issue or other need.

TransPennine Express currently use BlueAssist as our primary assistance card.

## Blue Assist

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Blue Assist is a simple way of asking for assistance, for people who have difficulty travelling. Write out a card with your question or request and present it to a member of our staff, who will be happy to help. A mobile phone app is also available, which can speak the words typed out.

## Complaints and Compensation

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We will regularly review how the Passenger Assist system is working along with other train operators through our work with Rail Delivery Group (RDG) and we will work towards making any necessary improvements.

If you have booked assistance for your journey with TransPennine Express and we have not been able to provide this to you, we will pay you compensation. You will be compensated for 100% of the cost of your single ticket or 50% of the cost of your return. Please contact our dedicated Assisted Travel team on 0800 107 2149 to make your claim (remember to have your assistance booking reference to hand).

We monitor the quality of assistance provided by other operators and Network Rail to be sure that it meets the standards that we expect. If there is a failing by another provider when you have booked through us, we will make sure that they deal with your complaint.

## 3. Alternative Accessible Transport

We will ensure that you make as much of your journey by rail as possible. If however, you cannot access a train service because of a physical feature of our station, we will provide alternative accessible road transport, at no additional cost, to or from the nearest or most convenient accessible station.

When you book assistance to or from one of these stations, or if you haven't booked assistance and call the Freephone number on the welcome poster at the station, our team will discuss with you the type of alternative transport you require so that we can ensure that the type of vehicle provided meets your needs.

## Alternative Accessible Transport During Disruption / Engineering Works

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Where our services are disrupted at short notice, we will provide alternative accessible transport to take disabled passengers and anyone travelling with them to the nearest or most convenient accessible station, so that they may continue their journey. This will be provided at no extra cost, as long as you and your party have a valid rail ticket for that journey. However, if we find that there is a quicker method of travel e.g. travelling on the next train, we will make the necessary arrangements to move your booked assistance to the relevant service.

When a train service is replaced by road transport due to planned engineering works, an accessible bus service is normally provided. Where the bus service is not accessible, we will provide another means of accessible transport.

If a train terminates short of its destination, the on-board staff will make the necessary arrangements for assistance with your onward travel.

## 4. Passenger Information

We know it is important for you to be confident that information we give you is accurate and consistent.

### 4.1 Website

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We will ensure that accessibility information displayed on our website is accurate and up to date, and will work with Rail Delivery Group to ensure the same information is displayed consistently on the National Rail Enquiries website.

We will update online information within 24 hours of notification of any changes. It is the responsibility of our Customer Information Manager to ensure this is done.

As we are set to undertake some major improvement works at a number of our stations, we will ensure that the information on both websites reflects the progress of works where it affects the accessibility of the station.

## 4.2 Station

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Staff at stations can provide you with up to date station accessibility information on request, including where a facility may have gone out of service at short notice, and will help to plan any necessary changes to your journey.

Print versions of our Making Rail Accessible – Helping Older and Disabled Customers are available from those staffed stations where our services call.

Throughout 2018 and 2019, TransPennine Express will be introducing additional fleets of trains in quick succession. During this period of change, print versions of our Making Rail Accessible – Helping Older and Disabled Customers will continue to be available from those staffed stations where our services call. Information about each additional fleet will be made available on our website at [tpexpress.co.uk](http://tpexpress.co.uk), in leaflets at our stations, or by calling our Assisted Travel Team who will be able to talk you through the features of these trains, and send you a fleet specific supplement to accompany our Making Rail Accessible guide.

## 4.3 Other Sources

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The Rail Travel Made Easy website, which is produced by the Rail Delivery Group (RDG) and is designed to help disabled passengers, and others who might encounter practical difficulties, to make use of the help and resources available for planning a barrier-free train journey in Great Britain is a good source of accessibility information. Visit [railtravelmadeeasy.co.uk](http://railtravelmadeeasy.co.uk) today to find out more.

# 5. Tickets and Discounts

## 5.1 Buy a Ticket

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Tickets for travel are available for purchase at staffed stations, at stations with self-service ticket vending machines, on train or by contacting our Assisted Travel team. Please note that tickets cannot be purchased through the Assisted Travel Team when using the 2 Hour Passenger Assistance service.

Where it is difficult for you to purchase a ticket due to your disability or accessibility problems, you will be able to buy tickets on board the train or at your destination. You will still receive any fare reductions that you are entitled to, and no penalties for ticketless travel will be applied in this scenario.

## 5.2 Railcards

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### Disabled Person's Railcard

If you have a Disabled Person's Railcard, you can receive 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 with you when you travel for when your tickets are checked.

Disabled Persons Railcards are available to people with a range of disabilities. They are valid for one year or three years and they give you and your companion discounts on standard and first-class tickets across the UK.

If you don't already have a Disabled Person's Railcard, you can find out more and apply by going online to [disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk), by calling National Rail Enquiries on **03457 48 49 50** or **03456 05 06 00** (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office. You will need to supply proof of disability as part of your application.

As well as great savings on train fares across the UK for you and any adult companion, you'll also get access to money-saving deals on hotels, theatre tickets and top tourist attractions.

## Senior Railcard

If you have a Senior Railcard, you can get 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 for when your tickets are checked.

Senior Railcards are available to anyone over the age of 60. They are valid for a year and give you a third off standard and first-class tickets across the UK.

If you don't already have a Senior Railcard, you can find out more and apply by going online to [senior-railcard.co.uk](http://senior-railcard.co.uk), by calling National Rail Enquiries on **03457 48 49 50** or **03456 05 06 00** (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office.

### If you don't have a Railcard

If you're registered blind or partially sighted, or you travel in a wheelchair, you and your companion can get a discount on Anytime tickets without the need for a railcard. The discounts available are:

- **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**

## 6. At Stations

We have management responsibility for 19 of the stations that our services call at. These are shown in the list at the back of this booklet with a summary of the facilities available relating to the accessibility of each station, current at the time of producing this document, along with the station owner at each of the stations where we stop and some useful contact details. For full details of all facilities available at any station, please visit the National Rail Enquiries website at [nationalrail.co.uk/stations\\_destinations](http://nationalrail.co.uk/stations_destinations)

Customers requiring assistance should aim to arrive at the station no later than 20 minutes prior to the departure time of their service, and should make themselves known to staff.

As part of our commitment, from the start of our franchise we will work on improving accessibility at our stations. Since most of our stations have good accessibility, at stations operated by other companies we will work with the relevant station operators to improve access for disabled customers.

If for any reason it becomes necessary for us to alter facilities permanently at any of our stations, leading to restricted access for disabled passengers, we will consult the Department for Transport, Rail North, Transport Focus, and local access groups before any permanent changes are undertaken. These changes need to be approved by the Department for Transport.

### 6.1 Aural and Visual Information

All platforms at TPE stations are fitted with audio and visual real-time information systems, giving clear and consistent information regarding train departures and delays or disruption.

At times of disruption, staff will update visual information systems as soon as reasonably practicable to keep passengers informed of the situation and will also use voice announcements.

Induction loops are fitted at all our stations to help when you are at the ticket office, listening to announcements on the platform or using our help points.

You can also use our App to help find live train running information. You can download the app from the App Store or Play Store. Search for TPEXpress.

Another option which is available is 'journey check'. Go to [journeycheck.co.uk/tpexpress](http://journeycheck.co.uk/tpexpress). From here you can search for train services and set up mobile and text alerts.

### 6.2 Information Points and Displays

Each of our stations has posters displaying information about the station, facilities and accessibility information including a station map, contact details for our Assisted Travel team and those of any other operators who use the station.

Up to date train running information is displayed on all of our platforms in the form of a visual customer information screen. Announcements are made when there are any changes to the schedule and when a train approaches.

All but three of our stations are staffed and our local teams will be happy to help you, but if you need additional assistance, or to get help at unstaffed stations, all TPE stations have help points that connect directly into our control centre. CCTV is positioned to watch over you as you use our help points. Staff answering these help points will be able to help you with local information, train running details, assistance requests and information relating to other operators and stations.

### 6.3 Ticket Machines

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We have self-service ticket machines at all of our stations. These issue a range of tickets, including reduced-rate tickets to holders of a Disabled Person's Railcard and to holders of Senior Railcards. The Disabled Person's Railcard entitles the holder and one companion to a discounted ticket and our machines will issue these. These machines also meet the current requirements outlined in the National Rail Code of Practice published in 2015.

### 6.4 Ticket Gates

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We operate ticket gates at Huddersfield, Dewsbury and Manchester Airport stations. All our other stations do not currently have ticket gates, however we are exploring the options to introduce more gatelines at our stations throughout our franchise term. Where a station has automatic or manual ticket gates, these will always be locked open when unstaffed. All automatic gatelines at TransPennine Express managed stations will feature at least one wider accessible gate for easier use. Similar approaches to gateline management are taken by other operators who manage stations where our services call.

### 6.5 Luggage

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We provide free assistance with luggage within the boundary of the station for older and disabled customers who have booked assistance. You may take up to three items of luggage on our trains with you in line with the National Rail Conditions of Travel. More information can be found at [tpexpress.co.uk/travelling-with-us/onboard-facilities/what-you-can-bring-on-board](http://tpexpress.co.uk/travelling-with-us/onboard-facilities/what-you-can-bring-on-board)

All our trains have overhead luggage racks for small to medium sized bags, and luggage stacks for larger bags. Smaller bags can also be stored under and between seats. If you are a wheelchair user, our staff can position your luggage close by.

If you are booking luggage assistance, please bear in mind that staff must be able to lift your luggage safely, so please give thought to the weight of the items of luggage you bring with you.

At Manchester Airport, assistance from the station to the terminals and hotels is provided by a separate company, and should be booked in advance with your airline or hotel directly. Our staff can provide assistance to/from the train and to/from the airport assistance meeting point near the booking office, but not to/from the terminals.

### 6.6 Left Luggage

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We do not provide a left luggage service at our stations, but Manchester Airport, Manchester Piccadilly, Liverpool Lime Street, Leeds, Glasgow Central and Edinburgh have left luggage facilities.

### 6.7 Ramps

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We have portable train ramps at all our accessible staffed stations and we also have portable ramps on all our trains. Our on-board staff will help you on or off the train at those stations where there are not platform staff to assist you.

### 6.8 Facilities Provided by Third Parties

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TransPennine Express makes use of third parties to deliver some aspects of our services. We work closely with our supply partners to ensure that the relevant staff are given the same training as our own staff in recognising and providing for the needs of older and disabled people.



## 6.9 Car Parking

Where we have car parking facilities at our stations, we offer free car parking to disabled passengers who display an International Blue Badge permit in the car windscreen. We always seek to put parking for Blue Badge holders in the most accessible place, closest to the station.

We are undertaking a scheme of works to ensure that our station car parks have at least 5% of all spaces designated for Blue Badge parking.

If for any reason, the designated Blue Badge parking spaces are unavailable, disabled customers displaying an International Blue Badge holders permit may park for free anywhere in our pay and display car parks.

We monitor the use of our car parks to make sure that designated spaces are not being used by people without Blue Badges.

## 7. On the Train

### 7.1 Aural and Visual Information

Audio and visual information about your journey is displayed on all TransPennine Express trains. The visual display shows the train's stopping pattern and other relevant journey information with supporting automated announcements. These are made in sufficient time for passengers, especially those with reduced mobility, to prepare to alight. Additional announcements relating to any alterations to the normal service, including delays may be made as audio only by the conductor with every effort made to ensure that these are both clear and informative.

You can also use our App to help find live train running information. You can download the app from the App Store or Play Store. Search for TPExpress.

Another option which is available is 'journey check'. Go to [journeycheck.co.uk/tpexpress](http://journeycheck.co.uk/tpexpress). From here you can search for train services and set up mobile and text alerts.

### 7.2 Seats and Wheelchair Spaces on Trains

#### Class 185 and Class 350 trains

Our Class 185 and Class 350 trains each have two wheelchair user spaces located within standard class, capable of accommodating standard wheelchairs up to 1200mm x 700mm in size. These wheelchair user spaces can be reserved in advance by contacting our assisted travel team.

Unfortunately, it is not possible to access the first-class saloons on our Class 185 or Class 350 trains whilst in a wheelchair and there are no wheelchair user spaces within the first-class saloons on either fleet.

Wheelchair users may be able to transfer to a seat whilst on board our trains dependent upon their mobility.

On our class 185s, seating is available in the first-class saloon immediately adjacent to the wheelchair user spaces, or in the standard class saloon which can be found through the carriage past first class. It is not possible to position the train ramp at any doors other than those immediately adjacent to the wheelchair user spaces.

On our Class 350s, seating is available throughout the standard class saloon close to the wheelchair user spaces, however customers should be advised that aisles are not wide enough to accommodate a wheelchair. First Class on our Class 350s is in coach C, and unfortunately cannot be accessed by wheelchair users.

#### NOVA trains

Our NOVA trains each have two wheelchair user spaces capable of accommodating standard wheelchairs up to 1200mm x 700mm in size. These wheelchair user spaces can be reserved in advance by contacting our assisted travel team. Information about the placement of these wheelchair user spaces on each additional fleet will be made available on our website at [tpexpress.co.uk](http://tpexpress.co.uk), in leaflets at our stations, or by calling our Assisted Travel Team who will be able to talk you through the features of these trains, and send you a fleet specific supplement to accompany our Making Rail Accessible guide.

We have a number of 'Priority Seats' spread throughout the carriages on all our trains, which are for older passengers or those with additional needs. These seats offer additional legroom and are positioned close to the doors to provide easy access. These seats are indicated by pictograms and notices on the seatback, panels or adjacent windows, and are shown on our train layouts in section 7.4. If you are unable to find seating, you should bring this to the attention of our on-train staff, who will help you to find a seat.

Our Assisted Travel team can arrange assistance and make seat reservations for your journey, both on TransPennine Express trains and on trains run by other train companies which provide this facility. Please note that on certain services, it may not be possible to offer seat reservations, and that seat reservations are not available where assistance has been booked using the 2 Hour Passenger Assistance service.

On some of our trains, we provide a first-class offer, and an at seat trolley service in Standard Class, retailing hot and cold beverages, and a range of snacks. When trains are busy, it may not always be possible for the host to make their way through the train with the trolley, and they will operate from a static position within the first-class saloon.

## 7.3 Mobility Aids

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### Wheelchairs

Manual or electrically-powered wheelchairs not exceeding 700mm wide and 1200mm long with a combined weight of passenger and wheelchair of not more than 300kg can be carried on all our Class 185 and Class 350 trains. These standard dimensions are in accordance with PRM-TSI, 2014 and RVAR guidelines.

If your wheelchair exceeds these limits we will be unable to carry you on our services.

### Mobility Scooters

We accept folded or dismantled class 2 mobility scooters on all our Class 185 and Class 350 services. Whilst we cannot offer assistance with folding or breaking down of mobility scooters, we can arrange assistance to lift the folded/dismantled mobility scooter on and off the train. Our Assisted Travel team can book this for you.

*Please see section 2 for guidance on how to book assistance.*

Unfortunately, many of the larger outdoor runabout class 3 powered mobility scooters cannot be conveyed on our trains due to problems with their weight, size and manoeuvrability.

The carriage of class 2 mobility scooters in an assembled state is permitted on some of our Class 185 and Class 350 operated services provided that you carry a valid TPE Scooter Card. An application to join our scooter card scheme is available on our website at [tpexpress.co.uk/travelling-with-us/assisted-travel](http://tpexpress.co.uk/travelling-with-us/assisted-travel).

When completing the application, you will need to tell us the size, climbing ability and turning capabilities of the scooter. This, coupled with the combined weight of both the mobility scooter and user will determine whether we are able to issue you with a scooter card.

Please note that there are some stations which our trains call at where it is not possible for mobility scooters to board or alight due to the angle of the ramp or structures on the platform. Details of these stations can be found in our scooter policy, and will be taken into consideration when reviewing your scooter card application.

When you are on the train, it is always best to transfer from your mobility scooter to a seat for the journey, if you can.

If you are unable to fold/dismantle your scooter, and do not hold a scooter card for our services, we will not be able to take it on our services. Please be aware that as we introduce new fleets of trains onto our services our ability to carry mobility scooters on some routes may change. Our policies and procedures will be updated to reflect these changes.

Further details on the carriage of mobility scooters can be found in our scooter policy available on our website or through our Assisted Travel team. This will be updated to reflect our ability to carry mobility scooters on our new NOVA trains.

Please note that when making a journey that involves more than one train operator, you may find that each operator's policy relating to mobility scooters varies. This is because they have different types of trains and not all trains can carry mobility scooters safely. Our Assisted Travel team will be able to help by both booking assistance and advising you on each operator's policy on mobility scooter carriage, and advising you if the whole journey is possible with your mobility scooter.

If you have booked a journey with your mobility scooter and the train services are disrupted, our alternative transport - accessible bus or accessible taxi - is always with a contractor that can carry the mobility scooter for which you have a TPE Scooter Card.

### **Walking Frames / Rollators**

Walking frames and rollators may be carried on board any TransPennine Express service. We recommend booking assistance to help with any luggage you may have, to help you with boarding/alighting the train, and to assist you to your seat. Where your journey starts or ends or a transfer is needed at a larger station, it may be best to make use of a station wheelchair or buggy. Our Assisted Travel team can assist you with making suitable arrangements.

If you use a walking frame or rollator, we would recommend that you make use of the priority seating which is available throughout the train. *See section 7.2 for more details.*

We appreciate that some rollator or walking frame users may prefer to board the train using the ramp. You should be aware that on our Class 185 and Class 350 trains the ramp can only be placed at the set of doors adjacent to the wheelchair user spaces, which may restrict the amount of priority seating available that you are able to access. *See section 7.2 for more details on the layouts of our trains.*

Once on the train, we recommend folding your walking frame or rollator and storing it in one of the luggage stacks provided or between the seats. If the walking frame or rollator cannot be folded, it should be stored in one of the vestibules, providing it does not cause an obstruction.

Our staff cannot assist with folding walking frames or rollators, but will help you to store them safely.

### **Bicycles, Tandems and Handbikes**

We recognise that there is a growing trend for bicycles and their derivatives to be used as mobility aids. Where possible, we will accommodate these on board our trains, subject to the terms of our Cycle Charter, which can be found on our website at [tpexpress.co.uk/travelling-with-us](http://tpexpress.co.uk/travelling-with-us)

Tandems, tricycles, handbikes\*, recumbent cycles, motorcycles and bicycle trailers cannot be carried on any TransPennine Express train as the trains do not have the space to accommodate these.

\*Where 'clip-on' handbikes are being used as an addition to a wheelchair, they may be carried in the wheelchair user space on our trains, providing they still fit within the standard wheelchair dimensions of 1200mm x 700mm.

## 7.4 Our Trains

We currently operate two different types of train. The information below details the general facilities available on each of our train types including the routes they operate.

### Class 185

Our three-carriage class 185 trains operate our North and South route services, and are occasionally used on our Anglo-Scottish services. These trains were introduced in 2006, and are RVAR compliant. A number of these trains have already been upgraded with new lighting, carpets, upholstery, Wi-Fi and media servers, along with power sockets at every pair of seats. The remaining trains will be upgraded throughout 2018.

<b>No of units in service</b>	<b>51</b>
<b>Primary routes</b>	<b>All routes</b>
<b>RVAR / PRM-TSI</b>	<b>RVAR</b>
<b>Accessible Toilets</b>	<b>Yes</b> The accessible toilet can be found in coach C, next to the wheelchair user spaces. This is also equipped with baby changing facilities. A standard toilet can be found in coach B.

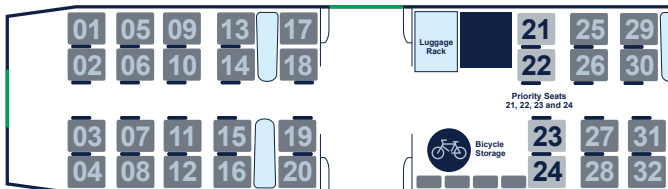


<b>Wheelchair User Spaces</b>	<b>2</b> There are two wheelchair user spaces on these trains, located in standard class in coach C. Wheelchair user spaces are not available within First Class.
<b>On Board Ramps</b>	<b>Yes</b> These trains are equipped with on-board portable ramps which can be used to provide ramped access from the platform to the train at the set of doors located next to the two wheelchair spaces and the accessible toilet only. Ramps cannot be deployed at any other set of doors on this train.
<b>Passenger Information System</b>	<b>Yes</b> These trains are equipped with audio and visual announcements.
<b>Priority Seats</b>	<b>20</b> There are 18 standard class and 2 first class priority seats on these trains. They are spread throughout the carriages, and are located close to the doors.
<b>Colour contrasting grab rails</b>	<b>Yes</b>

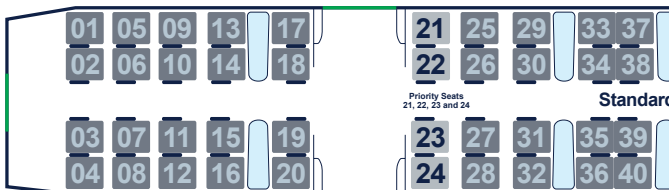


# Class 185 Seating Plan

## Coach A and E - lass

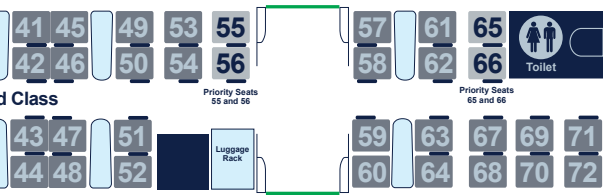
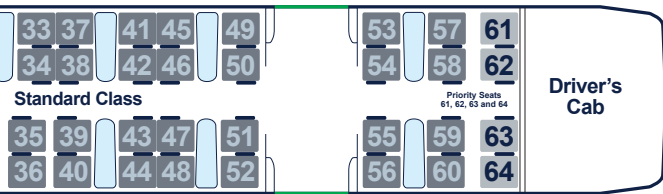


## Coach B and F - lass

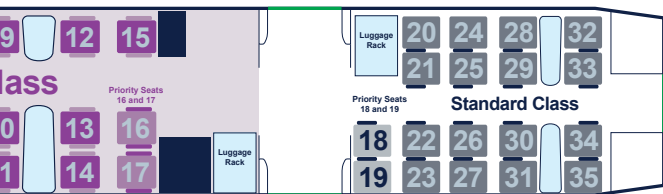


## Coach C and G - i lass, Wheelchair





## and Standard Class





## Class 350

Our four-carriage electric trains operate our Anglo-Scottish services from Manchester Airport to Edinburgh and Glasgow. These trains were introduced in 2014, and are PRM-TSI compliant. These trains are equipped with on-board Wi-Fi and media servers.

<b>No of units in service</b>	<b>10</b>
<b>Primary routes</b>	<b>Anglo-Scottish</b>
<b>RVAR / PRM-TSI</b>	<b>PRM-TSI</b>
<b>Accessible Toilets</b>	<b>Yes</b> The accessible toilet can be found in coach B, next to the wheelchair user spaces. This is also equipped with baby changing facilities. Standard toilets can also be found in coach B and C.
<b>Wheelchair User Spaces</b>	<b>2</b> There are two wheelchair user spaces on these trains, located in standard class in coach B. Wheelchair user spaces are not available within First Class.



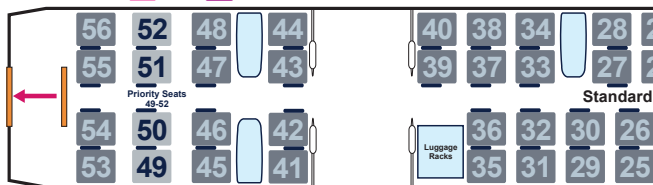


<b>On Board Ramps</b>	<b>Yes</b> These trains are equipped with on-board portable ramps which can be used to provide ramped access from the platform to the train at the set of doors located next to the two wheelchair spaces and the accessible toilet only. Ramps cannot be deployed at any other set of doors on this train.
<b>Passenger Information System</b>	<b>Yes</b> These trains are equipped with audio and visual announcements.
<b>Priority Seats</b>	<b>20</b> There are 22 standard class and 3 first class priority seats on these trains. They are spread throughout the carriages, and are located close to the doors.
<b>Colour contrasting grab rails</b>	<b>Yes</b>

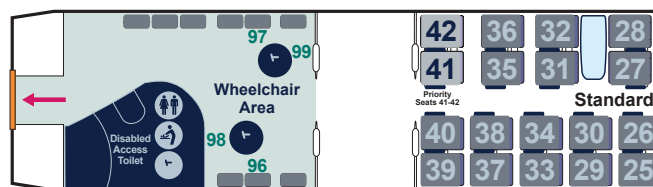


# Class 350 Seating Plan

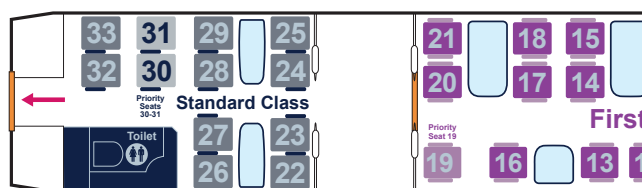
## Coach A or E - Standard Class



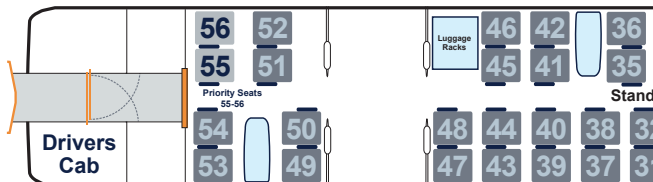
## Coach B or F - Wheelchair Access and

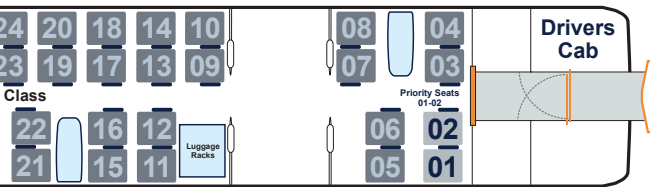


## Coach C or G - First Class and Standard

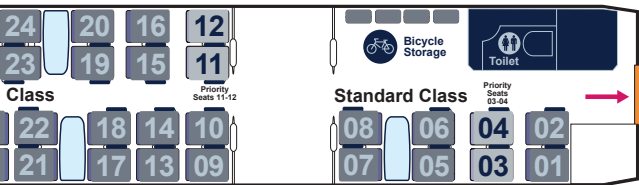


## Coach D or H - Standard Class

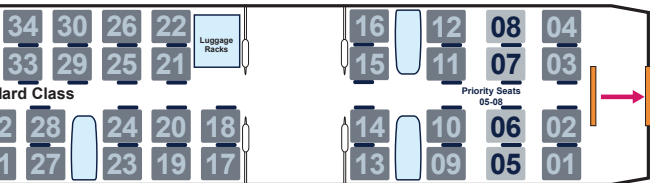
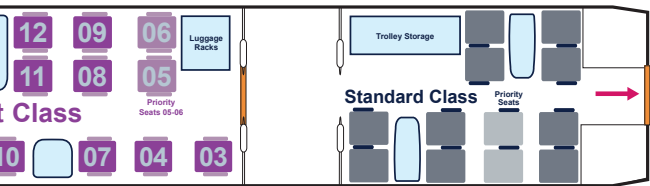




## Standard Class



## ard Class



## New Fleets

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Throughout 2018 and 2019 TransPennine Express will be introducing three brand-new fleets of trains to our services. These state-of-the-art trains will be brought into service at various dates to coincide with timetable improvements and infrastructure changes across our routes. All of these new fleets will be PRM-TSI compliant, and will feature free Wi-Fi, on-board media servers, at seat charging points, and increased capacity over our current fleets of trains.

### NOVA 3

These 5-carriage loco-hauled trains with Mark 5a coaches will operate on our North Route, between Liverpool and Scarborough, and Manchester Airport and Middlesbrough.

### NOVA 2

These 5-carriage electric EMU trains will operate on our Anglo-Scottish Route, between Manchester Airport/Liverpool and Edinburgh/Glasgow along the West Coast Main Line.

### NOVA 1

These 5-carriage Bi-Mode trains can run on electric or diesel, and will operate on our North Route, between Manchester Airport and Newcastle, and eventually up to Edinburgh along the East Coast Main Line.

Throughout this period of change, print versions of our Making Rail Accessible – Helping Older and Disabled Customers guide will continue to be available from those staffed stations where our services call. Information about each additional fleet will be made available on our website at [tpexpress.co.uk](http://tpexpress.co.uk), in leaflets at our stations, or by calling our Assisted Travel Team who will be able to talk you through the features of these trains, inform you of which services are being operated using these trains, and send you a fleet specific supplement to accompany our Making Rail Accessible guide.

## 8. Making Connections

### 8.1 Connections to Other Train Services

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When making connections, please allow enough time to transfer between trains. As standard, the Passenger Assist system allows 10 minutes for transferring between trains however our Assisted Travel Team can discuss connections or alternative journey options with you to allow more or less time to transfer between services if required.

Our staff are trained to ensure that the needs of our disabled passengers are considered at all times and particularly at times of disruption to train services. When platform alterations occur at short notice:

- Station staff, where available, will assist you to the correct platform and will also carry your luggage, if necessary;
- Staff will update visual information systems and make voice announcements;
- Staff will look out for visually-impaired passengers who need assistance and will help where required; our Blue Assist card makes this easier for invisible disabilities; and
- Our staff will try to give enough time to allow people who need extra help to board the re-platformed train, but should any changes result in a change to your journey they will coordinate this for you.

### 8.2 Intermodal Connections

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We can provide assistance to and from the station entrance, forecourt, car park, taxi rank or connecting bus service, if this is within the forecourt when a station is staffed. We cannot provide assistance to and from other transport links beyond the immediate station area.

At some of our stations, we operate a permitted taxi rank. At these stations, where an accessible vehicle is not immediately available, the taxi operators have the ability to source a suitable vehicle to meet your requirements. At those stations where we do not have a taxi rank, contact details for local taxi operators are provided on the onward travel posters displayed at the station entrance.

Where we can we will work with other transport providers who serve our stations to ensure that a full assistance service is provided. At

Manchester Airport, for example, there is a meeting point for their assistance providers.

## 9. Disruption to Facilities and Services

We understand that disruption to services and facilities can be a problem for all passengers, especially older and disabled people, and our priority is working to minimise any disruption to our customers. If there is an emergency, our staff are trained to protect disabled and older passengers.

Where services are disrupted, we will do everything possible to ensure that you are able to continue with your journey. We will offer accessible transport to take you to your destination or back to your station of origin, if more convenient. If disruption occurs before leaving your station, passengers are normally offered the next available service. If we are not able to run train services at all, we will re-book you if you wish to travel on a different day.

If services are going to be disrupted for a longer period of time, or if we are aware in advance that there is going to be a problem, our Assisted Travel team will contact you if you have booked through Passenger Assist and they will help you to make new arrangements.

Where train services are replaced by buses during disruption, we will endeavour to ensure that an accessible bus is provided and if this cannot be achieved, a taxi suitable for you will be provided at no extra charge. However, there may be times during severe disruption where this is not possible due to a lack of available replacement vehicles. In this circumstance, we may provide overnight accommodation or other alternatives to enable you to complete your journey safely.

We will make announcements at all our stations to update passengers during disruption and customers can use help points provided at stations to contact our control centre. Welcome notices at the entrance to our stations show contact details for both our Customer Relations and Assisted Travel teams.

We will advertise and update on both National Rail Enquiries and our website any facilities that may be temporarily out of order if this affects accessibility at that station. Severe disruption will also be communicated in the form of banners across the top of these websites.

## 10. Contact Us

We welcome comments on accessibility issues and any suggestions for improvements to the services we provide. Customer comment forms are available from all our ticket offices, by downloading a form from our website [tpexpress.co.uk](http://tpexpress.co.uk), or by contacting the Assisted Travel team.

We also welcome general feedback. You can contact us:

### By Email

[tpcustomer.relations@firstgroup.com](mailto:tpcustomer.relations@firstgroup.com)

### By Phone:

0800 107 2149

**18001 0800 107 2149** for TextRelay for customers who are deaf or hard of hearing.

For comments and complaints, lines are open 06:00 to 23:00 seven days a week, including Bank Holidays, except Christmas Day. For assistance bookings, our operating times vary dependent upon the journey you are making. Please see the Passenger Assistance Bookings section of this policy for more details.

### By Post

If you wish to write to us, please use the postal address below:

TransPennine Express, Customer Relations,  
Admail 3878, FREEPOST, Manchester, M1 9YB

Our Strategy Director has executive responsibility for this booklet. Our Transport Integration Manager has day-to-day responsibility for accessibility and assistance issues.

## 11. Alternative Formats

We can provide you with copies of this booklet and our 'Policy' document in alternative formats. You can request copies via the contact methods listed above or direct from our website. Regardless of how you request an alternative format, we will provide it within seven working days. The alternative formats available are:

- Large Print
- Braille
- Audio
- Easy Read

We will keep up to date with developments in alternative formats and update this list as appropriate.

## 12. Station Accessibility Information

We manage 19 of the stations which our services call at. The rest are managed by other train operating companies or by Network Rail. These operators also have their own Disabled People's Protection Policy setting out their arrangements for assisting passengers at their stations. We work with these station operators to ensure they provide the best service possible to disabled customers.

All TransPennine Express managed stations have secure stations accreditation, and are covered by CCTV. They also feature customer information screens and public-address systems to keep you informed of train services whilst you are at the station. We also have help points installed at each station, and we're adding additional help points in our station car parks. Seating is also provided on the platforms at each of our stations, and in waiting rooms at some larger stations.

The table below provides a summary of other facilities relating to the accessibility of each station that we manage, current at the time of producing this document, along with the station owner at each of the stations where we stop, and some useful contact details.

We are continually investing in accessibility improvements at our stations, and will ensure that the information on our website is kept up to date.

For more up to date information, including recently installed new facilities available at our stations, or for information about stations elsewhere in the UK which are not listed within this document, please visit the National Rail Enquiries website [nationalrail.co.uk](http://nationalrail.co.uk).

Station	Access to Station Entrance and Ticket Hall	Ticket Office Accessibility	Platform Accessibility	Designated Meeting Point	Wheelchair Available	Blue Badge Parking	Accessible Toilet	Catering	Public Telephone	Staffing Times Monday-Saturday	Staffing Times Sunday
<b>Barnetby</b>	Main entrance fully accessible	No Ticket Office at this Station	Ramps to all platforms	This is an unstaffed station. Customers should report to the required platform, or contact the Assisted Travel team.	✘	✘	✘	✘	✘	Unstaffed Station	Unstaffed Station
<b>Brough</b>	All entrances fully accessible	Induction Loop, Low Counter	Ramps to all platforms	Ticket Office	✓	✓	✘	Morning Peak Only	✘	0530-1945	0900-1700
<b>Cleethorpes</b>	Main entrance fully accessible	Induction Loop, Low Counter	All platforms accessible from concourse	Ticket Office	✓	✓	✓	✓	✓	0500-2145	0715-2145
<b>Dewsbury</b>	All entrances fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to both platforms (Note: Lifts are not available outside of staffed hours)	Ticket Office	✓	✓	✘	✓	✓	0600-1945	0700-1945
<b>Grimsby Town</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms (Note: Lifts are not available outside of staffed hours)	Ticket Office	✓	✓	✓	✓	✓	0600-2130	0830-2045
<b>Huddersfield</b>	All entrances fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	Ticket Office	✓	✓	✓	✓	✓	24 hours	24 hours

Station	Access to Station Entrance and Ticket Hall	Ticket Office Accessibility	Platform Accessibility	Designated Meeting Point	Wheelchair Available	Blue Badge Parking	Accessible Toilet	Catering	Public Telephone	Staffing Times Monday-Saturday	Staffing Times Sunday
<b>Hull</b>	Main entrance fully accessible	Induction Loop, Low Counter	All platforms accessible from concourse	Customer Service office on the Station Concourse	✓	✓	✓	✓	✓	24 hours	24 hours
<b>Malton</b>	Main entrance fully accessible	Induction Loop,	Ramps to all platforms	Ticket Office	✓	✓	✗	✓	✓	0630-1945	0930-1945
<b>Manchester Airport</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	Ticket Office	✓	✗	✓	✓	✓	24 hours	24 hours
<b>Middlesbrough</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts to all platforms	Ticket Office	✓	✓	✓	✓	✓	0515-2315	0755-0020
<b>Northallerton</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to all platforms. Note: Ramps at this station are steep, and assistance cannot be provided for manual wheelchair users) Lifts are to be installed during 2018/2019.	Ticket Office	✗	✓	✓	✓	✓	0515-1945	0900-1945
<b>Scarborough</b>	Main entrance fully accessible	Induction Loop, Low Counter	All platforms accessible from concourse	Ticket Office	✓	✓	✓	✓	✓	0615-2335	0800-2300
<b>Seamer</b>	Main entrance accessible via barrow crossing with manual gates	No Ticket Office at this Station	All platforms are accessed via barrow crossing from the car park with manual gates	This is an unstaffed station. Customers should report to the required platform, or contact the Assisted Travel team.	✗	✓	✗	✗	✗	Unstaffed Station	



Station	Access to Station Entrance and Ticket Hall	Ticket Office Accessibility	Platform Accessibility	Designated Meeting Point	Wheelchair Available	Blue Badge Parking	Accessible Toilet	Catering	Public Telephone	Staffing Times Monday-Saturday	Staffing Times Sunday
<b>Scunthorpe</b>	Main entrance fully accessible	Induction Loop Low Counter (from February 2018)	Platform 1 accessible via concourse. Platform 2 via staff-operated barrow crossing. Customers should arrive at least 20 minutes prior to departure. Barrow crossing is not available outside of staffed hours. Lifts are to be installed during 2018/2019.	Ticket Office	✓	✓	✓	✓	✓	0530-2000	0845-2000
<b>Selby</b>	Main Entrance Fully Accessible	Induction Loop, Low Counter	Platform 1 accessible via concourse. Platform 2-3 via staff-operated barrow crossing. Customers should arrive at least 20 minutes prior to departure. Barrow crossing is not available outside of staffed hours.	Ticket Office	✓	✓	✓	✓	✓	0600-1945	0915-1900
<b>Stalybridge</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts and ramps to all platforms. (Note: Lifts are not available outside of staffed hours) Customers should use the ramps provided at this station when lifts are not available.	Ticket Office	✓	✓	✓	✓	✓	0550-2335	0650-2320

Station	Access to Station Entrance and Ticket Hall	Ticket Office Accessibility	Platform Accessibility	Designated Meeting Point	Wheelchair Available	Blue Badge Parking	Accessible Toilet	Catering	Public Telephone	Staffing Times Monday-Saturday	Staffing Times Sunday
<b>Thirsk</b>	Via staff-operated barrow crossing. An intercom is positioned within the station car park for those requiring access to the station via the barrow crossing. Barrow crossing is not available outside of staffed hours.	Induction Loop	Via staff-operated barrow crossing Customers should arrive at least 20 minutes prior to departure. Barrow crossing is not available outside of staffed hours.	Ticket Office / Call button next to the barrow crossing in the Station Car Park	✓	✓	✓	✗	✓	0615-1945	0900-1715
<b>Thornaby</b>	Main entrance fully accessible	Induction Loop, Low Counter	Level access to all platforms	Ticket Office	✓	✓	✓	✓	✓	0545-1945	0845-1730
<b>Yarm</b>	All entrances fully accessible	No Ticket Office at this Station	Ramps to all platforms	This is an unstaffed station. Customers should report to the required platform, or contact the Assisted Travel team.	✗	✓	✗	✗	✗	Unstaffed Station	

## Stations managed by other operators

Station	Operator	Website	Assistance Booking
<b>Batley</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Carlisle</b>	Virgin Trains	<a href="http://www.virgintrains.co.uk">www.virgintrains.co.uk</a>	08000 158 123
<b>Carstairs</b>	ScotRail	<a href="http://www.scotrail.co.uk">www.scotrail.co.uk</a>	0800 912 2901
<b>Chester-le-Street</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Chinley</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Conisbrough</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Cottingley</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Cross Gates</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Crowle</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Darlington</b>	London North Eastern Railway	<a href="http://www.lner.co.uk">www.lner.co.uk</a>	03457 225 225
<b>Deighton</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Doncaster</b>	London North Eastern Railway	<a href="http://www.lner.co.uk">www.lner.co.uk</a>	03457 225 225
<b>Dore &amp; Totley</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560

## Stations managed by other operators *continued*

Station	Operator	Website	Assistance Booking
<b>Durham</b>	London North Eastern Railway	<a href="http://www.lner.co.uk">www.lner.co.uk</a>	03457 225 225
<b>Edinburgh</b>	Network Rail	<a href="http://www.networkrail.co.uk">www.networkrail.co.uk</a>	To book assistance, please call the train operator you are travelling with.
<b>Garforth</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Gilberdyke</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Glasgow Central</b>	Network Rail	<a href="http://www.networkrail.co.uk">www.networkrail.co.uk</a>	To book assistance, please call the train operator you are travelling with.
<b>Greenfield</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Habrough</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Halifax</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Hatfield &amp; Stainforth</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Haymarket</b>	ScotRail	<a href="http://www.scotrail.co.uk">www.scotrail.co.uk</a>	0800 912 2901
<b>Howden</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560

## Stations managed by other operators *continued*

Station	Operator	Website	Assistance Booking
<b>Kirk Sandall</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Lancaster</b>	Virgin Trains	<a href="http://www.virgintrains.co.uk">www.virgintrains.co.uk</a>	08000 158 123
<b>Lea Green</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Leeds</b>	Network Rail	<a href="http://www.networkrail.co.uk">www.networkrail.co.uk</a>	To book assistance, please call the train operator you are travelling with
<b>Liverpool Lime Street</b>	Network Rail	<a href="http://www.networkrail.co.uk">www.networkrail.co.uk</a>	To book assistance, please call the train operator you are travelling with
<b>Lockerbie</b>	ScotRail	<a href="http://www.scotrail.co.uk">www.scotrail.co.uk</a>	0800 912 2901
<b>Manchester Oxford Road</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Manchester Piccadilly</b>	Network Rail	<a href="http://www.networkrail.co.uk">www.networkrail.co.uk</a>	To book assistance, please call the train operator you are travelling with
<b>Manchester Victoria</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560

## Stations managed by other operators *continued*

Station	Operator	Website	Assistance Booking
<b>Marsden (Yorkshire)</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Meadowhall</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Mexborough</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Mirfield</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Morley</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Morpeth</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Mossley (Manchester)</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Motherwell</b>	ScotRail	<a href="http://www.scotrail.co.uk">www.scotrail.co.uk</a>	0800 912 2901
<b>Newcastle-upon-Tyne</b>	London North Eastern Railway	<a href="http://www.lner.co.uk">www.lner.co.uk</a>	03457 225 225
<b>Newton-le-Willows</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Oxenholme</b>	Virgin Trains	<a href="http://www.virgintrains.co.uk">www.virgintrains.co.uk</a>	08000 158 123
<b>Penrith</b>	Virgin Trains	<a href="http://www.virgintrains.co.uk">www.virgintrains.co.uk</a>	08000 158 123
<b>Preston</b>	Virgin Trains	<a href="http://www.virgintrains.co.uk">www.virgintrains.co.uk</a>	08000 158 123

## Stations managed by other operators *continued*

Station	Operator	Website	Assistance Booking
<b>Ravensthorpe</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Rotherham Central</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Sheffield</b>	East Midlands Trains	<a href="http://www.eastmidlandstrains.co.uk">www.eastmidlandstrains.co.uk</a>	08000 11 33 23
<b>Slaithwaite</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>South Milford</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>Stockport</b>	Virgin Trains	<a href="http://www.virgintrains.co.uk">www.virgintrains.co.uk</a>	08000 158 123
<b>Thorne South</b>	Northern	<a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a>	0800 138 5560
<b>York</b>	London North Eastern Railway	<a href="http://www.lner.co.uk">www.lner.co.uk</a>	03457 225 225

More information can also be found through National Rail Enquiries

**Booking by Phone**

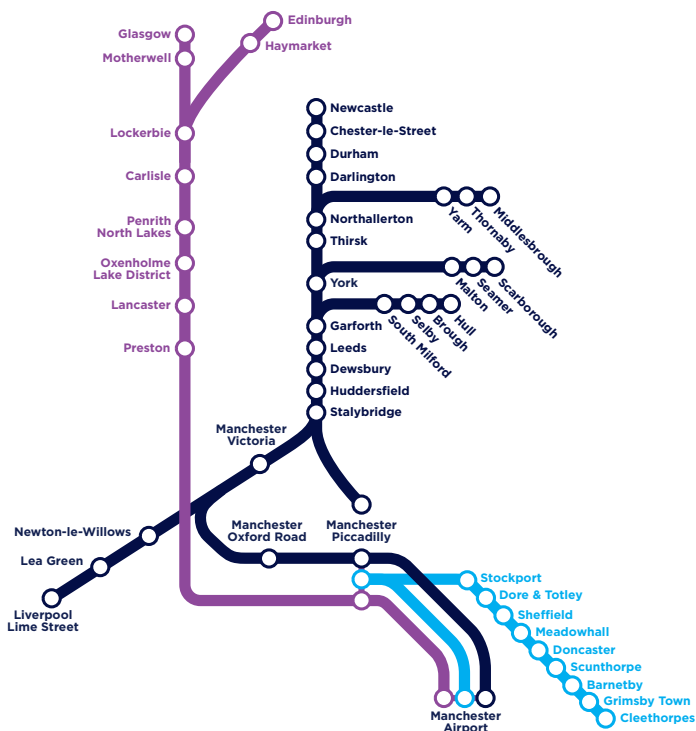
03457 48 49 50

0345 60 50 600 (Minicom)

**Booking Online**

[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

# Route Map



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