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12 July 2016

Helen Hodgkinson
Legal & Compliance Manager
Merseyrail

Dear Helen,

Approval of Merseyrail Electrics 2002 Ltd Disabled People's Protection Policy (Condition 5 of the Station Licence and Passenger Train Licence)

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

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

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

- Your requirement for passengers to give only 1 hours' notice for assistance bookings when travelling on Merseyrail services;
- The availability of help points with induction loops on all platforms;
- Your commitment to record the number of unbooked assistances your staff deliver.

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

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

- **Passenger Assist system:** The guidance states that operators are expected to provide sufficient resource to maintain and improve the performance of the passenger assist system. In your document you have now committed to providing this resource.
- **Provision of assistance:** The guidance states that operators are expected to provide assistance, when booked in advance through passenger assist, at any



station during the hours that trains are scheduled to serve that station. In your document you have committed to providing assistance, whether booked or not, throughout your network. You have stated that if a station is unstaffed you will discuss the passenger's needs and either provide alternative accessible transport for the passenger, or, where appropriate, send a member of staff to assist.

- **Passenger information:** The guidance states that operators must commit to updating passenger information within 24 hours' of any change and nominate one or more specific posts with responsibility for this. You have committed to updating information within 24 hours and have nominated your Digital Marketing Manager and Customer Service Facilities Team as the responsible posts for this.
- **Tickets and fares:** The guidance states that operators must commit to ensuring that, where disabled passengers are unable to buy a ticket at a station before their journey, they are able to buy a ticket without penalty on the train or at their destination. You have clarified that if passengers are unable to buy a ticket before they board, they are able to buy a ticket on the train or at their destination without penalty and still receive any applicable discounts, including railcard discounts.
- **Alternative formats:** The guidance states that operators must commit to providing copies of all documents comprising their DPPP, including those in alternative formats, to passengers on request within seven working days. You have stated that you will endeavour to have the documents available on demand and if that is not possible you have made a commitment to provide them within seven working days.
- **Monitoring and evaluation:** The guidance states that operators are required to monitor and evaluate their performance in meeting the standards and commitments in their DPPP and that they must set out what mechanisms they have in place to monitor and evaluate performance, which should include the use of measurable criteria. In your document you have now provided us with the key performance indicators you have in place to monitor your performance.

In their comments, Transport Focus raised issues with the information provided regarding stations. You have now updated the information on your stations in the matrix in your DPPP document. We welcome this work as it is important that passengers have access to accurate and consistent information before travelling. You have also informed us that you will update the stations information provided on the Stations Made Easy site to ensure the information available for passengers is accurate. You have committed to updating this information within 12 weeks. Please could you inform us when this work has been carried out, and in any case not later than 12 weeks after the date of this letter.

Yours sincerely,



Annette Egginton



Contact Information



Speak to a member of Merseyrail staff or use the station help point



Email comment@merseyrail.org
Visit www.merseyrail.org



Download the Merseyrail app from The App Store or Google Play for up to the minute train and live departure information



Follow us on Twitter @merseyrail

For more information call our Customer Relations Team on:

0151 555 1111

The office is open Monday to Friday from 07:00 to 19:00 hours (an answer phone is available outside of these hours). Our team can also provide information on ticket refunds, disabled assistance and Group Travel. We look forward to hearing from you.

For local journey information, fares and train times, use our Journey Planner or contact Traveline on:

0871 200 2233

Or you can write to The Customer Relations Team:

Merseyrail
9th Floor, Rail House
Lord Nelson Street
Liverpool
L1 1JF



Making Rail Accessible

Helping Older and Disabled Passengers

Travelling on our network for customers with restricted mobility or that require assistance

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Welcome to Merseyrail

At Merseyrail we run an urban rail network of vital importance to the transport infrastructure of Liverpool and the region.

We run frequent services that call at 67 stations connecting Liverpool City Centre with parts of Merseyside, Cheshire and Lancashire giving access to work, shopping and leisure.

Merseyrail is a unique concession in the UK as the role of the Department of Transport (DfT) in awarding rail franchises has been delegated by Parliament to Merseytravel.

We want to consistently deliver high standards of safety, performance and customer services. We want you to enjoy all aspects of your journey with us. We have developed this document as part of our Disabled People's Protection Policy (DPPP) to set out the arrangements and services we have in place to help customers with restricted mobility and requiring assistance including:

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

This document provides information to help understand how we plan to meet your expectations when using our services. You will find details of assistance and facilities we offer. This information will help you plan your journey on the Merseyrail rail network as well as the wider national rail network.

Where we operate

	Northern Line		Wirral Line
	City Line		Other Lines
 Trio, Railpass, Saveaway tickets and Merseytravel Free Travel Passes are valid in this area.			
 Railpass, Saveaway (All Areas) tickets and Merseytravel Free Travel passes are valid on rail only in this area.			

 Regular bus links to Liverpool John Lennon Airport run from Liverpool South Parkway.

 Interchange between stations possible, either by local bus  (Burscough) or on foot.



Our commitment

We believe that all customers have the right to a safe, comfortable, punctual and trouble-free journey. Our goal is simply to provide trains and stations that are as accessible as possible, ensuring you enjoy the best possible access and journey comfort when travelling with us.

Merseyrail is committed to continuously improving the services and facilities for all our passengers and will strive to deliver the standards set out in the DfT publication: Design Standards for Accessible Railway Stations "A Joint Code of Practice" published in March 2015.

Since we started our concession in 2003 we have made significant investment.

- All Merseyrail stations now benefit from a Customer Information System (CIS).
- We have installed accessible toilet facilities at 52 stations across our network.
- Lifts have been installed at Bootle Oriel Road, Sandhills, Hooton, Fazakerley, Waterloo, Orrell Park, Birkenhead North and Formby.
- Major refurbishment undertaken at Liverpool Central including improved waiting facilities, accessible toilets and improved access to the lift.
- We have installed easily accessible ticket counters at 38 stations.
- By December 2016, all five underground stations will have undergone major refurbishment, making them cleaner, lighter and less cluttered so improving the customer experience. All platforms and passageways have been improved, with new flooring, brighter lights, new signage and seating.
- Help points with induction loops are available on all platforms.

We are committed to continue maintaining and further improving current standards of accessibility to our services for you.

We will continue to review our Making Rail Accessible Helping Order and Disabled Passenger and Policy and Practices documents annually. Please let us have your feedback on this policy or our services so we can use it to help us improve our services.

Planned facilities and service improvements

We are determined to improve our facilities and services to make them more accessible for you. To do so, we will apply for any funding which is made available via the DfT, Merseytravel or Local Authorities. For major works which will provide lifts at our stations, we will apply for funding from the DfT's Access for All Fund and from the National Stations Improvement Programme to help us fund our improvements plans.

When planning and delivering these improvements we will work closely with Network Rail, Merseytravel, Local Authorities, rail user groups and other representative bodies and organisations to maximise opportunities.

We will work with Association of Train Operating Companies (ATOC) and other train operating companies to share best practice and develop joint initiatives.

Our plan to improve facilities includes:

- Accessible toilets
- Automatic doors
- Additional handrails
- Accessible ticket counters
- Tactile paving

This will be reviewed each year taking into consideration feedback we receive.

We will introduce an on-line passenger assistance booking form which will be available on our website in the next three months.

Merseytravel plans to have new trains on the network by the early 2020s and the procurement process is well underway.

It's expected that a preferred bidder will be identified towards the end of 2016 and it will be at this point that Liverpool City Region leaders, through the Combined Authority, will be asked to commit to the project going ahead.

In the meantime, improvements are continuing to maintain high standards for customers. The fleet has been recently re-liveried with new vinyls on the outside of trains. Enhancements to the inside of the trains are now also being rolled out.

Assistance for passengers

We aim to provide assistance to you throughout the Merseyrail network whether this has been booked in advance or not. We will always do our best to help passengers who need assistance even when they have not booked in advance.

You are able to book assistance via our Customer Relations Team in advance of travel. If your journey is between Merseyrail stations only one hour's notice is required to ensure your travel arrangements can be communicated to our staff. For journeys that go beyond the Merseyrail network and involve the use of other train operating companies, we ask that you book your journey 24 hours in advance.

If you wish to travel at a weekend we strongly recommend that you contact our Customer Relations team, due to the possibility of engineering work taking place on the rail network and trains being replaced by buses.

Assistance at staffed stations

Our station staff will provide assistance for you at stations including help with boarding and alighting between the platform and train and entering and leaving the station. Please note that our staff cannot leave the immediate station area or cross public roads.

Our staff will help with luggage. If you need help with luggage this can be booked in advance via our Customer Relations Team. We provide more details for you on luggage assistance on page 13.

Assistance at unstaffed stations and when ticket offices are closed

If you wish to travel to or from a station that is unstaffed when you need to use it, we can still provide assistance to help you make your journey, with as much of your trip by rail as possible. We want to do everything that we can reasonably can to help you make your journey, therefore please contact us to discuss your individual circumstances and the help we can provide to support you.

A welcome poster will be displayed at the front entrance containing the Freephone number for our Customer Relations team. This team can arrange alternative transport to the nearest accessible station or organise for a member of on-board staff to assist you on or off the train, if you are able to get to the platform. On the platforms we also have a help point which you can use to contact a member of staff.

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. We will discuss with each passenger how best to meet their needs and to make as much of the journey by rail as possible and where practicable we will send a member of staff to an unstaffed station to assist.

Assistance during your journey

All Merseyrail trains have a member of staff on board. Our on board staff are responsible for the safe despatch of our trains from all our stations. Where feasible they will provide you with assistance to find a priority seat. The majority of our trains carry a ramp and our on-board staff will assist you getting on and off our trains if there are no station staff available. If you need assistance with a ramp outside normal station staffing hours, you will need to book in advance.

Booking Assistance

You can request assistance by:

- Calling our Customer Relations Team on 0800 0277 347, (free of charge from a landline. If calling from a mobile, you may be charged if you dial 0800 numbers) or 0151 955 1111 (the cost depends on your communication provider).

They are available Monday to Friday 07.00 to 19.00 hours. Our Customer Relations Team is available 363 days per year. We are closed on Christmas Day and New Year's Day.

- If you require to book assistance outside the hours above please ring 0151 702 2704.
- Textphone and Minicom users please prefix 18001 prior to dialling the numbers above.
- Email our Customer Relations team at comment@merseyrail.org

Passenger assist system

All train operators use a common booking system called Passenger Assist which allows you to book assistance for travel on the National Rail network. This system is capable of sending you an email confirmation of your journey if you book in advance and provide us with an email address. We are committed to providing sufficient resource to maintain and improve Passenger Assist.

We encourage you to provide us with a contact telephone number when booking so that we can contact you should disruption occur.

Passenger Assist allows you to:

- find the nearest station that meets your accessibility requirements
- plan your journey based on what you tell us about your needs
- book assistance in advance for alighting and boarding
- ensure that staff at the station are aware of your needs and journey details
- make alternative arrangements if you are unable to access a particular station
- arrange seat reservations and assistance for journeys with other train operators. (Merseyrail and some other train operators do not offer seat reservations on their services.)
- check the accessibility and facilities of all trains and stations.

We have produced a summary of facilities available at each of our stations which starts on page 20.

Inaccessible stations

Whilst we make every effort to make our stations accessible, you should be aware that some stations may have physical or navigational constraints that could make it inaccessible to you.

If you wish to use a station that is inaccessible to you, we will book you alternative transport which will normally be a taxi, at no extra charge, between the inaccessible station and the nearest or most convenient accessible station for your journey. Also, if your destination station is inaccessible to you, we will help you plan your journey to the nearest or most convenient accessible station and provide alternative transport from that station to your destination station. There are no extra charges for this service.

When speaking to our Customer Relations Team we will discuss your individual requirements determining what the most suitable transport is for your requirements. We will make sure you can complete as much of your journey by rail as possible. Please try and book this as soon as you can so that we can be sure of providing the right transport for you.

During disruption

Where our services are disrupted, we will provide alternative transport to take you to the nearest accessible station, so that you can continue your journey. Our station staff will make the necessary arrangements for your assistance and onward travel arrangements including organising accessible transport.

Substitute transport/planned engineering works

When the train service is subject to planned or unplanned engineering works, an accessible low-floor bus service is normally provided. Where it is not possible to do so, another means of accessible transport, such as a taxi, will be provided at no extra cost.

Further information about assistance at the station

If you have arranged assistance at a staffed station, we recommend that you go to the ticket office or to the gated barrier line, if in place, on arrival.

We recommend that you arrive at your departure station in good time. As a general rule, arriving at the station 20 minutes before your train is due to leave means that you will get the best assistance. We particularly recommend this at larger stations, whilst at our smaller stations we recommend 10 minutes.

We also recommend you are on the platform at least five minutes before the train is due to leave.

At our unstaffed stations, we recommend that you go to the appropriate entrance or platform for your train service and advise staff via the help point of your arrival.

We realise that you may change your journey plans at short notice. If you change your mind before you travel, and you have booked assistance, please let us know as soon as possible.

If your journey plans change once your journey has begun please tell a member of staff as soon as possible and we will do what we can to assist you with your new travel needs.

If you are getting off the train at the station where your service terminates, we will attend to your needs of our customer who have booked assistance as quickly as possible, ensuring you wait no longer than 5 minutes to get off the train after its arrival.

Passenger information

Merseyrail understands the importance of providing up-to-date accurate information. We will take all reasonable steps to provide consistent and up-to-date information via our website at www.merseyrail.org and on the National Rail Enquiries website www.nationalrail.co.uk. Our Customer Relations Team and ticket office staff are also there to help you.

If there is a temporary change that affects station access, we will update the information on our website, together with the relevant pages on the National Rail Enquiries website. We will update these sites with 24 hours, for all changes that will last more than one day. Our Digital Marketing Manager is responsible for updating the Merseyrail website and the Station Support Services Team will update National Rail Enquiries.

These documents (Making Rail Accessible: Helping Older and Disabled Passengers and Making Rail Accessible: Guide to Policies and Practices), are also on our website for download, and a hard copy can be obtained from our staffed stations or by writing to our Customer Relations Team. We provide a variety of information and assistance for people with sensory impairments. If you need information in other formats (e.g. audio or Braille) we will produce these within seven working days.

Our policies and practices will be reviewed annually. In this way, if we make any major changes to our policies, practices or there is a change to legislation, we can ensure the information is correct and up to date. If there are any changes we will publish a printed edition of the updated document every year.

However, the most up-to-date version will always be available on our website.

Tickets and fares

Buying a Ticket

You can buy a ticket for your journey at our staffed stations and at stations with self-service ticket machines. Some of our ticket offices have dropped/low level counters suitable for passengers who use wheelchairs.

All Merseyrail unstaffed stations and some staffed stations have self-service ticket machines from which you can buy discounted tickets with a valid Disabled Persons Railcard for yourself and a companion.

If you are unable to buy a ticket at a station before your journey, or are unable to use the self-service ticket machine, if there is one provided, you will be able to buy a ticket at your destination station or from one of our Revenue Protection staff with no penalty and with any appropriate discounts. Please note our on-board Customer Service staff don't have the facility to sell tickets.



Disabled Persons Railcard

We support the Disabled Persons Railcard, which offers you and an adult companion travelling with you, up to a third off most rail fares in Great Britain. The Railcards are currently available as 12-month or three-year cards so you can choose one that most suits your needs. The Disabled Persons Railcard scheme is managed by the Association of Train Operating Companies (ATOC).

If you are eligible, you can apply for a Disabled Persons Railcard by filling in an application form which can be obtained from Merseyrail ticket offices, downloaded online or obtained by phone. You will need to show proof of disability when applying for the Railcard. The Disabled Persons Railcard website has a full list of proofs of eligibility or you can contact the Disabled Persons Railcard team for help with your application and further advice. Please note it is not possible to purchase the Disabled Persons Railcard over the ticket-office counter. The Disabled Persons Railcard Office contact details are:

Helpline: 0345 605 0525, Textphone: 03456040132

Email: disability@atoc.org

Website: www.disabledpersons-railcard.co.uk

There are other discounted fares for people with a specific disability who do not have a railcard.

If you are blind or visually impaired and are travelling with a companion the discounts below apply for both you and your companion. Discounts apply to adult fares only.

Discounts apply to adult fares, if you are travelling alone or with one adult.

Please check whether these reduced-rate fares offer the best value for money. It may be cheaper to buy a full-price Advance or off-peak ticket.

Wheelchair users

You can buy reduced-rate tickets without a railcard if you remain in your own wheelchair for the rail journey. You are entitled to the discount whether you are travelling alone or with a companion. If you are with an adult companion, they can also buy a ticket at the discounted price.

Our self-service ticket machines cannot sell these discount tickets. If the station where you start your journey has no open ticket office, you can pay during the journey from one of our Revenue Protection staff with no penalty and with any appropriate discounts, or at your destination and still receive the appropriate discount. Please note our on-board Customer Service staff don't have the facility to sell tickets.

Ticket Type	Discount on adult fare
First Class/Standard Anytime Singles and Returns	34% off
First Class/ Standard Anytime Day Single	34% off
First Class/Standard Anytime	
Day Return	50% off

We also accept the Merseytravel Concessionary Pass for Disabled People and Older People that allows free travel on the Merseyrail's Northern and Wirral Line services.



Senior railcard

If you are 60 years old or over you can buy a Senior Railcard which offers up to a third off most rail fares throughout the rail network in Great Britain. Certain restrictions apply on some rail networks during the morning peak periods, so please check the relevant website before booking. The Senior Railcard is valid for 12 months or three years and you can choose the time period which suits your circumstances.

At stations

We operate 66 of the 67 stations we call at and these are listed in the Station Accessibility Information of this booklet with a summary of the facilities available at each station.

We have been investing in better station facilities to make our network more accessible and comfortable for you, including new lifts, suitable-height ticket counters, induction loops and help points, toilets and accessible toilets, waiting rooms, accessible seating and handrails.

If you want details of facilities available at our stations, please visit either our website www.merseyrail.org or the National Rail Enquiries website www.nationalrail.co.uk

Getting to and from the station

A number of our stations have pick-up and drop-off points making access to the station easier and as safe as possible.

Many stations have free parking facilities including Blue Badge spaces. The dedicated Blue Badge spaces are situated as close as possible to the station entrance.

We monitor usage of Blue Badge parking spaces. Such monitoring will enable appropriate enforcement action to be taken when non-Blue Badge holders park in designated spaces.

CCTV cameras cover car parks and the usage of Blue Badge spaces is monitored either locally or remotely at Merseyrail Control or Security Centre. Merseyrail and Merseytravel regularly monitor car park usage and work together to make every effort to increase car parking facilities for all customers across the network.

All station car parks that are managed by Merseyrail have been approved by the Secure Car Park award scheme.

Station entrances

We will not permanently close station entrances or gates if it leads to a reduction in accessibility for disabled customers to any platform or facility at the station unless we have consulted with DfT, Merseytravel, Transport Focus or user groups, and these changes have been approved by the DfT and Merseytravel.

Aural and visual information

At all stations we have visual customer information systems (CIS) which show the destination of the next train, all stations the train will call at and when it will arrive. The system complies with the standards in the Code.

All stations are fitted with a public address system (PA). At times of service disruption we will provide information on train service alternatives and any alternative transport arrangements through the public address system.

Information points and displays

Our Ticket Offices serve as information and meeting points. Travel information and train departure posters are located on each platform. In addition help points which are fitted with induction loops are located on all station platforms. All help points are linked to a control room and can provide information on train running times and can respond to emergencies.

Welcome posters are located at or near the station entrance and provide information on the facilities at the station, a contact number for a local taxi, lost property and our Assistance Helpline contact number.

Ticket machines

We have self-service ticket machines at some of our stations. If you have a Disabled Persons Railcard you can purchase tickets at the 34% reduced rate for yourself and your companion at these machines.

Ticket Gates

We have automatic ticket gates at Liverpool Central, Moorfields, Liverpool Lime Street (Low Level), James Street, Conway Park, Southport, Hamilton Square and Liverpool South Parkway. All the ticket gate lines have a wide gate to make access easier for you. These ticket gate lines are normally staffed but if a member of staff is not available, the gates will be left open.

Luggage Assistance

At our staffed stations we will provide assistance with luggage for disabled and older passengers free of charge within the station boundary, to and from the train, as long as it is within the allowances set out in the National Rail Conditions of Carriage.

Please bear in mind the weight, size and quantity of luggage; as our service is limited by the ability of our staff to lift the item(s) safely. The National Conditions of Carriage state that you may take a single item of hand luggage that must be capable of being held on your lap if required, plus up to two items of luggage each not exceeding 30x70x90 cm in size.

This service needs to be booked in advance. If you have not booked luggage assistance in advance we will try to help you, subject to the availability of staff, but cannot guarantee that this will be possible.

Left Luggage

We don't have left luggage facilities at any of the stations which we manage.

Accessible left luggage facilities are available on the concourse of Liverpool Lime Street main-line station which is operated by Network Rail.



Ramps

We have portable ramps at all our staffed stations to help with getting on or off our trains. These are able to carry a combined weight (for passenger and wheelchair) of up to 300kgs.

If you require assistance getting on or off our trains this can be booked through our Customer Relations Team. If you do not book assistance in advance our station staff will still do their best to assist you, but by booking in advance we will be able to help you as promptly and efficiently as possible.

Facilities provided by Third Parties.

We will endeavour to ensure all facilities provided by third parties are accessible to disabled people and ensure that they are not located where they will cause obstruction. It is the responsibility of third parties to make reasonable adjustments to accommodate the needs of disabled passengers and we will continue to work with them to improve the facilities and services they provide.

On the train

Aural and visual Information

All our trains are fitted with aural and visual on-train public address system for your journey. Announcements are made throughout the journey confirming the destination of the train, the name of each station as the train approaches it and at each station stop. Our on-board staff can make additional aural and activate additional visual announcements as and when required. We will make announcements within two minutes if a train will be delayed for more than a few minutes.

Seats on Trains

Seats on Merseyrail trains cannot be reserved. Priority seating, for older or disabled people and expectant mothers, is provided closest to the entrance/exit doors and is marked with a notice asking other passenger to make the seats available. Our staff undertake to make every reasonable effort to ensure a passenger can obtain a seat.

Wheelchairs and our trains

Manual or powered wheelchairs can travel on any of our trains and on any route provided they don't exceed 70cm wide and 120cm long and have a combined weight of passenger and wheelchair user of no more than 300kg. These standard dimensions are in accordance with the European Union Interoperability (PRM TSI) guidelines.

Wheelchair Spaces

All of our trains offer facilities including two designated wheelchair spaces with "assistance" buttons. The location of the wheelchair spaces are indicated by the wheelchair symbol on the exterior of the carriage on the doors adjacent to the wheelchair space. One is situated near to the driver's accommodation and the other is situated near to the guard's accommodation.

Our staff will provide assistance during boarding, alighting and positioning the wheelchair user into the appropriate space on the train.

Wheelchair Safety

If you use a manual wheelchair and need assistance alighting from the train we recommend that you descend the ramp backwards. If you prefer to descend the ramp in the forward direction our staff will deploy the ramp but will not offer assistance to push the wheelchair.

When you are preparing to board or alight from the train we ask that all baggage is taken off the back of the wheelchair seat so it does not topple when entering and exiting the train via the ramp.

Scooter Carriage

Light travel scooters, no greater than 70cm wide and 120cm long with a combined weight of passenger and wheelchair user of not more than 300kg can be carried on our trains.

We cannot guarantee that you will be able to take your mobility scooter on connecting services operated by other train companies and we highly recommend that you check details with them before you travel.

Once on board, scooter users should position their vehicle safely within the designated wheelchair space and apply the brakes. On no occasion should scooters block the exits or passageways as this is a safety hazard. If a scooter user positions their vehicle safely within the designated space they don't need to transfer to a seat on Merseyrail trains.

When trains are not running due to planned or emergency engineering works, we cannot provide alternative transport for scooter users. However if you are already travelling with us and there is disruption, we will make every reasonable effort to provide an alternative means of transport. If this is not possible our staff will try and find a location at the station where you can store your scooter safely and return later for collection.

Scooter Safety

When preparing to board or alight from the train we ask that all baggage is taken off the back of the mobility scooter seat so it does not topple over when entering and exiting the train via the ramp.

We recommend that you descend the ramp by driving forward and don't reverse down the ramp.

For safety reasons we also insist that powered wheelchairs and mobility scooters do not exceed 4 mph on station premises.

Information about our trains

All Merseyrail services are operated by class 507 and 508 electric trains. These have two sets of wide-opening doors on each coach opened and closed by the train crew at each station stop. These trains were built between 1978 and 1980 and are of a standard type built at that time for short-distance suburban journeys. They have no toilet facilities.

These units have three coaches but can be joined to make a six-coach train.

Making connections

Connections to other trains services

If your journey involves a change of train at one of our stations we can help you transfer from one train to another. We will do this whether you are transferring between our own services, or between other train operators' services.

We will provide assistance to help you change trains whether you've booked or not, but we recommend that if you require assistance you book in advance with our Customer Relations Team.

If there is a platform change at short notice, our staff will help you get to a new platform as quickly and easily as possible.

When you book a journey through our Customer Relations Team that involves changing onto another operator's services, we will make the entire booking for all legs of the journey and ensure that the other operators have all the details of your booking.

Our staff are also able to help you where the platform from which your train was due to depart is changed at short notice. They will aim to get you to the new platform as quickly as possible.

Connections with other transport providers

At Merseyrail staffed stations we can assist you from the point of entry to the station until you have boarded the train and vice versa if you have booked in advance or have notified our staff at your departure station.

A number of stations have connections with local bus services and further information can be obtained from Merseytravel travel line on 0871 200 22 33 between:

7am – 8pm, Mondays to Fridays

8am – 8pm, Saturdays, Sundays and Bank Holidays

Closed on Christmas Day

We have taxi ranks at the following locations; Southport, Liverpool South Parkway, Formby, Maghull, Hunts Cross, Kirkby, Ormskirk and Hoyle. We also advertise a telephone number for a local taxi company at all our stations.

Disruption to facilities and services

There are occasions when the advertised train service cannot be provided because of service disruption.

Planned Improvement works

Network Rail are responsible for the maintenance of the tracks and signals, and some of the station facilities and services. Sometimes they need to close the railway to do this, usually at weekends and holiday periods.

During planned engineering maintenance works we will try to ensure accessible replacement buses or accessible transport is available.

You can find details of planned improvements on our website www.merseyrail.org and on the National Rail website www.nationalrail.co.uk. We will also make announcements on our Public Address System and display the information on posters at stations. You can also get details from the Assisted Travel Team.

Unplanned disruption

From time to time there can be disruption to our services, but we will do everything we can to make sure you are not left disadvantaged or stranded during the disruption. We will make every effort to reintroduce normal services as soon as possible. We will also notify all passengers about delays and changes when:

- there are delays of over five minutes
- there is a change to the stations that the train is due to stop at
- the train is going to be taken out of service before it reaches its planned destination.

There may be times when there will be a need to provide alternative transport which will either be an accessible bus or accessible taxi.

Disruption to station facilities

Network Rail are responsible for the maintenance of some station facilities and services. Sometimes they need to close facilities such as lifts and escalators to do this. If the maintenance is planned we will publicise it in advance.

Failure of information systems

If our information systems break down, our staff are trained to provide information and assistance to you, including giving guidance to visually or hearing impaired passengers.

Emergency procedures

Our staff are trained in emergency procedures, safety and basic First Aid to ensure that your needs are considered at all times. We carry out controlled emergency planning exercises, including the emergency services, allowing staff to enhance their experience.

On train

If there is an emergency on a train, our on-train staff are trained in the procedures to advise and help you. There are information posters on our trains outlining what you should do in an emergency situation. In most cases it is safest to remain on the train and await instructions.

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

At stations

Each station has its own detailed evacuation plan which takes into account the needs of disabled passengers. In an emergency, trained staff, with the assistance of the emergency services if necessary, will help you get to a safe place.

If we get it wrong

We want you to have confidence in our passenger assistance service and we will always do our best to give you the assistance you have asked for. However, occasionally we may not be able to fulfil our promise and if we do not provide the assistance as booked, please contact us as soon as possible so we can investigate the reasons why.

If we haven't provided the level of service you expect, please let our Customer Relations Team know.

Contact us

We welcome your comments and feedback about all aspects of our services. If you would like to give feedback comments forms are available at all our stations or email us at comment@merseyrail.org

You can also write to our Customer Relations Team at:

Customer Relations Team
Merseyrail
Rail House
Lord Nelson Street
Liverpool
L1 1JF

Information for disabled passengers can be obtainable from:

- All of our station ticket offices
- Our website, available at www.merseyrail.org
- Our Customer Relations Team, telephone number and textphone number 0800 0277 347 (free of charge from landlines. If calling from a mobile, you may be charged if you dial 0800 numbers) or 0151 555 1111 (the costs depends on your communication provider).

These lines are open Monday – Friday 07.00 to 19.00 hours.

- National Rail Enquiries – telephone 08457 48 49 50 text phone 08456 05 06 00
- National Website: www.nationalrail.co.uk
- Merseytravel Website: www.merseytravel.gov.uk

If you want to pre book assistance please contact our Customer Relations Team on 0800 0227 347 or 0151 555 1111 or by email (comment@merseyrail.org).

Customers requiring to book assistance outside these hours, weekends or Bank Holidays can ring 0151 702 2704.

We are also pleased to hear from you and welcome your views, comments on accessibility issues and any suggestions for improvements to the services we provide. If you think there is any information missing from this booklet that you would find useful, please let us know.

Station accessibility information

Please note staff availability is shown in the following categories:

Full: staff are available from 15 minutes before the first train to 15 minutes after the last train. Please note, normally our staff are in the ticket offices and not necessarily on the platforms to offer assistance.

Part: staff are available Monday – Friday from 06.05 to 14.00 hours Please note our staff are in the ticket offices and not necessarily on the platforms.

No: the station is unstaffed.

Parking: The number of blue badge spaces in each car park.

Information regarding station accessibility forms part of our DPPP. This is a summary of facilities available at each station, current at the time of producing this document. For more up to date information, including recently installed new facilities available at our stations, please visit our website or the National Rail Enquiries website.

Station facilities – A-E

Station Name	Staffing Type	Station Accessibility	Car Park & No of Blue Badge Spaces	Seating	Toilets (Accessible)	Easy Access Ticket Sales	Designated Meeting Point	Customer Information Systems (Visual Only)	Waiting Rooms/ Covered Waiting Areas	Secure Station Accred.	Catering Facilities	Other Comments
Aigburth	Full	No	Yes (1)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Covered waiting areas and waiting room	Yes	No	
Ainsdale	Full	Yes	Yes (6)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting rooms both platforms (wheelchair accessible)	Yes	No	
Aintree	Full	Part	Yes (8)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting shelters (both platforms)	Yes	No	Stepped Ramp - Ormskirk Platform
Aughton Park	Full	No	No (0)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting shelters (both platforms)	Yes	No	
Bache	None	Part	Yes (3)	Yes	Yes	No	No	Yes	Waiting Shelter (Liverpool bound platform)	Yes	No	Liverpool and Chester platforms - ramped access. Steps to overbridge
Bank Hall	Full	No	No (0)	Yes (island platform)	Yes	No	Booking Office	Yes	Waiting rooms island platforms	Yes	No	
Bebington	Full	Yes	Yes(2)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Waiting shelters (both platforms) Wheelchair accessible	Yes	No	
Bidston	Full	Part	Yes	Yes	Yes	yes	Booking Office	Yes	Waiting Room on island platform	Yes	No	Interchange between platforms -step free
Birkdale	Full	Yes	Yes(6)	Yes	Yes	yes	Booking Office	Yes	Waiting Rooms on both platforms	Yes	No	
Birkenhead Central	Full	Yes	No (0)	Yes (both platforms)	Yes	yes	Booking Office	Yes	Waiting shelter on platform 1, covered area on platform 2	Yes	No	
Birkenhead North	Full	Yes	Yes	yes (both platforms)	Yes	yes	Booking Office	Yes	Covered waiting areas on both platforms	Yes	No	
Birkenhead Park	Full	No	No (0)	Yes (island platform)	Yes	Yes	Booking Office	Yes	Waiting Shelter (island platform)	Yes	No	Stepped Ramp to platform
Blundellsands and Crosby	Full	Yes	Yes(6)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting shelters (both platforms) Wheelchair accessible	Yes	Kiosk only	
Bootle New Strand	Full	Yes	No(1)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting shelters (both platforms) Wheelchair accessible	Yes	No	
Bootle Oriel Road	Full	Yes	No (0)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Waiting shelters (both platforms) Wheelchair accessible	Yes	No	
Bromborough	Full	No	Yes (4)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting shelters (both platforms)	Yes	No	
Bromborough Rake	Full	Yes	No(0)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Waiting shelters (both platforms) Wheelchair accessible	Yes	No	
Brunswick	Full	Yes	Yes(2)	yes (both platforms)	Yes	no	Booking Office	Yes	Waiting shelters (both platforms) Wheelchair accessible	Yes	No	
Capenhurst	None	Part	Yes (2)	Yes (both platforms)	Yes	no	No	Yes	Waiting shelters (both platforms)	Yes	No	Steps to overbridge
Conway Park	Full	Yes	No(0)	Yes (both platforms)	Yes	No	Gate Line	Yes	Covered waiting areas (both platforms)	Yes	No	
Cressington	Full	No	Yes(1)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting Shelter (Liverpool bound platform)	Yes	No	
Eastham Rake	Full	Part	Yes(4)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting shelters (both platforms). Chester platform wheelchair accessible via long/ steep ramp.	Yes	No	Liverpool Bound Platform - stepped ramp
Ellesmere Port	Part	Part			Yes			Yes		Yes		Liverpool platform only step free

Station facilities – F-M

Station Name	Staffing Type	Station Accessibility	Car Park & No of Blue Badge Spaces	Seating	Toilets (Accessible)	Easy Access Ticket Sales	Designated Meeting Point	Customer Information Systems (Visual Only)	Waiting Rooms/ Covered Waiting Areas	Secure Station Accred.	Catering Facilities	Other Comments
Formby	Full	Yes	Yes (14)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Rooms (both platforms)	Yes	No	
Freshfield	Full	Yes	Yes (4)	Yes (both platforms)	Toilets (Accessible)	No	Booking Office	Yes	Waiting shelters (both platforms) Wheelchair accessible	Yes	No	
Green Lane	Full	No	No (0)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Shelters (both platforms)	Yes	No	
Hall Road	Full	Yes	No (0)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting shelters (both platforms)	Yes	No	
Hamilton Square	Full	Yes	No (0)	Yes (all platforms)	Toilets (Accessible)	yes	Gate Line	Yes	Covered platforms	Yes	MtoGo	
Hightown	Full	Yes	No (0)	Yes (both platforms)	Toilets (Accessible)	No	Booking Office	Yes	Covered shelter (Southport platform) Waiting Shelter (Liverpool bound platforms) Wheelchair accessible.	Yes	No	Steps to overbridge
Hillside	Full	No	No (0)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Shelters (both platforms)	Yes	No	
Hooton	Full	Yes	Yes (24) small charge	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Rooms (both platforms)	Yes	MtoGo	
Hoylake	Full	Yes	Yes (10)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Rooms (both platforms)	Yes	Yes	
Hunts Cross	Full	No	Yes (2)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Shelters (island platforms)	Yes	Kiosk only	Stepped ramps
Kirkby	Full	Yes	Yes (4)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Shelter (both platforms) wheelchair accessible	Yes	No	
Kirkdale	Full	Yes	No (2)	Yes (both platforms)	Toilets (Accessible)	No	Booking Office	Yes	Waiting Shelters(both platforms) wheelchair accessible	Yes	No	
Leasowe	Full	Yes	Yes (4)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting shelters (both platforms) Wheelchair accessible	Yes	No	
Lime Street (Low Level)	Full	Yes	No (0)	Yes	Toilets (Accessible)	Yes	Gate Line	Yes	Covered platforms - wheelchair accessible	Yes	MtoGo	
Little Sutton	None	No	No (0)	Yes (both platforms)	Toilets (Accessible)	No	No	Yes	Waiting Shelters (both platforms)	Yes	No	
Liverpool Central	Full	Yes	No (0)	Yes (all platforms)	Toilets (Accessible)	Yes	Gate Line	Yes	Covered platforms	Yes	MtoGo	
Liverpool James Street	Full	Yes	No (0)	Yes (all platforms)	Toilets (Accessible)	Yes	Gate Line	Yes	Covered platforms	Yes	Kiosk	
Liverpool South Parkway	Full	Yes	Yes (14)	Yes (all platforms)	Toilets (Accessible)	Yes	Gate Line	Yes	Waiting Rooms and areas in the station and covered platforms- Wheelchair accessible	Yes	MtoGo	
Maghull	Full	Yes	Yes (12)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Room - Liverpool bound platform. Waiting Shelter - Ormskirk bound platforms	Yes	MtoGo	
Manor Road	Full	Part	No (0)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Room - Liverpool bound platform. Waiting Shelter - West Kirby bound platform	Yes	No	Liverpool Bound Platform only
Meols	Full	Part	Yes (2)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting shelter on West Kirby bound platform and waiting room on the Liverpool bound platform.	Yes	No	Liverpool Bound Platform only
Moorfields	Full	Yes	No (0)	Yes (all platforms)	Toilets (Accessible)	Yes	Gate Line	Yes	Covered platforms	Yes	MtoGo	
Moreton	Full	part	Yes (2)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Shelter (both platforms).	Yes	No	Steps to overbridge

Station facilities – N-W

Station Name	Staffing Type	Station Accessibility	Car Park & No of Blue Badge Spaces	Seating	Toilets (Accessible)	Easy Access Ticket Sales	Designated Meeting Point	Customer Information Systems (Visual Only)	Waiting Rooms/ Covered Waiting Areas	Secure Station Accred.	Catering Facilities	Other Comments
New Brighton	Full	Yes	No (0)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Covered Island platform	Yes	No	
Old Roan	Full	Yes	No (3)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Shelters (both platforms - wheelchair accessible)	Yes	No	
Ormskirk	Full	Yes	Yes (2)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting shelter (Preston bound platform) Covered waiting area on Liverpool bound platform and covered seating in booking hall.	Yes	News-gent Shop	
Orrell Park	Full	Yes	No (2)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting shelters (both platforms) Wheelchair accessible	Yes	No	
Overpool	None	Yes	No (0)	no	Toilets (Accessible)	No	No	Yes		Yes	No	
Port Sunlight	Full	No	No (0)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes		Yes	No	
Rice Lane	Full	No	No (0)	Yes (both platforms)	Toilets (Accessible)	No	Booking Office	Yes	Waiting Shelters (both platforms)	Yes	No	
Rock Ferry	Full	Part	Yes (1)	Yes	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Shelter on Liverpool platform - wheelchair accessible. Waiting shelter Chester platform	Yes	No	Chester bound platform- Stepped ramp
Sandhills	Full	Yes	No (0)	Yes (both platforms)	Toilets (Accessible)	No	Booking Office	Yes	Waiting Shelters (island platform)	Yes	No	
Seaforth and Litherland	Full	Yes	Yes (5)	Yes (both platforms)	Toilets (Accessible)	No	Booking Office	Yes	Waiting Shelters (island platforms) Wheelchair accessible	Yes	No	
Southport	Full	Yes	No (0)	Yes (all platforms)	Toilets (Accessible)	Yes	Gate Line	Yes	Covered platforms	Yes	MtoGo	
Spital	Full	No	Yes (2)	Yes(both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting shelters (both platforms)	Yes	No	
St Michaels	Full	No	Yes (0)	Yes (both platforms)	Toilets (Accessible)	No	Booking Office	Yes	Waiting shelters (both platforms)	Yes	No	
Town Green	Full	Part	Yes (2)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Covered waiting area	Yes	No	Steps to overbridge
Wallasey Grove Road	Full	Part	Yes (6)	Yes (both platforms)	Toilets (Accessible)	Yes	Booking Office	Yes	Waiting Shelter (Liverpool bound platform)	Yes	No	Steps to overbridge
Wallasey Village	Full	No	No (0)	Yes (both platforms)	Toilets (Accessible)	No	Booking Office	Yes	Waiting Room (both platforms)	Yes	No	
Walton	Full	Part	Yes (2)	yes (both platforms)	Toilets (Accessible)	No	Booking Office	Yes	Waiting Shelters (both platforms)	Yes	No	Liverpool Bound platform via carpark only
Waterloo	Full	Yes	No (0)	Yes (both platforms)	Toilets (Accessible)	No	Booking Office	Yes	Waiting Shelter (island platform) wheelchair accessible	Yes	MtoGo	
West Kirby	Full	Yes	No (0)	Yes (island platform)	Toilets (Accessible)	No	Booking Office	Yes	Covered platforms - wheelchair accessible	Yes	No	

Alternative formats

Copies of this document are available, free of charge, from our ticket offices, our Customer Relations Team, and from our website www.merseyrail.org

We will also provide copies in alternative formats such as, audio and large print and easy read on request and will endeavour to have the documents available on demand. If not, we can send them to you within seven days.

Contact Information



Speak to a member of Merseyrail staff or use the station help point



Email comment@merseyrail.org
Visit www.merseyrail.org



Download the Merseyrail app from The App Store or Google Play for up to the minute train and live departure information



Follow us on Twitter @merseyrail



Making Rail Accessible

Accessibility Policy and Practises

A Guide to Our Accessibility
Policy and Practises Across
Our Network

For more information call our Customer Relations Team on:

0151 555 1111

The office is open Monday to Friday from 07:00 to 19:00hrs (an answer phone is available outside of these hours). Our team can also provide information on ticket refunds, disabled assistance and Group Travel. We look forward to hearing from you.

For local journey information, fares and train times, use our Journey Planner or contact Traveline on:

0871 200 2233

Or you can write to The Customer Relations Team:

Merseyrail
9th Floor, Rail House
Lord Nelson Street
Liverpool
L1 1JF

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Welcome

Welcome to Merseyrail. We want you to enjoy every aspect of travelling with us, whether it's your first journey, or you're a regular customer. This document is part of our Disabled People's Protection Policy (DPPP) to set out the procedures and policies that Merseyrail has in place to help customers with restricted mobility and requiring assistance including:

- those with visual or auditory impairments or learning difficulties
- those whose mobility is impaired
- those with hidden disabilities which many not be immediately apparent to others
- older people
- those accompanying disabled children in pushchairs
- disabled customers requiring assistance with luggage.

In this document we provide information to help you understand how we plan to meet your expectations when you are using our services. You'll find details of the assistance and facilities we offer if you are disabled or have reduced mobility and how to plan your journey in our 'Making Rail Accessible: Helping Older and Disabled Passengers' booklet.

This document reflects the guidance set out in the Department of Transport (DfT) document. 'How to Write Your Disabled People's Protection Policy: A Guide for Train and Station Operators (2009)'. This document also sets out our approach to meeting the requirements of the DfT's current 'Design Standards for Accessible Railway Stations; a Joint Code of Practice', the Equality Act (2010), the Rail Vehicle Accessibility Regulations 1998 (RVAR), and the Persons of Reduced Mobility Technical Specification for Interoperability (PRM TSI).

About Abellio/Serco.

Merseyrail Electrics (2002) is a 50/50 joint venture company between Serco and Abellio, which has a 25-year concession agreement with Merseytravel, the transport authority in Merseyside.

Policy Summary

We believe that when you travel with us you should expect high standards of customer service throughout your journey. We are committed to working with our industry colleagues, The Office of Rail and Road, Merseytravel, Network Rail, Local Authorities and Regional Transport Partnerships and other stakeholder organisations to improve the services, products, facilities and information we provide. We will work to extend accessibility and equality across Merseyrail throughout the concession period.

We are committed to maintaining and further improving current standards of accessibility to our services for all our passengers. We will continue to review our policies annually and incorporate all the feedback we receive regarding the services we provide. This feedback is vital in shaping our policies and making continuous improvements.

Our commitment

We recognise the broad range of our customers who require assistance, and are committed to making the best practicable provision to meet their requirements and continue to improve the services and facilities for older and disabled customers and those with reduced mobility to use the rail network by working to improve our services and facilities.

We have developed this Disabled People's Protection Policy (DPPP) to set out the procedures and policies that we have in place to protect the interests of disabled passengers.

Issuing and complying with a DPPP is a condition of our passenger and station operator's licences and has to be approved by the Office of Rail and Road (ORR).

We will review the documents on an annual basis at the end of the anniversary from the approval date. We will consider your feedback and comments when we are reviewing the documents. We continually review our station accessibility information to make sure that our customers get accurate information.

Our strategy

During the concession period we will strive towards equal access to travel. We are therefore committed to making reasonable adjustments that will improve access to trains and stations.

Stations

Our strategy is to ensure that all areas of the stations meet the needs of disabled passengers and those with reduced mobility. This will include

- training employees to better understand and deal with a wide variety of disabilities.
- the provision of new facilities
- making sure that any planned station works will comply with all legislation, including the standards set out in the DfT's current code of practice – 'Design Standards for Accessible Railway Stations'
- providing alternative accessible transport at inaccessible stations.

Trains

Merseytravel plans to have new trains on the network by the early 2020s and the procurement process is well underway. It's expected that a preferred bidder will be identified towards the end of 2016 and it will be at this point that Liverpool City Region leaders, through the Combined Authority, will be asked to commit to the project going ahead. In the meantime, improvements are continuing to maintain high standards for customers. The fleet has been recently re-liveried with new vinyls on the outside of trains. Enhancements to the inside of the trains are now also being rolled out.

Management Arrangements

The management arrangements detailed below are designed to ensure that your needs are integrated into our business processes and to ensure that the company's progress against its accessibility goals are measured, reported and appropriately adjusted over time.

Executive Responsibility

Equality issues are an integral part of our business activity. Our Customer Services Director has responsibility for our DPPP and will ensure the policy is integrated into the business plan at the planning stages of all projects and procedures. The Customer Services Director will ensure the requirements of disabled people are represented at Merseyrail Board level. The Customer Services Director is accountable for overall responsibility for monitoring the commitments of this guide, and making sure we deliver on our promises. All managers in all parts of our business have responsibility for implementing and delivery of the day to day elements of customer service, including this policy.

Human Resources Director

Our Human Resources Director has executive responsibility for staff training in customer services which includes equality awareness. The Human Resources will ensure that in our recruitment and selection process we seek to identify staff committed to the principles of customer service.

Asset Management Team

Our Asset Management Team uses robust project management processes and they will consider accessibility issues in any changes we make. The Asset Management Team will make sure that all designs meet the Code of Practice.

Legal and Compliance Manager

Our Legal and Compliance Manager has responsibility for advising the projects management team on accessibility issues. It is the Legal and Compliance Manager's responsibility to ensure that any works fulfil our DPPP requirements including the DfT's 'Code of Practice' and our legal obligations. The Legal and Compliance Manager will attend project planning meetings to ensure that nothing in the plans compromises accessibility. Any concerns will be escalated to the Head of Asset Management for decisions by the executive team. Our Legal and Compliance Manager is responsible for the day to day aspects of these policies.

Investment

Access for all major schemes.

We will be working with Network Rail and Merseytravel to deliver major accessibility schemes identified for implementation during the 2014-2019. This includes a complete station rebuilt at Ainsdale. Network Rail is currently carrying out feasibility studies for the installation of lifts at Liverpool Central and a new station at Maghull North. We are waiting confirmation of funding for lifts at Meols station and Merseytravel are trying to secure funding to carry out the design works for lifts at St Michaels.

We will apply for any funding when it is made available via the DfT, Merseytravel, Local Authorities and Network Rail so we deliver a programme of access improvements.

Monitoring and Evaluation

We recognise the importance of regular monitoring and review of the implementation and impact of our policies in delivering improvements.

How we will monitor

Our Customer Services Director will use methods detailed below to monitor our services and facilities. Our Head of Customer Experience and the Service Delivery Team will consider the feedback and help develop plans to improve our services and facilities.

Complaints

All comments and complaints that we receive are categorised so that we can evaluate our performance against each type of complaint. The relevant manager investigates all incidents involving disabled passengers, and we will take the necessary action to prevent it happening again.

Key Performance Indicators (KPI's)

Merseyrail report against the following KPI's:

- Total number of customers who have booked assistance over a period
- Total number of complaints received about issues relating to disabled travel over the period
- Total number of employees who receive disability awareness training per year.

We also record the number the non- booked assistance we delivery at each station.

Service quality monitoring

Merseyrail have recently recruited a Head of Customer Experience who will have overall responsibility for the Merseyrail customer experience strategy. Over the next 12 months we will introduce a new monitoring and evaluation mechanism which will include the following:

- Customer Satisfaction surveys
- Mystery Shopper exercises to test the service and facilities
- Requesting customer feedback and suggestions
- Customer forums.

External rail industry surveys

We will also use information from the National Rail Passenger Survey (NRPS) and Transport Focus to evaluate our performance on accessibility issues.

We are committed to complying with the PRM-TSI and the Joint Code of Practice when installing or refurbishing rolling stock and facilities at stations.

Since the last review of this document we have delivered the following Improvements:

- New lifts and tactile paving at Formby
- Help points including induction loops on all platforms
- Handrails at Spital, Bache, Walton and Rock Ferry
- Accessible counters at Manor Road, Hall Road and Conway Park.

Stations

We will be delivering the following improvements over the 18 months:

- Accessible counters at four more stations and work has commenced at the first station
- Improve access arrangements to the platform, new waiting shelter and accessible toilet at Waterloo with work commencing in September 2016
- Station upgrade at Ainsdale with work due to commence by the end of 2016
- New car park with blue badge parking and ramped access to the platform at Hall Road with work due to commence in July 2016.

Minor Works

As and when funding becomes available we plan is to improve facilities in the following areas:

- Accessible Toilets
- Automatic Doors
- Dropped Kerbs
- Step free access to waiting rooms
- Additional Handrails
- Accessible ticket office counters
- Tactile Paving

We recognise the importance of working in partnership in order to make continuous improvements to the accessibility of our stations and trains. Merseyrail works closely with a number of partners and stakeholders including Merseytravel, Network Rail and our local councils whilst developing improvement schemes to ensure we achieve accessibility for all our customers.

Merseyrail are currently working with, Liverpool Dementia Action Alliance, The Clockface Tower, a residential home for people with mental health, Mencap and Age Concern to understand the requirements and support the needs of customers with these disabilities when travelling on our network.

Merseyrail is also represented on Merseytravel Customer Forum which includes representation from various different disabled groups. The Forum gives an opportunity for all members to view the opinions of transport within the Merseyside area. It is also used for briefing its members of forthcoming engineering works and improvements.

We attend the quarterly ATOC Disability Group and any associated meetings, we consult on disability issues with Merseytravel and Transport Focus.

Our Corporate Social Responsibility Manager is responsible for working closely with our local communities. Merseyrail recognises that transport is a key element to social inclusion and we are work closely with our local community groups.

Awareness of our staff

All our managers and staff are made aware of their responsibilities to disabled customers during their induction training.

All new staff undertake disability equality training on joining the company. The training, which follows the guidance in the Joint Code, allows staff to understand their responsibility to disabled customers, and to understand how to assist people regardless of the nature of their disability.

All frontline staff who assist passengers will receive appropriate training in the use of equipment provided to assist people with disabilities such as wheelchair ramps, induction loops and wheelchairs.

Our training also covers a variety of techniques that can be used to aid communication with passengers who have communication related impairments (e.g. learning difficulties and hearing impairments).

The training also describes a variety of 'invisible' impairments such as degenerative conditions, long term and mental illness and the appropriate techniques to assist passengers.

All staff who answer telephones will be trained in communicating clearly with people who may have difficulty speaking, hearing or understanding. Refresher training and briefing is provided in order to maintain and update staff knowledge and skills to improve service and accessibility to all disabled passengers. The needs of individuals and frequency of refresher training will be reviewed on an annual basis.

Merseyrail has produced briefing material when there have been either changes in the law or in our policy and practices. The briefing material was sent to all members of staff. We will continue this approach and develop further material as and when required.

Merseyrail provide an overview of the relevant staff training, including the timetable and the number of staff that have received the training once a year to the ORR.

Our staff are trained in evacuation, safety and basic First Aid procedures to ensure that your needs are considered at all times and particularly at times of emergencies. We have special arrangements for providing assistance at times of emergency. Details of our emergency evacuation procedures are held at all our stations and issued to all our train crew staff.

The evacuation procedures for each station vary according to such factors as the physical layout, the presence and accessibility of facilities, and the availability of staff.

Our policy is not to evacuate customers from a train, before the emergency services arrive, unless they are in a life threatening position.

We will make copies of our passenger document available to local access panels and groups in the local area. The documents are also on our website for download, and a hard copy can be obtained from our staffed stations or by writing to our Customer Relations Team. We provide a variety of information and assistance for people with sensory impairments. If you need information in formats we do produce (e.g. audio or Braille) we will produce these within seven days.

Telephones

Merseyrail is committed to ensuring all recorded information given by telephone is clear. If a passenger contacts our Customer Relations Team outside opening hours they will be told to contact our Control Centre which is staffed 24 hours a day.

We encourage passengers with hearing difficulties to use email or our website facilities.

Websites

Our website has been built from the ground up with accessibility in mind and meets the W3C standards. We have taken all steps possible to make sure that it is accessible for all.

Signage

Merseyrail works closely with Merseytravel and the Local Authorities to ensure that stations are clearly and consistently signposted.

Many stations have free parking facilities including Blue Badge spaces. The dedicated Blue Badge spaces are situated as close as possible to the station entrance.

We monitor usage of Blue Badge parking spaces. Such monitoring will enable appropriate enforcement action to be taken when non-Blue Badge holders park in designated spaces.

CCTV cameras cover car parks and the usage of Blue Badge spaces is monitored either locally or remotely at Merseyrail Control or Security Centre.

Merseyrail and Merseytravel regularly monitor car park usage and work together to make every effort to increase car parking facilities for all customers across the network. In the last few years we have increased parking facilities at Bidston and Birkenhead North stations. We shall endeavour to ensure that all new or refurbished Blue Badge spaces installed in our car parks conform to the Joint Code. If we cannot conform to the Code we that will ensure dispensation is sought from the DfT, once all possible means of achievement have been exhausted. All car parks on the Merseyrail network have been awarded 'Secure Car Park' status.