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Head of Consumer Policy & Compliance
Rail Markets & Economics



E-mail: ATP@orr.gov.uk

13/08/2019

Julian Edwards
Managing Director
East Midlands Railway

(By email)

Dear Julian,

Approval of Abellio East Midlands Limited (trading as East Midlands Railway) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting East Midlands Railway's (EMR) draft Accessible Travel Policy (ATP) for approval.

I confirm that we have reviewed the ATP against the 2019 "Accessible Travel Policy *Guidance for Train and Station Operators*" (the guidance). As part of our review process we also sought views on the draft ATP from Transport Focus and Disabled Persons Transport Advisory Committee (DPTAC) and had several exchanges with EMR to clarify its commitments. I can confirm that EMR's revised ATP meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

We note that at the time of submission, you have committed to our specified timeframes in relation to staff training but have not stated how you will deliver this. In order for us to understand how this plan will be delivered, we will require you to provide us with a report which sets out these details and the progress made against the delivery of these commitments by 31 July 2020.

During the course of our exchanges, you expressed concerns regarding EMR's ability to meet the two-hour notice period from April 2022. We agreed to discuss the issues further prior to submission of a revised ATP in April 2020.

You have also informed us that a number of initiatives are being rolled out by EMR. I shall be grateful if you will provide an update against each one upon completion. The initiatives include:

- the introduction of self-service Ticket Vending Machines at all stations managed by EMR;
- new and refurbished accessible rolling stock which will be compliant with PRM-TSI legislation by December 2021 on London-Corby services and by December 2022 on regional services;

- the introduction of the Blue Assist Scheme in April 2020, which will enable passengers to communicate their needs and requirements to employees; and
- the launch of your inclusivity forum in May 2020 which will comprise a wide range of participants who will discuss all future accessibility and inclusion issues.

We also welcome the following, which we believe are likely to be positive for passengers:

- your partnership with carrymyluggage.com to provide a door to door service for the delivery of larger items that cannot be carried on EMR trains; and
- the introduction of Passenger Assist Flags at larger mainline stations to help passengers locate where they can obtain assistance.

A copy of the approved ATP is attached to this letter, and will be published on our website along with a copy of this letter.

Yours sincerely,

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

Marcus Clements

EMR

**Making Rail Accessible:
Helping Older and Disabled Passengers**

A guide to our Accessible Travel Policy

Valid from 18 August 2019

Contents

Making Rail Accessible	3
Introduction - making rail travel accessible for all.....	3
Assistance: what is available and how to get it	3
What to expect: our commitment to passengers at every stage of the journey	4
Before you travel.....	4
Help at the station	7
Help on the train.....	8
If things do not go as planned.....	8
Where to get more information and how to get in touch:	9

Making Rail Accessible

Introduction - making rail travel accessible for all

The purpose of this leaflet is to explain what assistance is available to passengers who want to travel on East Midlands Railway (EMR). In the following pages we set out:

- How you can book assistance
- The levels of assistance we are able to provide – and not able to provide
- Where you can get further information.

At EMR, we want everyone who travels with us to have a secure, comfortable and enjoyable journey, and to feel confident about using our services. If you are not a regular train traveller and you have an issue with mobility or a disability, you may have some questions about travelling by train. This leaflet should provide you with the answers.

We are committed to making sure that customers who need assistance can make full use of our rail network. That means making it straightforward to use our services, making our trains as accessible as possible, and providing additional support when you need it.

This leaflet reflects our Accessible Travel Policy. You can find a full copy of our policy and procedures on our website at www.eastmidlandsrailway.co.uk/atp, or call us on 08000 11 33 23 and ask us to send you a copy.

Passenger Assist

Passenger Assist is a national system supported by all train operating companies which allows operators to make necessary arrangements to assist customers with disabilities or restricted mobility. We are committed to this system and we have a specialist team which will help you book assistance and buy your tickets in advance at our stations and on our trains. Our Passenger Assist team is available to help you 24 hours a day, 7 days a week, except Christmas Day.

Assistance: what is available and how to get it

For immediate travel

You can turn up at any station that is accessible to you and request assistance onto a train from a member of our staff, or you can call for assistance via a Help Point phone (the service is also available 24 hours a day with the exception of Christmas Day). We will do our best to make sure you can be assisted with your train journey as your needs require - or, where reasonably practicable, provided with alternative accessible transport offered at no extra cost. Although do bear in mind that it may take a period of time to make arrangements if you haven't booked in advance.

Where travel is being arranged in advance,

You can book assistance with us for journeys involving multiple connections and train operators on the National Rail Network - we recommend booking assistance 12 hours in advance of your journeys on EMR and 24 hours for journeys involving other train operating companies. (From April 2020, assisted journeys can be booked up to 10pm the day before or 12 hours prior to travel, whichever is the shorter time period. As part of our franchise agreement with the Department for Transport, from January 2021, the notice period will reduce to six hours, and from April 2022, in line with ORR guidance, it will reduce to just two hours.)

When booking assistance to board from or alight to a part-staffed or unstaffed station, we will do our best to ensure you have the help and assistance you need. If a station is inaccessible to you, we will arrange alternative accessible transport, such as a taxi, to the nearest or most convenient accessible station. You can book assistance on our services and those of other train operating companies at our station ticket offices, or by contacting us, as shown below.

[Text below to be set in a panel]

Ways to book assistance for your journey

Call: 08000 11 33 23 or 03457 125 678 option 3 (except Christmas Day)

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

Online: www.eastmidlandsrailway.co.uk/assist to complete an online request form

The levels of assistance we are able to provide

- Help with planning your journey
- Assistance with getting on and off the train
- Help with luggage
- Getting through the station, to your platform and boarding the train
- Boarding with wheelchairs, scooters and mobility aids
- Seat reservations on longer express routes, or booking a dedicated wheelchair space
- Making travel reservations on services operated by other train companies
- Assistance to and from connecting services and onward transport within the station area
- Buying travel tickets
- Checking the accessibility and facilities available on the train and at the station.

Our staff are trained to assist passengers with both visible and hidden disabilities.

Please note that we can't accompany you throughout your journey or provide personal care, such as help with eating, taking medication or using the toilet. If you need this sort of help you should travel with a companion.

What to expect: our commitment to passengers at every stage of the journey

Before you travel

We commit to providing you with the information you need when planning your journey, irrespective of disability. You can obtain information about journey planning and ticket purchase through the following channels:

Phone: just get in touch with our team on 08000 11 33 23 or 03457 125 678 option 3 who will be happy to help you. If you want to buy tickets at the same time, please call between 8am and 7pm.

Ticket Office: visit one of our staffed ticket offices at stations; the following link www.eastmidlandsrailway.co.uk/stations will provide locations and opening hours

Online: www.eastmidlandsrailway.co.uk: our website will provide you with travel information and enable you to buy tickets.

Our staff will be able to provide information on our facilities and services, which can also be found via the following links to our website:

- station facilities: www.eastmidlandsrailway.co.uk/stations
- train facilities: www.eastmidlandsrailway.co.uk/trains
- accessibility information: www.eastmidlandsrailway.co.uk/accessibility
- staff availability: www.eastmidlandsrailway.co.uk/stations
- disabled parking: www.eastmidlandsrailway.co.uk/parking
- temporary reductions in accessibility (including of toilet facilities): www.eastmidlandsrailway.co.uk/stations
- train times and routes: www.eastmidlandsrailway.co.uk
- details of delays, disruption and emergencies (including emergency or temporary timetables): www.eastmidlandsrailway.co.uk

Wherever possible we will also provide help and advice on how best to get to your final destination, including the availability of connectivity bus, tram and taxi services.

Buying your ticket

Our staff are trained to ask customers who are buying tickets with a Disabled Persons Railcard whether they require assistance with any aspect of their journey. Our team can also arrange assistance and tickets as one transaction. Our website ticket booking section will also remind customers about the Passenger Assist service.

For some journeys you will need a ticket to get onto the station platform, so buying a ticket before you travel is always a good idea. There are several ways to buy a ticket:

- Online at www.eastmidlandsrailway.co.uk : you can buy your ticket in advance and collect it when you get to the station or have it posted to you.
- From an EMR ticket office: there's a staffed ticket office at many stations. The following link www.eastmidlandsrailway.co.uk/stations will provide ticket office locations and opening hours.
- From a ticket vending machine: you will find these at most of our stations. You can buy tickets using a debit or credit card, or collect tickets you've bought online.
- On the phone: just get in touch with our team – and remember that you are able to buy Advance fares at the same time as booking assistance via Passenger Assist. We will post your ticket to you or arrange for you to collect it from any train station.

If you are not able to buy in advance...

Don't worry, you can still buy a ticket on the train or at your destination station. If you are entitled to any fare reductions, for example, if you have a Disabled Persons Railcard, these will still apply even if you haven't bought your ticket in advance.

Discounts and Railcards

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

If you are visually-impaired

If you are a visually-impaired person travelling with a companion and you do not hold a railcard, the following discounts on Anytime/Day tickets apply for both of you:

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

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

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

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

If you remain in your wheelchair for a rail journey

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

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

The same discount will apply if you have one companion.

Disabled Persons Railcard

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

Website: disabledpersons-railcard.co.uk

Email: disability@raildeliverygroup.com

Call: 0345 605 0525

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

Senior Railcard

If you are 60 or over you can buy a Senior Railcard. This gives you up to a third off most rail fares throughout the rail network in the UK. They are valid for one year or three years (you can choose which one to buy).

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

Senior Railcard Office

Website: senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Call: 0345 300 0250

There may be other Railcards that may be suitable for you. Please visit railcard.co.uk for further information.

Wheelchairs and mobility scooters

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

Width 700mm

Length 1200mm

Weight (including passenger) 300kg

If your wheelchair exceeds the above dimensions, please contact our Passenger Assist team on 08000 11 33 23 or 03457 125678 option 3 with the technical details, as they may be able to reserve you on a train which can accommodate your wheelchair.

Mobility scooters: Some powered scooters are only meant for road use and cannot be used on trains, so if you have not travelled before or recently changed your mobility aid, please check the dimensions with us to ensure it is okay to use on our trains.

For this reason and because our trains have different internal configurations, we request that for powered scooters, you must obtain an EMR (or East Midlands Trains) scooter pass prior to travel in order to board an EMR train, even where your scooter may already meet the dimensions criteria. This is because, with so many different types of powered scooters in use, this pass will ensure that our staff can readily recognise that your powered scooter can be safely transported on our trains.

[The following section to be put in a panel]

Powered Scooter criteria is as follows:

3-Wheeled scooters or those with a triangular footprint (2 wheels at the front close together and 2 wheels at the rear) that fall within the following size dimensions and are a maximum length of 1200mm and width of 700mm and are;

- Maximum speed of 4mph;
- Does not exceed 300kg when it is carrying its user;
- Has a free-wheeling facility for use in case of power-failure;
- Has sealed batteries;
- Must negotiate gradients of 8 degrees or more; or
- Can be folded down to a size that can be accommodated as hand luggage.

How to get in touch for a scooter pass: Even if your scooter meets the above criteria, please contact our Passenger Assist team on 08000 11 33 23 or 03457 125678 option 3 with the technical details so that your scooter or mobility aid can be assessed and issued with a pass. You can also email us at contact@eastmidlandsrailway.co.uk or write to us at Freepost CUSTOMER SERVICE CENTRE, Hudson Way, Derby DE24 8HS. You will simply have to advise of us of the manufacturer,

model and vehicle number of your scooter and, on verification, we will issue you with a pass within seven days.

Passenger Assist app for customers

From April 2020, we will be rolling out the national Passenger Assist app, which will enable you to book Passenger Assist journeys, letting our staff know you are coming. The app will also provide enhancements, including helpful interactive station maps, plus location tracking and sharing to allow you and staff to interact more effectively with each other.

Help at the station

Station facilities

We will continuously improve the range of facilities available at EMR stations. Station facilities include lifts, ramps, escalators, accessible counters, induction loops at ticket counters and elsewhere, toilets and accessible toilets, waiting rooms and shelters, and accessible seating.

Our website contains information about the facilities and accessibility features at every station we manage. You can also find information on station facilities on the national rail website:

www.eastmidlandsrailway.co.uk/stations

www.nationalrail.co.uk/stations

Our trains call at some stations managed by other companies. We liaise with these station operators to provide accessible facilities and services at these stations.

At a staffed station

At the station, make yourself known to the staff – if they are not located at the information point or the ticket office, they will be wearing EMR-branded high-visibility vests. Alternatively, you will be able to contact them using the station Help Point. NB: at our larger mainline stations we have introduced Passenger Assist Flags to help you locate where you can obtain assistance.

We recommend you arrive at the station at least 20 minutes prior to the departure of your train. If you arrive by car or taxi, we can help you from the station car park drop-off area or a Blue Badge parking space. We can't help if you are outside the station area.

We can also carry your luggage onto the train - maximum two items up to 23kg each —if you book this in advance with us through our Passenger Assist team. This service is free. NB: You are also entitled to take an additional small item free of charge, if you are able to carry it independently.

When the train arrives, we will make sure you, and any luggage, are successfully boarded, seated or in a wheelchair space. We have portable ramps at all our accessible staffed stations and on all trains. These are suitable for wheelchairs and other mobility devices.

Station staff can help you collect your tickets if necessary.

At stations without any staff

At unstaffed stations or when the ticket office at a staffed station is closed, train staff will help you to board. Train staff can't provide any further services, such as collecting you from the car park.

Getting off the train

When you arrive at your destination station we will make sure you get off the train safely. Where appropriate, we will also make sure a member of our team is there to help you to the next part of your journey.

Inaccessible stations

Not all of our stations are accessible to wheelchair users and people with other mobility issues.

In these circumstances, we will provide alternative transport such as a taxi – at no extra cost to you – to take you to the nearest accessible station.

We will send a member of staff to assist you where it's practical to do so.

Ticket gates

At stations with automatic ticket gates, at least one will be a wide aisle gate. Ticket gates are normally

staffed. When a station with automatic or manual ticket gates is unstaffed, we will leave the gates open.

Help on the train

We want your journey to be as comfortable and stress-free as possible. If there's any aspect of the journey you are not sure about, please ask the station or train crew. They will be happy to help.

Seat Reservations

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

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

We do not provide reservations on our other routes, although on Nottingham – Skegness services, you can reserve the wheelchair space and a companion seat.

Priority seating (which has extra legroom and situated near the doors) is available on most of our trains. Wheelchair spaces are available on all of our trains, and our on board staff will assist in ensuring these dedicated spaces give wheelchair users first priority.

If assistance is booked, we will advise whether a seat has been reserved. We will provide written details of the reservation made and where it is located on the train. If you are with companions and/or family members or dependants, we will do our best to reserve them close to your seat. On trains that are not reservable, staff on the train or at the station will assist you in locating an appropriate seat.

Please note that from April 2020, we will also be introducing our Blue Assist Priority Card scheme, to make it easier for customers to request assistance and communicate their needs when travelling on our network.

Aural and visual information

All of our trains are equipped with public address systems. Our on board staff are trained to give announcements and will do so on all services that do not have pre-recorded announcements. Whenever possible, two minutes before arriving at each station (unless it is shown as 'pick-up' only in the timetable), an announcement will be made. Any unscheduled station stops will be announced to provide reassurance and when a train has been delayed for two minutes an announcement will be made to explain the reason (if known). We encourage on board staff to walk through trains to make sure that you are aware of what is happening.

Some trains – but not all - are equipped with information systems that use visual displays. If your disability means that you are unable to hear the on board announcements please advise a member of staff so that alternative arrangements can be made.

Train facilities

There is information about the facilities available on different train types on our website, including the availability of priority seating and accessible toilets by train type.

www.eastmidlandsrailway/trains

Assistance on arrival

When a train terminates at an EMR station our pre-booked Passenger Assist service will help you to alight from the train as soon as possible and in any event within five minutes of the train's arrival time.

If things do not go as planned

Delays and disruption

We will assist you at times of disruption, delay or emergency and provide compensation should assistance fail. Where disruption and delays do occur, we will do everything we can to ensure that

you are able to continue your journey and are not left stranded. We will let you know what is happening through our website, social media and staff announcements.

If the disruption means your original assistance arrangements are no longer valid, we will contact with you and re-book any required assistance through Passenger Assist, including any alternative accessible transport required without additional charge.

Our station and on train 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 Customer Information Systems or, where possible, in person. Our staff are issued with smart devices, which gives them the means to rearrange onward assistance during times of disruption. The provision of Help Points at all of our unstaffed stations, provide a link to our team 24 hours 7 days a week (except Christmas Day) who will also be able to assist you in re-planning your journey.

Emergencies

In cases of emergency, our staff, who are trained in emergency procedures, safety and First Aid, will supervise any action that needs to be taken.

If there's an emergency on a train, staff will advise and help you. In most cases you should stay on the train and wait for instructions. If you have to leave the train between stations, the emergency services will provide equipment and help to get you off the train safely.

Our stations have evacuation plans which take into account the needs of disabled passengers. In an emergency, trained staff, and the emergency services if necessary, will help you get to a safe place. If we need to evacuate an unstaffed station, we will use the station Public Address system to alert you.

Redress and compensation

When assistance has been booked but has not been provided, we will provide you with compensation for your journey. In cases where assistance is booked through our team, or at any EMR station or on one of our trains and it was not provided, we will offer you a full refund for the cost of the journey.

We will be happy to assist you with your claim via the following link www.eastmidlandsrailway.co.uk/complaint.

We will coordinate a response to your complaint, should your journey have involved multiple train companies, and we will provide you with a full explanation in response, including why it happened and what mitigating actions we intend to take as a result.

We will also always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by a service failure. (For example, the cost of a new plane ticket if you miss a flight). This will not affect your legal rights to make claims under the Consumer Act 2015, although you must not seek to recover the same money twice for example both under our claims process and the Consumer Rights Act 2015.

Where to get more information and how to get in touch:

Large Print or Easy Read versions of this leaflet: contact our team on 08000 11 33 23 or 03457 125 678 option 3 and they will send it to you within seven days.

Our Accessible Travel Policy: this document sets out in more detail our commitments and standards of service provision, as well as relevant policies and practices, with regards to disabled people using the rail network. It is available both online www.eastmidlandsrailway.co.uk/atp and in Large Print and Easy Read formats available from our team on 08000 11 33 23 or 03457 125 678 option 3.

Stations and trains accessibility information: available from our website at www.eastmidlandsrailway.co.uk/stations and www.eastmidlandsrailway.co.uk/trains.

Day of travel queries or issues: 08000 11 33 23 or 03457 125 678 option 3 (except Christmas

Day)

Assisted travel service opening hours and contact details: 08000 11 33 23 or 03457 125 678 option 3 (except Christmas Day).

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

National Freephone Passenger Assist and Text Direct Free SMS Passenger Assist Forwarding Service: 03457 125 678 option 3 and 18001 08000 11 33 23 (except Christmas Day)

How to contact us via Social Media:

Twitter: @eastmidrailway

Instagram: @eastmidsrailway

Facebook: @eastmidlandsrailway

How to get involved with us to help improve accessibility and inclusivity:
contact@eastmidlandsrailway.co.uk

How to provide feedback or make a complaint: in the first instance, please call our team on 08000 11 33 23 or fill out a feedback form on www.eastmidlandsrailway.co.uk/complaint or write to us at Freepost CUSTOMER SERVICE CENTRE , Hudson Way, Derby DE24 8HS. If you are not happy with the way the complaint is dealt with, please contact the Rail Ombudsman on:

Website: www.railombudsman.org

Email: info@railombudsman.org

Phone: 0330 094 0362

Textphone: 0330 094 0363

Post: Freepost – RAIL OMBUDSMAN

EMR

Accessible Travel Policy

From August 18 2019

Contents

A: Our commitment to providing assistance for you	3
A1: Booking and providing assistance to passengers	3
A2: Passenger information and promotion of assisted travel	6
A2.1: Our Accessible Travel Policy leaflet for customers – ‘Making Rail Accessible’	6
A2.2: Stations and train accessibility information	7
A2.3: Passenger journey information	7
A2.4: Ticket offices, information points, Help Points and our Customer Service Centre	9
A2.5: Our Website	9
A3: Ticketing and Fares	9
A4: Alternative accessible transport	11
A5: Wheelchairs and mobility scooters	12
A6: Delays, disruption to facilities and services, and emergencies	12
A7: Station facilities	14
A7.1: Left Luggage	14
A7.2: Disabled Parking	14
A7.3: Third party provided facilities	14
A7.4: Replacement facilities	15
A7.5: Station entrances	15
A8: Redress and Compensation	15
B: Strategy and Management	16
B1: Strategy and Management	16
B2: Management arrangements	17
B3: Monitoring and evaluation	18
B4: Access improvements	18
B5: Working with disabled passengers, local communities and local authorities	19
B6: Staff training	20

A: Our commitment to providing assistance for you

Welcome to East Midlands Railway (EMR). This policy document is designed to complement our customer leaflet which is entitled, 'Making Rail Accessible', and is available at all staffed stations, as well as on our website: www.eastmidlandsrailway.co.uk/atp . As each licensed operator is required to do, this document sets out our policies and approach towards providing assistance for customers with restricted mobility and requiring assistance, for example:

- those with visual or auditory impairments or learning disabilities;
- those whose mobility is impaired as a result of arthritis or other temporary or long-term conditions;
- those with hidden disabilities which may not be immediately apparent to others;
- older people;
- those accompanying disabled children in pushchairs or wheelchairs;
- 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 including travelling with us. We will explain how to find details of the assistance, facilities and information you will need to help you to plan your journey.

A1: Booking and providing assistance to passengers

Our assistance team

You can book assistance on our services and those of other train operating companies at our station ticket offices, or by contacting our team, who are available 24 hours a day, seven days a week except Christmas Day.

[Following text in a panel]

The team can be contacted via:

Call: 08000 11 33 23 or 03457 125 678 option 3

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

Online: www.eastmidlandsrailway.co.uk/assist to complete an online request form

Passenger Assist System

The Passenger Assist System is a national system supported by all train operating companies which allows operators to make necessary arrangements to assist customers with disabilities or restricted mobility. We are committed to using Passenger Assist and will provide assistance, when booked in advance at our stations and on our trains. We will provide sufficient resources to maintain the system and enhance performance, and we will fulfil our legal requirements in relation to disabled customers.

We will work with other train companies and station operators to an agreed process. This will ensure that if your journey involves a change or connection onto other operators' services, assistance can be booked through our team as one point of contact. The team will check the station accessibility information, which will also be available to view on the National Rail Enquiries station web pages, as well as advice on connecting modes of transport e.g. bus, tube and trams. Our team will discuss your individual requirements at the time of booking. You will be provided with a Passenger Assist reference number and booking confirmation via email (or post on request, if there is adequate time to send this to you) which you will need to take with you when travelling so that staff on stations and trains can identify your booking.

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

When a train terminates at an EMR station our pre-booked Passenger Assist service will help you to alight from the train as soon as possible and in any event within five minutes of the train's arrival time.

Recommended booking notice periods

To make sure that our staff are ready to help you and understand your specific needs, we

recommend booking assistance 12 hours in advance of your journey if using EMR stations and 24 hours in advance if the journey involves using another train operators' services.

From April 2020, assisted journeys can be booked up to 10pm the day before or 12 hours prior to travel, whichever is the shorter time period. As part of our franchise agreement with the Department for Transport, from January 2021, the notice period will reduce to six hours, and from April 2022, in line with ORR guidance, it will reduce to just two hours.)

We also recommend that seat or wheelchair reservations are made and these can be booked until 23:59 the day prior to travelling. We provide a reservation service on our London and Liverpool to Norwich routes, and the wheelchair space and companion seat can be booked on our services to Skegness. If you cannot give the recommended notice please contact our team and we will do all we can to help you by contacting the relevant stations to let them know that you will be travelling and require assistance.

Assistance at part-staffed and unstaffed stations

When booking your assistance, if your journey is to or from a station which does not have staff there all the time or has no staff we will do our best to ensure you have the help and assistance you need, deploying our resources in as flexible a manner as possible. Our team will take into account the staffing levels on the train and at the station, together with the level of accessibility at the station in relation to the type of assistance you will need, to ensure you can be assisted to your destination. If our team believes there is any risk of you not being provided with sufficient assistance at a particular station or stage of your journey, they will provide an alternative journey plan, assistance or transport to get you to your destination.

Once you have been assisted in boarding a train, our staff will communicate with the on train staff and destination station staff, as appropriate, to ensure you are provided with assistance to alight the train. Our Passenger Assist communication system will track assistance provided throughout the journey; currently through the manual passing of key information between staff along the route and, from June 2020, through the introduction of staff mobile app technology. Where assistance has not been arranged in advance, please speak with a member of our station or train staff or, at an unstaffed station, use the Help Point phone, and we will do everything we can to help you with your journey.

Ramps

Ramps are available at our staffed stations and on our trains that call at unstaffed stations to allow easier boarding and alighting from trains. Further information about facilities on our train fleet can be found at: www.eastmidlandsrailway.co.uk/trains . The ramps are specifically designed for helping customers with disabilities onto and off the trains and are regularly inspected to ensure your safety. The ramps can be used to help you even if you have not booked assistance. If you have booked assistance to board or alight from an unstaffed station using a ramp, we will ensure that a member of staff, with a ramp, is available to assist you. This will be discussed with you at the time of booking. If you have not booked assistance, please advise a member of station staff or staff on the train, that the ramp will be required during your journey.

Journeys with connections

If your journey involves changes or connections with other operators' services, our team will provide a single point of contact for booking and arranging assistance. We will ensure that your booking allows sufficient time to make your connections.

Changes in arrangements

During the course of your journey, our staff are trained to anticipate the needs of customers and they will communicate news of any service disruption and provision of alternative transport via the customer information systems or, where possible, to you in person. This entails providing aural and visual information, and then a check to see if there are customers who either seem not to have understood the announcements or are likely to have difficulties in light of the announcements (for example, changing platforms). Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist you. The provision of Help Points at all of our unstaffed stations provide a link to our Customer Information team 24 hours, 7 days a week (except Christmas Day), who will also be able to assist you in continuing your journey. Sometimes a

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

Assistance with onward travel – trams, buses and taxis

Wherever possible our station staff will help you connect with other services operating from our stations such as trams, buses and taxis. With regards to taxis, whilst licensed by the local council, we ask companies to apply for permits to ensure that they can provide wheelchair accessible vehicles and that their drivers are trained in disability awareness, however, we cannot guarantee such taxis will be available at all times. Any company whose vehicles are licensed Hackney Carriages can purchase a permit to serve our stations. We will equip our staff with the means to contact the nearest company with accessible taxis. The telephone number of our Customer Service Centre, who can contact local firms that own accessible taxis, will be displayed on our station information posters at all of our stations.

[Information below in a panel]

For further information on local bus and tram connections please contact Traveline on 0871 200 2233 or go to traveline.info

For further information on taxi companies that serve stations in the UK please go to traintaxi.co.uk

Station facilities and services

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

- Level of accessibility from station entrance to platforms
- Staffing hours and assistance availability
- Meeting points for assistance
- Ramps for train access
- Accessible waiting rooms, toilets and set-down/pick-up points.

For full details please see our up-to-date stations facilities section on our website www.eastmidlandsrailway.co.uk/stations or the National Rail Enquiries website www.nationalrail.co.uk/stations for stations not served by EMR.

Alterations to facilities

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

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

Our commitment to provide this information includes instances when stations/trains become inaccessible in the short or longer term. This information will be available to our station staff and to you through our website, ticket offices, Customer Service Centre and station Help Points. As part of our ongoing review process, we will update the information on our website to ensure the details are current.

Assistance with luggage

We will provide help with luggage, free of charge, if you have booked assistance in advance. However, we do not employ staff solely to carry customers' luggage and if you have not booked assistance, platform staff may have to attend to train safety before they can help you. Please bear in mind the weight, size and quantity of luggage and do not exceed the limits in the National Rail Conditions of Travel luggage policy, as our staff must be able to lift the item(s) safely. This states that you may bring with you up to two large items (generally weighing between 15kg and 23kg) and one small item free of charge.

[Content below to be provided in a panel, with luggage graphic]

- Large items should not exceed 90x70x30cm
- Small items should not exceed 56x45x25cm

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

Seats on trains

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

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

We do not provide reservations on our other routes, although on the Nottingham – Skegness services, you can reserve the wheelchair space and a companion seat.

Priority seating (which has extra legroom and situated near the doors) is available on most of our trains. Wheelchair spaces are available on all of our trains, and our on board staff will assist in ensuring these dedicated spaces give wheelchair users first priority.

Our staff on the train, are equipped with smart devices to receive information regarding assistance booked in advance, to ensure they are aware of any seating requirements. If assistance is booked, we will advise whether a seat has been reserved. We will provide written details of the reservation made and where it is located on the train. If you are with companions and/or family members, we will do our best to reserve them close to your seat. In particular, we will aim to ensure that family groups, especially those requiring adult supervision, are located in close proximity. On trains that are not reservable, staff on the train or at the station will assist you in locating an appropriate seat.

Assistance Dogs

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

A2: Passenger information and promotion of assisted travel

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

A2.1: Our Accessible Travel Policy leaflet for customers – ‘Making Rail Accessible’

To accompany this Accessible Travel Policy document, we have produced a shorter and more concise leaflet to help in planning your assisted journey, entitled ‘Making Rail Accessible’; both documents are available in alternative formats. Our leaflet is also available from our ticket offices and leaflet racks at all staffed stations called at by our services, and available online as a PDF on our website at www.eastmidlandsrailway.co.uk/atp, and it is accessible using screen readers or

other software with accessibility features (eg Adobe Reader).

We will be happy to provide Easy Read and Large Print versions of this leaflet on request within seven working days (without charge) via our website, phone and text direct. Through our stakeholder managers and our relationship with local authorities, government agencies and accessibility groups across the East Midlands we will arrange for copies of the leaflet to be supplied at locations where public services are provided (eg libraries, GP surgeries, job centres, Citizens Advice bureaux, hospitals and post offices). We will also ensure that we provide notices at each of our managed stations setting out how to obtain the leaflet and the policy document.

A2.2: Stations and train accessibility information

We will ensure that accessibility information relating to our stations and trains is readily available to you and kept up-to-date. In order to achieve this, we will maintain this information in an online format, attached to the online version of this policy document via the following links www.eastmidlandsrailway.co.uk/stations and www.eastmidlandsrailway.co.uk/trains which can be easily accessed via personal mobile devices, as well as in accessible formats. We will also provide the same information to the National Rail Enquiries website to ensure consistency of information. Through their smart devices, our station and train staff will also be able to provide you with the same up-to-date information on request.

[The accessibility EMR network map to be inserted below]

Station accessibility information

For information on whether the following accessible services and facilities are available at our stations please see our website www.eastmidlandsrailway.co.uk/stations covering:

- Disabled Parking
- Accessible Set Down and Pick-Up Points
- Ticket office opening hours
- Induction Loops
- Ticket Vending Machines (TVMs)
- Help Points
- Catering Facilities
- Accessible Toilets
- National Key Toilets
- Accessible Waterproof Waiting Facilities
- Meeting Points for Assistance
- Staffed Customer Information Points
- Staffing Hours/Assistance Availability
- Ramp for Train Access On Train Staff Will Provide
- Level of Platform Accessibility
- Wheelchair Availability
- Tactile Paving
- Customer Information Systems
- Secure Station Accreditation

Train accessibility information

On our website at www.eastmidlandsrailway.com/trains, we provide an overview of each type of rolling stock used on EMR services, including information on the general accessibility of each type and details of the routes on which different types of rolling stock are normally scheduled to run.

A2.3: Passenger journey information

We are aware that you may only travel by rail infrequently, and that you may not know where or how to access important information, particularly during times of service disruption. This section explains

how we will communicate accurate, clear and consistent information to you, especially if you have mental, intellectual or sensory impairments, at every stage of the passenger journey - whether at home, online, on the move, at the station or on the train.

A2.3.1: Train departures and arrivals information

We commit to providing you, wherever possible, with clear and consistent aural and visual information: both at the platform and on the approach to stations. On the train, station announcements will provide sufficient time for you, if you require assistance, to prepare to alight.

Stations – aural and visual information

Many of our stations have a combination of customer information screens and automated public announcements providing accurate, clear and consistent aural and visual information. Sometimes a train's departure platform must be changed – often at short notice. The platform number will flash to indicate that it has changed and the same information will be announced aurally as soon as possible. When a change occurs our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible. If the platform is not accessible, we will arrange alternative transport ie taxi, to the nearest accessible station. We have installed audio guides at a number of stations and we are installing Help Points with Hearing Loops at all of our smaller or unstaffed stations. This ensures that all of our stations have Help Points that are linked to our 24/7 Customer Information team within our Control Centre, to ensure that service information is always available, especially during times of disruption.

Trains – aural and visual information

We are committed to providing important aural and visual travel information in a variety of means so that it can be accessed as easily as possible. All trains have on board staff who are issued with a standards guide for announcements. Our on board staff are trained to give announcements and will do so on all services that do not have pre-recorded announcements. If your disability means that you are unable to hear the on board announcements please advise a member of staff so that alternative arrangements can be made.

Our trains are equipped with public address systems to provide aural announcements. Some trains – but not all - are equipped with a customer information system that uses visual displays. Where these systems are installed we will strive to ensure that they comply with the standards set out in the Technical Specification for Interoperability, Persons with Reduced Mobility (2014), or 'PRM-TSI' for short, which relates to achieving consistent levels of accessibility across the European Union's rail system.

We recognise that good announcements are essential to you. Our staff are trained to speak slowly and distinctly in a clear, concise and confident manner. When possible they will make their first announcement five minutes before the train departs, and repeat it one to two minutes before departure. Whenever possible, two minutes before arriving at each station (unless it is shown as 'pick-up' only in the timetable), an announcement will be made. Any unscheduled station stops will be announced to reassure you and when a train has been delayed for two minutes a brief announcement providing reassurance and the reason (if known) will be given. We encourage on board staff to walk through trains to make sure that you have all the information you need.

A2.3.2: Connections and wayfinding

We work with local authorities to ensure that stations are clearly and consistently signposted. For example, we are investing in ensuring that all stations have visible 'totem pole' signs and we are implementing a station travel plan programme to improve local transport connections and wayfinding in the areas which surround stations. We will also be rolling out the national Passenger Assist app from April 2020, with certain enhanced features to help with navigating stations and locating connecting transport services, station platforms and facilities.

Our staff will provide you with information on how to make connections with other modes of transport both prior to your journey and when travelling on our trains and through our stations. We also provide onward connection information and local maps on posters at all of our stations. When planning our services, we consult with all local authorities that our services run to, through or near. This is so we make sure the needs of local communities inform any decisions we make concerning service provision. We provide the majority of bus operators and if appropriate, Transport for London, with

advance notice of our plans for train services so that they can accommodate these in any decisions they make concerning connecting services.

A2.3.3: Delays, diversions and disruption

This subject is covered in in Section A6.

A2.4: Ticket offices, information points, Help Points and our Customer Service Centre

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

Information regarding accessibility onto other forms of transport from the station may also be available from our staff, or they will be able to advise you where this information can be obtained. Further details of the information facilities available at our stations can be found on our website: www.eastmidlandsrailway.co.uk/stations . We will ensure that up-to-date information regarding the services we provide is available to other train companies and station operators. This includes information regarding delays, diversions or other events that may affect your journey. For up to date train running information on the day of travel please follow us on Twitter @eastmidrailway or visit our website www.eastmidlandsrailway.co.uk .

Leaflets regarding our services and those of other train operators who serve the station, are also available and placed at varying heights to be accessible to you. We also provide information on station posters which give you information about local services/transport available from that station. In addition at every station you can also use the station Help Points to speak to an operator to gain information and assistance from staff in our 24/7 Customer Information team within our Control Centre.

[Information below to be put in a panel]

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

Tel: 03457 48 49 50

Website: nationalrail.co.uk

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

A2.5: Our Website

We commit to working towards achieving the industry-recognised Web Content Accessibility Guidelines (WCAG), which define how to make web content more accessible for people with disabilities. We confirm that the EMR website works with screen readers, magnifiers, voice over software and in-browser accessibility functions, all of which is explained via a link on the homepage.

To help you find the information you need, we also provide a homepage link to our Assisted Travel page, which explains the Passenger Assist service in a clear and concise manner, using plain English and avoiding the use of industry jargon. It provides the necessary contact information and provisions for you to book assistance and purchase a ticket to travel (including details of any national discounts available to disabled passengers or persons with reduced mobility). It sets out information of on-board facilities and station information, including accessibility information, staff availability, Customer Service Centre opening hours and disabled parking spaces. It details information relating to any temporary reductions in accessibility and details of any delays and disruptions to facilities and services where relevant. It also informs you of any restrictions on the use of wheelchairs, power chairs and scooters, together with how to obtain a scooter card, assistance card or priority card. In addition, there is a link to enable you to access the 'Making Rail Accessible' customer leaflet and details of how to obtain it in accessible formats. We also provide guidance on how you can provide feedback or make a complaint, and we include information on the availability of redress for when assistance has not been delivered as booked. Where other information is located elsewhere, we provide a connecting hyperlink on the Assisted Travel page.

A3: Ticketing and Fares

We are committed to sell tickets accurately and impartially and to provide you with accurate

information and advice on your journey and ticket options, irrespective of which train operating company provides the service. Our ticket office staff and Passenger Assist team are also familiar with the accessibility of our various types of rolling stock, and they are trained to ensure that the tickets you purchase will be appropriate to travel on the correct type of train.

If you are unable to buy a ticket before you board one of our trains, you can buy one without penalty on the train or at the destination station. You will still be able to use your Disabled Persons Railcard, or receive the relevant discounts.

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

If you are visually-impaired

If you are a visually-impaired person travelling with a companion and you do not hold a railcard, the following discounts on Anytime/Day tickets apply for both of you:

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

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

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

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

If you remain in your wheelchair for a rail journey

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

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

The same discount will apply if you have one companion.

Disabled Persons Railcard

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

Website: disabledpersons-railcard.co.uk

Email: disability@raildeliverygroup.com

Call: 0345 605 0525

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

Senior Railcard

If you are 60 or over you can buy a Senior Railcard. This gives you up to a third off most rail fares throughout the rail network in the UK. They are valid for one year or three years (you can choose which one to buy).

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

Senior Railcard Office

Website: senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Call: 0345 300 0250

There may be other Railcards that may be suitable for you. Please visit railcard.co.uk for further

information.

Ticket machines

Many of our stations have self-service Ticket Vending Machines, and we will be introducing them at all stations. The machines are compliant with the Department for Transport/Transport Scotland joint code of practice (*Design Standards for Accessible Railway Stations, March 2015, section N2. Ticket sales points – ticket vending machines*), and have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion. Some stations also have compliant ticket collection only machines to allow tickets bought in advance online or over the telephone to be easily collected. These machines are also fully compliant with the joint code of practice.

Ticket gates

Some of our stations have ticket gates which are staffed. When there are no staff available to operate the ticket gates at stations, we will lock the gates in the opened position. We will also unlock the manual side gate leaving it in the open position.

Purchase of advance tickets

Where advance tickets are available for purchase (via any of the available channels, including online, at the ticket office or via telecommunications), you are advised to check that the required facilities (e.g. accessibility of the train type, or availability of wheelchair space in First Class) are available before purchasing tickets.

Booking assistance when purchasing tickets

When buying tickets with a Disabled Persons Railcard, our staff are trained to ask you if you require assistance with any aspect of your journey. Our team can also arrange assistance and tickets as one transaction. Our website ticket booking section will also remind you about the Passenger Assist service.

A4: Alternative accessible transport

Some of our stations may not be fully accessible to you. Further details of the accessibility of our stations is available at www.eastmidlandsrailway.co.uk/stations. This may be due to:

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

We will make sure that if you want to travel to and from stations which are inaccessible, you will be able to do so at no extra cost. Our aim will be to ensure that you will be able to make as much of your journey by rail as possible. However, for those parts of the journey where rail travel is not possible, we will arrange alternative transport that is accessible to you, such as a taxi, to the nearest or most convenient accessible station.

In doing so, we will consider your assistance requirements, the relative journey times involved, the accessibility of the rolling stock and stations that may be used and the planned staffing levels on board the train and at the station, including the potential for the flexible deployment of staff. Wherever possible, we will offer you an option that most resembles the service provided to passengers not requiring assistance.

We will always discuss your individual requirements at the time of booking, or you can call us on 08000 11 33 23, 24 hours a day, 7 days a week except on Christmas Day. Or you can use a station Help Point, 24 hours a day, 7 days a week except on Christmas Day, which connects directly into our Customer Information team in our Control Centre. We will also arrange suitable transport if disruption to our services leaves trains/stations inaccessible to you.

In cases of delay, disruptions and emergencies, we will ensure that the rail replacement services and taxis provided are as accessible as possible. We will also make reasonable endeavours to ensure drivers of rail replacement bus services and taxis have received appropriate training to provide assistance to rail passengers.

A5: Wheelchairs and mobility scooters

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

Width 700mm

Length 1200mm

Weight (including passenger) 300kg

If your wheelchair exceeds the above dimensions, please contact our Passenger Assist team on 08000 11 33 23 or 03457 125678 option 3 with the technical details, as they may be able to reserve you on a train which can accommodate your wheelchair.

Mobility scooters: Some powered scooters are only meant for road use and cannot be used on trains, so if you have not travelled before or recently changed your scooter, please check the dimensions with us to ensure it is okay to use on our trains.

For this reason and because our trains have different internal configurations, we request that for powered scooters, you must obtain an EMR (or East Midlands Trains) scooter pass prior to travel in order to board an EMR train, even where your scooter may already meet the dimensions criteria. This is because, with so many different types of powered scooters in use, this pass will ensure that our staff can readily recognise that your powered scooter can be safely transported on our trains.

Powered Scooter criteria is as follows:

3-Wheeled scooters or those with a triangular footprint (2 wheels at the front close together and 2 wheels at the rear) that fall within the following size dimensions and are a maximum length of 1200mm and width of 700mm and are;

- Maximum speed of 4mph;
- Does not exceed 300kg when it is carrying its user;
- Has a free-wheeling facility for use in case of power-failure;
- Has sealed batteries;
- Must negotiate gradients of 8 degrees or more; or
- Can be folded down to a size that can be accommodated as hand luggage.

How to get in touch for a scooter pass: Even if your scooter meets the above criteria, please contact our Passenger Assist team on 08000 11 33 23 or 03457 125678 option 3 with the technical details so that your scooter can be assessed and issued with a pass. You can also email us at contact@eastmidlandsrailway.co.uk or write to us at Freepost CUSTOMER SERVICE CENTRE, Hudson Way, Derby DE24 8HS. You will simply have to advise of us of the manufacturer, model and vehicle number of your scooter and, on verification, we will issue you with a pass within seven days, or we will explain in writing why your scooter cannot be carried. When a scooter card is issued we will advise on how it can be safely accommodated on our trains or whether it should be folded down and carried aboard as hand luggage, free of charge. If you have a folded scooter, you are responsible for the reassembly of it when alighting the train.

Please note that due to the restrictions of the type of rolling stock used on our Liverpool – Norwich services and many other local services, the space to accommodate scooters is within the cycle storage area. We therefore advise that you transfer to a seat. Please also note that for safety reasons, members of EMR staff are unable to lift or physically manoeuvre the scooter. It is therefore your responsibility to ensure that you can control your scooter so that you can get onto and off the train safely. Although we can book assistance on other train companies' services, scooter policies may differ, including the requirements for scooter cards. We can advise you of these requirements, or provide contact details for the relevant train company to ensure your scooter is permitted. This should be done prior to making your journey, if you need to change onto another train company's services.

A6: Delays, disruption to facilities and services, and emergencies

Disruption to facilities and services can have a significant impact on both your accessibility and your level of confidence of persons in travelling on the railway. Where disruption does occur, we will do

everything we can to ensure that, wherever possible, you are able to continue your journey and are not left stranded.

At times when our facilities or services are disrupted, we will give you notice on our website and other communication channels. If the disruption means your original arrangements are no longer valid, we will do our best to make contact with you and re-book any required assistance through Passenger Assist. We will request a contact number from you when you book assistance, which will help us to contact you in case of disruption. Our on board staff are issued with smart devices, this gives them the means to rearrange onward assistance for you during times of disruption.

Our staff are trained to anticipate your needs, especially if you have mental, intellectual or sensory impairments. They will communicate news of any service disruption and provision of alternative transport to you via the Customer Information Systems or, where possible, in person. This entails providing you with advance aural and visual when you need it. They will then check to see if you have understood the announcements or if you are likely to have difficulties in light of the announcements (for example, changing platforms). Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist you. The provision of Help Points at all of our unstaffed stations, provide a link to our Customer Information team 24 hours 7 days a week (except 25 & 26 December) who will also be able to assist you in continuing your journey.

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

Once local managers have been told that disruption is occurring, they will endeavour to deploy staff to stations affected by disruption. Along with our employees already at the scene, they will be able to assist you with other needs, for example, with luggage or with guidance.

When disruption causes the cancellation or alteration of train services, we will provide you with accessible substitute transport. This will be done without additional charge. Our rail replacement team has contractual arrangements with bus and taxi operators across the EMR network, including securing, wherever possible, the provision of accessible vehicles; this team is located at our control centre and deals with both planned and unplanned disruption. When train services are replaced with buses we will do everything possible to secure accessible buses from local operators. When this is not possible we will book a taxi that is accessible to you. Our frontline employees, supported by our rail replacement team, have the authority to do all that is reasonably practicable to arrange suitable substitute services for you in such circumstances.

When the level of accessibility of facilities at a station or on a train is less than that normally provided (e.g. as a result of the breakdown, alteration or removal of facilities), we will aim to provide you, wherever possible, with equivalent replacement facilities. If we have your contact details we will endeavour to contact you by telephone or email and to make you aware of the disruption, and to assist you with making alternative arrangements (such as re-booking or re-routing assistance). We will also provide you with information of the disruption to facilities through our website and advise our staff at stations, on trains, ticket offices and at our Customer Service Centre, to provide you with an estimated time for when the facilities will be functioning again.

Emergency procedures

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

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

Should an incident occur, our staff will use their disability awareness skills and judgement to anticipate your needs and communicate any instructions. In accordance with the nature of the incident, our staff are trained to take into account your needs especially if you have

mobility/visual/hearing impairments, or if you are older, infirm or vulnerable.

Every EMR station has a Local Station Emergency Plan detailing evacuation routes for all customers, stating whether the route is suitable for wheelchair access. If you are a wheelchair user and you are in an area where no safe evacuation route exists, a place of safety will have been pre-identified for you (accompanied by a member of staff) to await rescue by a member of the emergency services. All local station emergency plans are shared with the local emergency services.

In order to minimise the risk of causing injury to you in an evacuation, we will only evacuate wheelchair users during an emergency if the situation is life threatening. Based on the type of incident and the risks involved, we will move you to a safer part of the train until arrangements can be made to move the train to the nearest station. We will endeavour to make sure that you are accompanied at all times. If it becomes absolutely necessary to evacuate a train between stations, we will work closely with the Emergency Services to attend and provide expert assistance with the evacuation.

A7: Station facilities

A7.1: Left Luggage

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

London St Pancras International

Tel – 0203 468 4665

Location - ground floor of the station

Manchester Piccadilly

Tel – 0161 820 7579

Location - platform 10

Liverpool Lime Street

Tel – 0151 909 3697

Location - Excess Baggage Company in the main concourse

Leeds

Tel – 0113 350 3966

Location - Excess Baggage Company at the Wellington St Entrance

A7.2: Disabled Parking

It is our policy that passengers that you should be able to travel to the station by private car and park with confidence. Information on our car parks can be found at www.eastmidlandsrailway.co.uk/parking . Most stations have a tarmac or concrete surfaced car park, with designated parking spaces available for Blue Badge holders (although charges apply).

We locate these spaces in the most suitable place to ensure you will have easy access to our stations. Usually these spaces are located as close to the main station entrance as possible. Spaces for Blue Badge holders are marked with the International Symbol for Access on the ground.

We monitor the number of designated Blue Badge bays in our station car parks every six months. A report with details of usage and occupancy is sent to the Department for Transport (DfT) and Office of Rail and Road (ORR) as required and the level of provision is adjusted accordingly. To maximise the availability of spaces for you, car park regulations are enforced and any non-Blue Badge holders occupying designated Blue Badge spaces are treated as being in violation of the parking byelaws and dealt with accordingly.

A7.3: Third party provided facilities

We will ensure that any services and facilities provided by a third party are as accessible as possible; this requirement will be included in the relevant contracts and enforced by our property management team. Our station management team will monitor the services and facilities provided by third parties on a day-to-day basis to ensure that they are not located where they will cause an obstruction. While

it is recognised that third-party service providers have their own responsibilities under the Equality Act, we will make every effort to ensure that any services and facilities provided by others at our stations are accessible to you. Our Inclusivity Forum, from April 2020, will review performance in this area on a quarterly basis.

A7.4: Replacement facilities

We will provide, wherever possible, reasonable replacement facilities for you that are accessible when the level of accessibility of facilities at a station is less than that normally provided (e.g. as a result of the breakdown, alteration or removal of facilities).

A7.5: Station entrances

Our property management team and station management will consider your needs when considering the need to restrict or temporarily close access points at stations, and we will comply with the agreed code of practice with regards to mandatory standards regarding unobstructed progress during building works. All planned works which impact on levels of accessibility will, from April 2020, be reviewed by our Inclusivity Forum, to ensure the best solutions are being adopted.

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

A8: Redress and Compensation

Passenger Assist – what to do if our assistance fails.

When assistance has been booked but has not been delivered, we will provide you with compensation for your journey. In cases where assistance is booked through our team, or at any EMR station or on one of our trains and it was not provided, we will offer you a full refund for the cost of the journey.

We will be happy to assist you with your claim and we will provide details of the claim process in our 'Making Rail Accessible' leaflet and on the following link www.eastmidlandsrailway.co.uk/complaint.

We will coordinate a response to your complaint, should your journey have involved multiple train companies, and we will provide you with a full explanation in response, including why it happened and what mitigating actions we intend to take as a result.

We will also always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by a service failure. (For example, the cost of a new plane ticket if you miss a flight). This will not affect your legal rights to make claims under the Consumer Act 2015, although you must not seek to recover the same money twice for example both under our claims process and the Consumer Rights Act 2015.

B: Strategy and Management

In this section we set out how we:

- embed the provision of services to disabled people within our business and our project planning
- will continue to improve access to the railways for disabled people and those with reduced mobility
- ensure our staff have the resources, skills and confidence to deliver assistance to passengers
- measure the success of our Accessible Travel Policies.

B1: Strategy and Management

EMR is committed to the continuous improvement of services and facilities for disabled people. We believe that when you travel with us you should expect high standards of service throughout your journey.

As such, we will:

- as a priority, continue to provide you with a safe, clean, punctual and reliable train service;
- make it easier for you to buy tickets with the introduction of more facilities;
- treat you fairly when things go wrong;
- keep you informed about services, any planned changes and during disruption;
- let you know our performance and quality targets in advance, and report each period how we are doing;
- listen to you and engage with you.

We are committed to working alongside our industry colleagues ORR, Network Rail, local authorities, DfT, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Community Rail Partnerships, Rail Ombudsman and other stakeholder organisations, especially those representing all customers, to further improve the services, products, facilities and information we provide. We believe that you have the right to safe, comfortable, punctual and seamless journeys, and we will work to broaden accessibility and equality on EMR throughout the franchise period

Our Accessible Travel Policy fulfils our obligations under our Passenger and Station Licences, the DfT's Design Standards for Accessible Railway Stations: A Code of Practice 2015 (The Code of Practice), the ORR Guidance and the requirements of legislation such as the, Human Rights Act 1998, and takes into account the provisions within the Equality Act 2010.

We will ensure that new facilities are designed to meet the standards of the PRM-TSI, as will all projects which replace and/or renew existing facilities.

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

Improving access and services on EMR

We are committed to maintaining and further improving current standards of accessibility to our services for all our passengers. We believe we can achieve this by continuously working and engaging with all groups representing disabled people and other stakeholders in order to anticipate customer needs. We will continue to review our policies annually and incorporate all the feedback we get from you, customer organisations and other stakeholders regarding the services we provide. This feedback will be vital in shaping our policies and making continuous improvements.

We will be improving access and services as follows:

- **New Passenger Assist app:** from April 2020, we will roll-out the national Passenger Assist app, which will enable you to book Passenger Assist journeys, letting our staff know you are coming. The app will also provide helpful enhancements, namely, interactive station maps, as well as location tracking and sharing to allow you and staff to interact more effectively with each other
- **Shorter Passenger Assist notice period:** our investment in the Passenger Assist app and better staff procedures will enable us to reduce our recommended notice period for booking Passenger Assist journeys on EMR. From April 2020, assisted journeys can be booked up to 10pm the day before or 12 hours prior to travel, whichever is the shorter time period. As part of our franchise

agreement with the Department for Transport, from January 2021, the notice period will reduce to six hours, and from April 2022, in line with ORR guidance, it will reduce to just two hours

- **Introduction of Blue Assist Scheme:** from April 2020 we will implement the Blue Assist priority cards, which will enable you, especially if you have non-visible disabilities, to communicate their needs and requirements to our employees, who will be trained in understanding and responding to the scheme
- **Launch of Inclusivity Forum:** from May 2020 we will launch our quarterly East Midlands Inclusivity Forum, comprising of a wide range of participants such as people with mental health issues, physical, sensory or cognitive impairments, including non-visible disabilities, elderly persons, parents with infants, young persons and people from recognised organisations for minority ethnic groups and LGBT+ representation. The forum will be consulted on all future accessibility and inclusion measures and help guide our future investment
- **New Assisted Travel Survey:** we will conduct an additional annual survey to complement the ORR's national survey of Passenger Assist users, to help us better understand your needs, and publicise our findings to users, together with the actions we will take in response
- **Closer professional collaboration:** EMR will harness its membership of the Business Disability Forum, to promote greater engagement with disabled people, both as employees and customers. We will also achieve and maintain key customer service accreditations, namely, the Autism Friendly Award (by March 2022), together with the Institute of Customer Service's Training Mark and Service Mark (by March 2022 and December 2022, respectively)
- **Greater station investment:** we will invest a total of £6.9m on accessibility improvements, complying with the Design Standards for Accessible Railway Stations, including new accessible seats, shelters, better waiting room facilities, easier to use ticket machines, more legible customer information screens, additional accessible toilets and changing place facilities, plus improved LED lighting and Public Address systems and wifi across the network. We will also introduce station staff during peak hours (07:00 to 14:00) at a further nine stations from April 2022 at Mansfield Woodhouse, Belper, Matlock, Uttoxeter, Gainsborough Lea Road, Hucknall, Kirkby-in-Ashfield, Sutton Parkway and Syston
- **Accessible trains:** we will invest in a fleet of new and refurbished trains which will be compliant with PRM-TSI legislation, namely, electric trains on London-Corby services by December 2021, bi-mode electric/diesel trains on mainline services and diesel trains on regional services by December 2022.

B2: Management arrangements

Protecting and improving your access to rail services for is an integral part of our business strategy and is supported by the EMR Board of Directors. Accountability for owning and developing our Accessible Travel Policy rests with our Customer Experience Director. Acting as a sponsor, this role will liaise with the relevant managers working on the specific tasks that compliance with the Accessible Travel Policy necessitates. Compliance will be a feature of EMR management review process.

Establishing and maintaining our Accessible Travel Policy is a condition of our Passengers' licence (Condition 6: Provision of Services for Disabled People) and Station Licence. For compliance purposes the Customer Experience Director and Commercial Director are currently accountable for both the Passengers' Licence and the Station Licence. The principal vehicle for achieving this will be via the EMR Annual Business Plan, which will include a priority work-stream dedicated to improving the service we offer disabled customers.

The Head of Customer Experience, working closely with local managers, is responsible for the day-to-day implementation and compliance with our Accessible Travel Policy. This will largely be achieved through communication with the relevant managers and their teams, alongside customer satisfaction surveys, post travel research and periodic reports.

The implementation of developments in train and station design will be achieved by close liaison with the respective project teams. Their success will be monitored via customer feedback, relevant passenger survey results and the return on investments in the case of ticket sales. From May 2020, our quarterly Inclusivity Forum will review and report on progress.

B3: Monitoring and evaluation

To make sure that the provision of services to customers with disabilities is not overlooked and to monitor and evaluate our commitment within the Accessible Travel Policy, our annual Assisted Travel Survey will complement the ORR's national survey of Passenger Assist users and help us better understand customer needs. Each year we will publicise our findings to users, together with the actions we will take in response. Also, between now and April 2020, we'll be setting up an Online Community, representing different types of customers from across the whole network. You will be invited to join the community, which will regularly provide feedback on important initiatives and how we can continue to improve our service. To take part in our Online Community, please get in touch at contact@eastmidlandsrailway.co.uk.

[Information below to be put in a panel]

Our key performance indicators are:

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

The progress the company makes on current issues related to disabled travel will be discussed in a report to the Board of Directors. The Customer Service Centre team will review and investigate any complaints or feedback from our disabled customers and provide a detailed response. This will ensure that any failures in our commitments are identified and resolved as quickly as possible. The Head of Customer Experience will provide monthly (or more frequently if required) reports on feedback from our disabled customers. These are reviewed by the area management teams to ensure all business areas can assess how well the policies are working in practice and make any necessary adjustments.

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

B4: Access improvements

We are committed to complying with PRM-TSI and the Code of Practice when installing or refurbishing trains and facilities at stations. We also commit to applying for derogations against the PRM-TSI and/or dispensations against the Code of Practice when necessary, after every effort has been made to comply with the relevant requirements.

Trains

From the start of the new franchise period in August 2019 we will be working closely with DfT and ORR to ensure that the existing fleet will comply with PRM-TSI, or we will apply for appropriate derogations against the PRM-TSI and/or dispensations against the Code of Practice where necessary. All new trains introduced on our network after August 2019 will be built in accordance with the principles set out in the current PRM-TSI and the Code of Practice.

Stations

Access varies across all 90 stations we operate. This is due to a combination of station design and the level of staff employed at each station. In accordance with the DfT's Access for All programme and in partnership with the DfT, Network Rail, local authorities and businesses we will work to secure funding for and develop an ongoing strategy to improve the accessibility of our network in accordance with the standards required by the Code of Practice. Details of the accessibility at each individual station can be found on our website www.eastmidlandsrailway.co.uk/stations and on the National Rail website, www.nationalrail.co.uk/stations.

Recent improvements have been implemented at the following stations in the last 12 months:

- Leicester: refurbished accessible toilet and waiting rooms, plus wayfinding flooring to aid visually impaired customers

- Lincoln: refurbished ambulant toilet
- Stamford: disabled customer priority bays installed in the car park.

As part of our committed obligations agreed with the DfT, EMR will invest in a wide-ranging programme of schemes to improve the facilities for disabled customers, including:

- New accessible seats at 81 stations
- 51 new accessible shelters at 32 stations
- Better waiting room facilities provided at 41 stations
- Easier to use ticket machines at 96 locations
- More legible customer information screens at 61 stations
- Additional accessible toilets and changing place facilities
- Improved LED lighting and Public Address systems and wifi across the network.

We will discuss the programme with colleagues across the industry, including other train operating companies, Network Rail, the Rail Delivery Group (RDG) and representatives of disabled passengers such as DPTAC, and confirm the schedule planned for implementation from April 2020.

We also aim to deliver the following improvement schemes at EMR stations within the next 12 months as part of the DfT's Access for All programme and our own Minor Works programme, which invests £300,000 per annum at stations to improve accessibility. The planned schemes are:

- Loughborough: accessible toilet
- Kettering: accessible toilet
- Alfreton: accessible access to the waiting room
- Sheffield: perch seating

B5: Working with disabled passengers, local communities and local authorities

In preparing our accessibility and inclusion proposals for EMR and the development of our accessible policies, we consulted with a cross-section of disability stakeholders, facilitated by Stephen Brookes MBE, Disability Rights UK Ambassador and Rail Sector Champion for the Minister of State for Disabled People. The key findings were built into our future initiatives, as set out in section B1, sub-heading 'Improving access and services on EMR' (above). Key organisations that represent the interests of customers with disabilities – including ORR, DPTAC, DfT and Transport Focus – have reviewed and approved our Accessible Travel Policy.

From August 2019, we will actively consult further with these organisations, together with other important representative organisations such as London TravelWatch, Business Disability Forum, Royal National Institute of Blind People (RNIB), Scope, Action on Hearing Loss, Age Concern and the National Autistic Society to make sure that we stay informed of the needs of customers with disabilities, and that these needs are considered in all of our plans.

From April 2020, our Inclusivity Forum will provide a formal means of consulting with the above organisations, and other representatives across a wide range of other interest groups such as parents with infants, young persons and representatives from recognised organisations for minority ethnic groups and LGBT+. The Inclusivity Forum will promote new ways of raising awareness, encouraging trial journeys and providing training in the wide range of customer needs, including hidden disabilities such as cognitive and intellectual impairments.

We will provide reports on the quarterly Inclusivity Forum meetings, covering the agenda topics (such as prioritisation of accessibility improvements), key findings and actions to be taken.

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

We will also promote customer participation in our Online Community to help test ideas around improving accessibility and inclusivity.

We will actively promote the availability of assisted travel, with a particular focus on the customer leaflet, 'Making Rail Accessible'. As well as ensuring that this leaflet is available at staffed stations,

in prominent locations where public services are provided, and online, we will also advertise the leaflet on station posters, on train services and via social media.

We will make every reasonable effort to ensure that we meet and maintain the standards set out in our Accessible Travel Policy. If we believe that we are not meeting the commitments within our Accessible Travel Policy we will consult with the DfT. We will submit our Accessible Travel Policy to the ORR and DfT for regular review from the date of approval. We will also provide an annual report to ORR on the activity and outputs of our work with disabled passengers, local communities and local authorities.

We will provide regular briefings on the subject which are given to frontline managers and safety critical employees. All employees receive updates on the company's policies and procedures relating to disabled customers, diversity and inclusion through their regular briefing sessions.

B6: Staff training

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

The course aim is to build delegates' knowledge and skills to enable them to best meet the needs of customers who have impairments; and do this in accordance with both the law, the Equality Act 2010 and EMR commitment to further improve current standards of accessibility to our services for all our passengers.

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

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

In addition to the above, our employees also undertake disability training as part of any safety critical training, competency management assessments and local safety briefings. We will ensure that staff receive the training relevant to their roles with regards to:

- the use of equipment provided to assist people with disabilities, such as ramps, wheelchairs and induction loops
- communicating with people with different disabilities.
- communicating clearly by phone with people who may have difficulty speaking, hearing or understanding.

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

From the start of the EMR franchise, we will review and, where necessary, amend course content to

ensure that it is consistent with the nine mandatory training outcomes set out in the ORR's Guidance.

Mandatory training outcomes

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

By 31st July 2021 all current frontline staff will have met the mandatory training outcomes set out above. Also by this date, all new staff, including senior and key managers, as part of their induction, will receive training in understanding the challenges facing disabled people (1), equality legislation (2), defining disability (3), recognising passengers who need assistance (4), the regulatory framework of the rail industry (5) and how the Passenger Assist service operates (6).

In addition, all frontline staff that interact directly with passengers will receive training that delivers training outcomes relating to customer and staff communication (7), accessibility within and around stations (8) and how to provide safe assistance (9).

By the same date, we will ensure agency staff and temporary staff receive a condensed version of the training course, including communication and providing safe assistance; this will also encompass drivers of rail replacement bus services and taxis with regards to providing assistance.

Also anyone employed at a contact centre who provides information or advice directly to passengers on our behalf a condensed version of the training course covering, as a minimum, the Passenger Assist service and customer communication.

All staff will receive refresher training within two years of the training they have received, and as a minimum every two years thereafter; in order to ensure the mandatory training outcomes described above are maintained.

We will harness the experience and expertise of people with a range of disabilities in the development and delivery of our training courses. Our Inclusivity Forum members will provide advice and resources in support of this aim, and will monitor performance on a yearly basis.

At the time of submitting our Accessible Travel Policy for review we will ensure that all statistics, legislation and language used in training are up to date.

This approach to training will ensure all of our staff have the skills and knowledge to enable them to best meet the needs of customers with a disability and to do this in accordance with both the law and EMR commitment to further improve levels of accessibility.

By 31st July 2020, we will provide a report to ORR setting out progress against delivery of these staff training commitments.

