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28 February 2017

David Gibson  
Managing Director  
Tyne and Wear Metro

Dear David

**Review of DB Regio Tyne and Wear Limited (Trading as Tyne and Wear Metro) Disabled Peoples Protection Policy (Condition 5 of the Station Licence and Passenger Train Licence)**

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

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

We welcome your reduced notice period for assistance bookings which requires passengers to give 6 hours' notice for assistance booking when travelling on your services. We believe this is likely to be positive for passengers.

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

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

- **Provision of ramps:** The guidance states that ramps must be made available at staffed stations to provide assistance to passengers when boarding or alighting the train. You informed us that Tyne and Wear Metro do not provide ramps as your stations are accessible by level access. However you advised that there are some stations where the gap may be too large to be crossed by passengers in wheelchairs without assistance. In order to make this clear for passengers, you have now highlighted this fact in your passenger document and included information on the stations which have a larger gap between the train and the platform. Passengers wishing to use these stations are advised to contact you for more information. You have also committed to take actions to mitigate the impact on passengers who wish to use stations with larger gaps. These actions include fitting platform gap fillers, adding markings to platforms to show the best place for

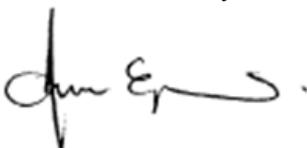
wheelchair users to board the train and implementing measures to ensure that wheelchair users are made aware of larger gaps at the point of boarding or alighting.

- **Provision of assistance when this has not been booked in advance:** The guidance states that operators are expected to provide assistance to disabled passengers who arrive at a station and require assistance to allow them to travel, but have not arranged assistance in advance. You have confirmed that if a passenger requires assistance, they can turn up at stations without booking assistance in advance and you will do your best to help as soon as staff and equipment are available.
- **Passenger information:** The guidance states that operators must update the information available on both its own website and the National Rail Enquiries sites within 24 hours of notification of any changes, nominating one or more specific posts in the company to be responsible for updating it. You have now confirmed that you will update this information within 24 hours and that your Head of Station Delivery will have responsibility for ensuring this is carried out.
- **Alternative formats:** The guidance states that operators must commit to providing copies of all documents comprising their DPPP, including those in alternative formats, to passengers on request within seven working days. You have now confirmed that copies of the document in all formats will be provided within 7 working days.

As part of the review process, we discussed your membership of the Passenger Assist scheme. In your letter of 25 February 2015 addressed to John Larkinson, you confirmed that you do not participate in Passenger Assist and that instead you provide your own passenger booking system. Your booking system is managed from your control centre, and 6 hours' notice is required for assistance when booked within the hours 0700-1900. You have confirmed that, at stations where you interface with the mainline network, you contact the rail operators on behalf of the customer in the event that they require assistance with on their onward journey at any of these stations. You have also confirmed that you will supply information regarding your facilities and services to the operators you interface with to ensure that this information is available to staff booking assistance through Passenger Assist and the passengers booking assistance through this service. With this confirmation, ORR is content that Tyne and Wear Metro would not be expected to join the Passenger Assist scheme.

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

Yours sincerely,



**Annette Egginton**

Cc. Colin Whittle, Head of Legal Services, Nexus



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# Making Rail Accessible: Helping Older and Disabled Passengers

Version 15 (January 2017)



Related Documents: Making Rail Accessible: Guide to Policies and Practices.  
The Metro Access Guide.  
<http://www.nexus.org.uk/metro/guide-metro/accessibility-and-safety>

## 1. Introduction

From 1<sup>st</sup> April 2017 Metro is being directly operated by Nexus, the Passenger Transport Executive for Tyne and Wear.

We are committed to continually improving the accessibility of Metro services for all customers. This document sets out our commitments and provides guidance for our older and disabled customers, to help them make decisions about their journeys on Metro.

This document forms part of Metro's Disabled People's Protection Policy (DPPP) and fulfils obligations under: our Passenger and Station Operator Licenses; the Department for Transport's (DfT) 2009 Guidance on writing a DPPP; DfT's Design Standards for Accessible Railways Stations (March 2015), the Office of Rail and Road's regulatory statement on DPPPs (July 2014); the requirements of the Equality Act 2010; and the Human Rights Act 1995.

A Metro Access Guide, which details facilities available at each station, and this Passenger Document, are available from Metro Customer Relations or from the Nexus website at <http://www.nexus.org.uk/metro/guide-metro/accessibility-and-safety>

The Metro Access Guide aim is to give customers information to help them make decisions about their journeys on Metro. The details of services, facilities and layouts of Metro stations are described fully in the Metro Access Guide. Please be aware that the accuracy of the information is current as of the date of the publication.

Contact information including addresses, phone numbers and e-mail addresses are contained throughout and in section 11. Contact Us, of this document.

## 2. Our commitment to service improvement

The Metro 'All Change' reinvigoration project sees the investment of £352 million of public money in new track and technology, better stations, and refurbished trains right across the system. The work is essential to make sure Metro keeps serving Tyne and Wear for decades to come.

Metro is committed to improving services for all of our customers. These include:

- All staff trained in disability awareness.
- Guaranteed passenger assistance on the Metro network if we are given six working hour's notice (lines open 07.00-19.00 daily).
- All assistance bookings being co-ordinated through our centralised control centre.
- Maintain a record of all booked assistance requests and any complaints
- Stakeholder engagement through a dedicated manager who will actively seek the views of local people, including user representatives groups.
- Our committed obligation to hold regular 'Meet the Manager' sessions with direct access to senior managers.
- Complaint Handling Procedure designed to highlight and act on accessibility issues.

### 3. Assistance for Customers

Customers who need assistance at a Metro Station, or special arrangements to help board a train, may find it difficult to simply turn up and travel. As many of our stations do not have a staff presence, you may find it easier to pre-book assistance for your journey.

For assistance with your journey, please contact Metro on 0191 203 3666 this number is also a textphone. Calls are charged local rate. Alternatively, you can e-mail us to book assistance at [assistance@twmetro.co.uk](mailto:assistance@twmetro.co.uk)

#### Our commitments to you

- We will provide booked assistance at any station during the hours trains are scheduled to serve that station, as long as we are given at least six working hours' notice via the assistance phone line.
- If you require assistance, (e.g. on and off the train and/or around the station) you can turn up at stations and we will always do our very best to help you just as soon as staff and equipment are available. However as not all stations have a staff presence, if you would like the reassurance of pre-booking your assistance and knowing that staff are expecting you, then we recommend booking assistance in advance.
- Customers will be met at the station at their starting point and/or their destination. Where a station is unstaffed, staff will travel to that station in order to provide assistance.
- Where customers have onward travel connections we will contact the relevant Rail Company to make onward assistance. At Central Station passengers will be assisted to the Information Point of the Mainline station, Newcastle Central Station (operated by Virgin Trains East Coast), where onward assistance will be provided.
- The Nexus website provides more information regarding the accessibility of facilities and services and will be updated whenever there is a change to accessibility as follows:
  - Any physical constraints preventing disabled customers from using the station
  - Any significant temporary work affecting station accessibility
  - Any changes to stations that would make them temporarily inaccessible, e.g. lifts and toilets out of order

In addition to the website we will also communicate changes to the accessibility of facilities via social media and on posters and public announcements across the network. Our travel alert system which customers can sign up to receive service status updates and contains information regards facilities being unavailable.

Email alerts are free and you can register via the Nexus Website -

<http://www.nexus.org.uk/metro/alerts>

Text message alerts cost 25p plus your standard network rate – text '**Metro**' to **8727** to receive a text on how the Metro is running.

## **Wheelchairs and mobility scooters**

**Wheelchairs** – We welcome the use of wheelchairs and powered wheelchairs. To enable wheelchairs to be transported there is a maximum width of 700mm and a length of 1200mm.

**Scooters** - At the present time, powered mobility scooters may not be used anywhere on Metro vehicles, stations or platforms. This rule has been introduced for the safety of all Metro passengers following a series of incidents at stations where the mobility scooter users themselves were injured and other passengers put at risk. Scooters that can be folded and carried on as luggage are permitted on trains.

The maximum size of gap that can be crossed by a wheelchair is dependent on the wheelchair specification and so is variable, however we anticipate that any gap of less than 140mm will be traversable for most wheelchair users

Please be aware that boarding ramps are not widely available on Metro. There are therefore some stations where it may be difficult to for an unaccompanied wheelchair user to board or alight at due to the vertical height and/or the horizontal gap between the platform and the train. If you want more information about boarding or alighting at these stations then please call us on 0191 203 3666 and if needed, subject to sufficient notice, we can arrange a member of staff to assist you.

From 01/07/2017 boarding ramps will be provided for use when assistance has been booked at the following Metro stations:

- Brockley Whins
- East Boldon
- Fellgate
- Millfield
- St Peters
- Pallion
- Park Lane
- Seaburn
- Stadium of Light
- South Hylton
- University

With regard to the provision of ramped boarding assistance at Sunderland, which is a Northern Rail managed station, please contact Northern's Customer Experience Centre using the following link

<https://www.northernrailway.co.uk/passenger-assistance-request>

For more detailed information regards vertical heights and horizontal gaps between the platform and the train at each Metro station refer to Appendix 1.

Some wheelchair users may find boarding and alighting smoothest with the largest wheel first – this may mean reversing as appropriate. Further information can be found within this guide providing advice on boarding and alighting on Metro stations and trains for wheelchair passengers.

## 4. Alternative Accessible Transport

We will provide, without extra charge, an appropriate alternative mode of transport to take disabled customers to the nearest or most convenient accessible station where they can continue their journey in the following circumstances:

- Where a disabled passenger is unable to travel from a station because it is inaccessible to them (for example, because of the physical constraints of a station, or due to refurbishment works which may temporarily prevent access to the station).
- Where for whatever reason (such as planned engineering works), substitute replacement transport is provided which is inaccessible to disabled passengers or where there is disruption to services at short notice which impedes disabled access.

## 5. Passenger Information

We will provide up-to-date information about the accessibility of facilities and services at Metro stations on trains and on the Metro website at <http://www.nexus.org.uk/metro/guide-metro/accessibility-and-safety>.

This information will be updated within 24 hours of any changes.

It is our commitment to keep all information accurate and consistent.

Hard formats, such as leaflets and booklets, will be reviewed at least once a year as part of our commitment, and as often as practicable to reflect any changes in facilities.

We have two guides available to customers which are online, both of which can be found at

<http://www.nexus.org.uk/metro/guide-metro/accessibility-and-safety>.

The Station Accessibility Matrix allows customers to see what facilities are at each station, whilst the Metro Access Guide provides a more comprehensive reference for station and train accessibility.

Information about lifts, escalators, train/platform interface and station layout can be found in this guide. Should any facility change or be taken out of use the Head of Station Delivery will be responsible and arrange for any required changes via the Metro Marketing Team.

We welcome your feedback on the service we provide and any suggestions you may have for improvements.

## 6. Tickets and Fares

Where an older or disabled passenger is unable to buy a ticket at a station before their journey they will be able to travel without penalty and should proceed as follows;

- At a gated station, where the gates are operational, they should explain the circumstances to the gate-line staff who are briefed and will provide assistance to allow them to buy a ticket without penalty.
- At a gated station where the gates are not in operation, or at an un-gated station, they should proceed with their journey and make payment at their destination station.
- If the destination station is a gated station where the gates are in operation they should explain the circumstance to the staff who are briefed and will provide assistance to allow them to buy a ticket without penalty.
- If staff are checking tickets on-train they should explain the circumstance to those staff who are briefed and will provide assistance.

Older and disabled customers who are in possession of a Concessionary Travel Pass (CT Pass) issued under the English National Concessionary Travel Scheme (ENCTS) can buy a Metro Gold Card, which gives you a year's travel on Metro, the Shields Ferry and on Northern Rail services between Newcastle and Sunderland. For details regarding tickets and discounts for disabled passengers please refer to the Nexus website [www.nexus.org.uk](http://www.nexus.org.uk). Further information can also be obtained from a Nexus Travelshop at the station locations listed below:

- Central Station
- Gateshead
- Haymarket
- North Shields
- South Shields (located 34-36 Fowler Street, South Shields)
- Sunderland (Park Lane Bus Station)

For opening times please refer to the Nexus website [www.nexus.org.uk](http://www.nexus.org.uk)

## 7. At the station

### Station Entrances

We will continue to maintain the accessibility of station entrances, platforms or facilities for disabled passengers. In the rare event that any Metro station entrance is considered for permanent closure we will only do so following consultation with the DfT, Transport Focus and local access groups. Any such closure requires approval from the DfT. Customers will be advised of any temporary closure affecting a station entrance through the website, poster information at stations, public address announcements and information on Passenger Information Displays.

### Lifts and Ramped Access at Stations

- All Metro stations are accessible by level access, slopes or lifts. Lifts vary in size but all can accommodate a wheelchair as long as it's no longer than 1.4m (4 feet 7 inches) long and 0.7m (2 feet 3 inches) wide. Some of the older stations that were adapted for use by Metro have ramps that are steeper than current accessibility standards. These stations are
  - Monkseaton
  - West Monkseaton
  - Walkergate (Platform 1 to the Coast and onto South Shields can be accessed using the lift)

If you require assistance when planning to travel on Metro, you can contact us by contacting 0191 203 3666. Calls are charged local rate. Alternatively, you can e-mail us to book assistance at [assistance@twmetro.co.uk](mailto:assistance@twmetro.co.uk). Please contact us at least six hours in advance of travelling.

In addition some of the stations with level access do not have ramped access between platforms and the route between platforms requires the use of local roads. Stations in this category include;

- Tynemouth
- Cullercoats
- Ilford Road
- Jarrow
- South Gosforth

More information on all of these stations is given in their individual entries in the Metro Access Guide.

## **Station seating**

We seek to upgrade station seating in accordance with the DfT's Design Standards for Accessible Railways Stations (March 2015) provides a variety of seating at stations including perch, bench, flip-up and standard style seating with back and arm rest. Please refer to the Metro Access Guide on the Nexus website [www.nexus.org.uk](http://www.nexus.org.uk) which features the types of seating at specific stations.

## **Aural and Visual information**

It is our policy to make all information at Metro stations clear, concise and accurate. We will ensure that all train departure information, including messages regarding service disruption and delays, is announced aurally and visually. All Metro information conforms to strict guidelines to ensure consistency and clarity, and has been designed and delivered with consideration to the needs of disabled and older people. The following information is provided at all stations.

## **Access Information**

- Lift signage (if applicable)
- Platform numbers
- Exit signage
- Help/enquiry point facility

## **Service Information**

- Current Metro timetable
- Engineering posters
- Metro network route map
- Transfare information - You can buy a Transfare ticket when your journey includes travelling on more than one type of transport in Tyne and Wear, e.g. Metro and bus, or bus and ferry - <http://www.nexus.org.uk/adult-transfare>
- Bus information – including locations of Metro Replacement bus stops
- Ticket Vending Machines (TVM) information on how to buy the correct ticket
- Station specific destination lists on TVMs

## **Legal notices**

- Penalty Fares Scheme
- No Smoking
- Do not trespass
- Alcohol Exclusion Zone
- CCTV
- Emergency exit

## **Information points and displays**

We will ensure that information is accessible to all disabled passengers without obstruction or hindrance. This means that all printed information will be displayed clearly and without any objects or station equipment blocking access to it.

All printed information can be obtained from any Nexus Travelshop. In the event that printed information is not available at the Nexus Travelshops we will make every effort to order it for you.

Nexus Travelshops opening hours vary between locations, please contact us directly or visit [www.nexus.org.uk](http://www.nexus.org.uk) for further information.

## **Help Points**

All Metro stations have Help points which are fitted with induction loops for individuals wearing hearing aids. These are maintained by Nexus and are located on platforms and also where appropriate, on concourses. They are clearly marked and can be used for enquiries or to request assistance, for example if a lift is out of service.

Additionally they can be used to alert Metro staff to emergencies.

Some Help points have a facility for you to book a taxi to collect you from the station. If using this facility you will have to check that the vehicle booked is suitable for your individual needs. When booking a taxi please make the company aware of your specific requirements.

South Shields station benefits from a video help point which allows customers using the unstaffed Mile End Road entrance to the station, to communicate with station staff should they require access to the station. Customers are linked via audio and camera links.

## **Our Commitment to you**

Nexus Travelshops and Information Points at larger stations are sign-posted and can be found on or close to the concourse. At smaller stations all information will be prominently displayed in one location situated next to the ticket machines.

All Help Points will be designated as meeting points for disabled people, especially where assistance has been booked. Alternative meeting points can be arranged at the time when assistance is booked.

Up to date information regarding facilities, services, accessibility, train times, onward travel, local information and fares is clearly displayed at each station.

We will endeavour to provide real time information including service disruption, delays and diversions as soon as practicable after the start of the incident, via passenger announcements and electronic information displays on each platform.

Where feasible, information will be positioned so that both wheelchair users and standing passengers can access it.

All staff will be able to provide the most up to date information on services, facilities and onward travel. If our staff are unable to answer any questions, they will be able to find that information, or direct passengers to where this information can be obtained.

The Help Points at each station can also be used to obtain the latest information about train services.

## **Ticket Vending Machines**

Customers are required to purchase a valid ticket before they travel, if for whatever reason they are unable to they should purchase one at their destination. Ticket vending machines have the ability to accept Credit and Debit Cards, Bank Notes and coins. The machines have been designed and manufactured in line with current codes of practice and guidelines. Anyone who is entitled to an English National Concessionary Travel Scheme pass

can purchase a Gold Card that allows free travel on the Metro after 0930 Monday to Friday and anytime on weekends and public holidays. Gold Cards can be renewed at the TVMs on each station and the Gold Card entitlement is uploaded on the CT Pass. Further details are available via the Nexus website - <http://www.nexus.org.uk/concessions/disabled-adult>

## **Ticket gates**

Automatic ticket gates are installed at thirteen stations:-

- Airport
- Byker
- Chichester
- Jesmond
- Haymarket
- Monument
- Central Station
- St James
- Manors
- Gateshead
- Heworth
- South Shields
- North Shields

All the gate lines include a wide aisle gate which is suitable for wheelchair users or those with impaired mobility.

The Gate Lines are staffed during their operation. When they are not in operation the gates will be set to the open position.

## **Validators**

Validators are installed at all non-gated stations. Customers holding smart enabled tickets will be required to validate their ticket at the start and end of their journey. If a disabled passenger is unable to validate their ticket at the start of their journey, they are permitted to travel as normal. All customer service staff are briefed on this arrangement and will provide assistance if required.

## **Car parks**

There are 33 car parks at or adjacent to Metro stations as set out in the table below showing the number of unclassified and accessible spaces available at each:

	Metro car parks	Total space of which accessible bays	3 <sup>rd</sup> Party car parks	Total space of which accessible bays	No designated parking facilities directly adjacent to station
1	Bank Foot	62 - 2	Felling	22 - 3	Airport
2	Benton	10 - 2	Heworth short stay	70 - 7	Bede
3	Callerton	189 - 7	Heworth long stay	392 - 10	Brockley Whins
4	Cullercoats	22 - 1	Jarrow	80 - 1	Byker
5	East Boldon	54 - 4	Kingston Park	95 - 4	Central
6	Fawdon	23 - 2	Manors	53 - 2	Chichester
7	Fellgate	53 - 2	South Shields	60 - 10*	Chillingham Road
8	Four Lane Ends	457 - 22	St James	335 - 10	Gateshead
9	Hebburn	70 - 4	St Peters	23 - 4	Gateshead Stadium
10	Millfield	12 - 2	Tyne Dock	34 - 0	Hadrian Road
11	Monkseaton	21 - 1	Tynemouth	71 - 3	Haymarket
12	Northumberland Park	393 - 12	Walkergate	24 - 0	Howdon
13	Percy Main	6 - 6	Wallsend	24 - 1	Ilford Road
14	Regent Centre	183 - 8	West Jesmond (Street Parking)	23 - 2	Jesmond
15	Seaburn	8 - 2	Whitley Bay	76 - 4	Longbenton
16	Shiremoor	19 - 1			Meadow Well
17	South Hylton	24 - 2			Monument
18	Stadium of Light	182 - 12			North Shields
					Pallion
					Palmersville
					Park Lane
					Pelaw
					Simonside
					South Gosforth
					Sunderland
					University
					Wansbeck Road
					West Monkseaton

\*South Shields - the accessible 10 bays are in a separate, adjacent car park

Further information on car park opening times and total spaces available can be found on the Metro website [nexus.org.uk](http://nexus.org.uk)

## **Toilets**

Heworth, Park Lane, Gateshead, Four Lane Ends and Whitley Bay stations have toilet facilities. All include an accessible toilet with a National Key Scheme (RADAR) lock. There are toilet facilities in the vicinity of a number of other Metro stations and these are detailed in individual station entries.

## **Luggage**

Metro staff will assist disabled passengers with luggage. This service will be provided free of charge. We strongly recommend booking in advance if required, by calling Metro on 0191 203 3666.

Customers may take a single item of hand luggage that must be capable of being held in your lap if required, plus up to 2 items of luggage each not exceeding 30 x 70 x 90 cm in size

## **Left luggage**

There are no facilities for left luggage at any Metro station.

## **Third party facilities**

We will ensure that facilities provided by third parties do not cause obstruction and are as accessible as possible to disabled customers. All 3<sup>rd</sup> party service providers are required to operate under all current legal and statutory obligations when performing duties on Metro sites. Compliance is managed through a "Permit to work" system, risk assessments and audits.

## 8. On The Train

### **Aural and visual information**

All Metrocars have passenger information screens installed and provide the name of the station on approach as well as the final destination or route. There is also an automated train arrival station name announcement on approach to stations – both on-board and at stations. In the event of a failure of the automated station name arrival announcement, the driver will announce designated stations.

The following information is displayed on all trains.

### **Legal Notices**

- Welcome to Metro notices at every door including information on Penalty Fares and prohibitions on smoking and alcohol.
- Emergency door instructions
- CCTV signage

### **Service Information**

- Route map (line diagram) above each door
- Security contact number poster
- Priority seating notice

### **Seats on Trains**

All Metrocars have two dedicated wheelchair spaces. Ten seats in all Metrocars are designated as Priority seats for the use of older and disabled passengers. Customers are advised at the time of booking assistance that we do not operate a seat reservation system on Metro but we do encourage passengers to give up their seats by the use of notices on Metrocars.

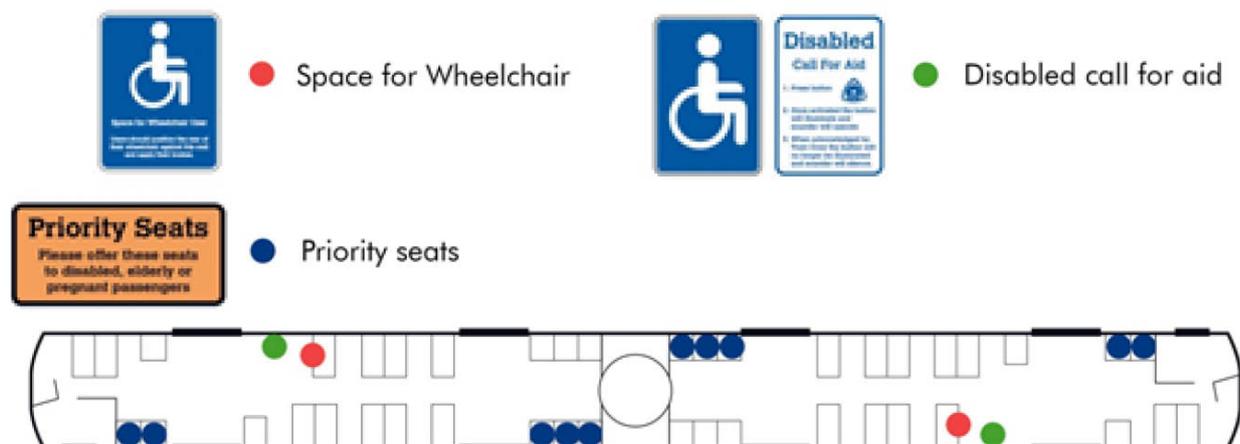
## Rolling Stock Information

Trains have door opening widths that are wide enough to accept reference size wheelchairs (700mm by 1200mm). Two designated wheelchair spaces are available within each Metrocar, and gangway widths are wide enough to allow wheelchair users to manoeuvre within carriages. External doors are also painted in contrasting colours for easy identification.

Eighty-six Metrocars have undergone a refurbishment, ensuring compliance to the Rail Vehicle Accessibility Regulations 2010. Of the current total fleet of ninety vehicles the four un-refurbished Metrocars will be taken out of service on or before 31<sup>st</sup> December 2019. Changes to the refurbished vehicles have included:

- A revised seating layout and wheelchair/access bay in each body half of each Metrocar, providing greater space and access.
- Each access bay has a 'call for aid' system installed. The driver will attend and makes onward arrangements at the next station, via the System Controller and Duty Manager.
- Improved signage will be applied throughout the vehicle identifying priority seating and regulatory passenger information.
- Two tone colour flooring to identify doorways.
- Footstep lighting in each doorway.
- Externally, the train colours will contrast against user interfaces such as the door push buttons and give a clear identification of doorways.
- Improved salon lighting levels.
- New door alarms.

### Refurbished Metrocar plan



## 9. Making Connections

### Connections to other Rail services

Newcastle, Heworth and Sunderland stations have step free connections to National Rail services. We recommend that disabled passengers plan their journey in advance, referencing the Metro Access Guide and booking assistance if necessary. Station staff will be available to assist customers with connections as long as we are given at least six working hours notice. Where assistance is required but has not been booked in advance, we will try our best to provide assistance. To book assistance for your journey, please contact Metro on 0191 203 3666. For general enquiries, please call Customer Services on 0191 2033199. Calls are charged at local rate. Alternatively, you can e-mail us to book assistance at [assistance@twmetro.co.uk](mailto:assistance@twmetro.co.uk)

### National Rail

For Main Line train services contact National Rail Enquiries on 08457 48 49 50.

At Central (Newcastle) and Heworth there is direct access from the Metro station to the national rail stations. We will contact other rail operators on behalf of the customer in the event that they required assistance on their onward journey at any of these stations.

### Other Intermodal connections

Disabled passengers can request assistance to other types of transport (such as bus or taxi) and we will try to assist where reasonably practicable. Information on the availability of accessible transport from Metro stations can be obtained from information points, Nexus TravelShops and help points. There are 16 transport interchange points on the Metro system. These are:

Regent Centre  
Haymarket  
Monument  
Central  
Gateshead  
Heworth

Sunderland  
Park Lane  
South Shields  
Chichester  
Jarrow  
Byker

Wallsend  
North Shields  
Northumberland Park  
Four Lane Ends

## **Buses**

Most local bus services in Tyne and Wear are operated with low floor buses. These can provide connections to Metro or alternative routes that may, in some cases, be easier for disabled passengers to use instead of Metro. Traveline (0871 200 2233) can give details of which services are operated with low floor vehicles. Timetable information on all bus services in Tyne and Wear is also available at [www.nexus.org.uk](http://www.nexus.org.uk)

## **10. Disruption to Facilities and Services**

We understand the impact of disruption to facilities and services on older and disabled passengers. Where disruption does occur we will do everything we can to ensure these passengers are able to continue their journey and are not left stranded.

### **Arrangements during disruption of facilities and services**

We will make regular public announcements and provide visual displays to advise when any delays occur. Posters will also be displayed at all stations advising of planned maintenance or special arrangements at least seven days in advance.

When we have disruption and it involves a customer who has pre-booked assistance we will make contact with them to advise and make alternative arrangements if the disruption affects their travel plans.

Metro will provide bus replacement services during planned disruption. Where the Metro bus replacement services provided are inaccessible to

disabled passengers, we will provide an accessible alternative. Based on the passengers individual needs we will arrange the appropriate alternative transport.

Where disabled passengers need to make connections with other trains, at Central (Newcastle) and Heworth, our station staff will assist wherever possible by taking the customer to the onward train (Heworth) and the main concourse where Virgin Trains East Coast staff will take over the onward assistance (Central).

During planned engineering work, we will provide clear information at our stations to advise customers of replacement transport options.

All replacement bus services run on behalf of Nexus during planned engineering work are compliant with Public Service Vehicle Accessibility Regulations.

When our facilities and services are not available or are not accessible, we will make every effort to provide alternative facilities in the form of a suitably accessible taxi.

Should the Metro experience a breakdown of any facility, such as a lift, that will affect accessibility to Metro stations or Metrocars, announcements and visual displays will be made to warn passengers throughout the Metro System. We will also provide real time information on the Metro website. The information provided will include location, alternative arrangements and anticipated time scales for the expected return to normal services. All staff will be kept informed.

In the event of an emergency, staff are trained to assist disabled passengers in evacuating Metro stations and Metrocars. Further details on these procedures can be found in our publication "Making Rail Accessible, a guide to policies and practices".

## 11. Contact Us

Within Metro the Customer Service Director is responsible for the Disabled Persons Protection Policy. We welcome all comments and views of our customers in writing, telephone, email or in person.

If you would like to contact us to provide general feedback on services and facilities or to obtain a copy of this document or the policy document please contact Metro at:-

Customer Relations  
Tyne and Wear Metro  
Metro Control Centre  
South Gosforth  
Newcastle upon Tyne  
NE3 1YT

E-mail: [contactus@twmetro.co.uk](mailto:contactus@twmetro.co.uk)

Telephone: 0191 203 3199

We can provide copies of the Metro Access Guide in all formats as requested, within seven working days. This includes large print, audio and Braille. Please contact us stating which format you require.

Further information on accessibility can be found at the Metro website:  
<http://www.nexus.org.uk/metro/guide-metro/accessibility-and-safety>

## 12. Station Accessibility Information

Metro's commitment to disabled customers is set out in our Disabled People's Protection Policy. The Disabled Peoples Protection Policy and The Metro Access Guide now form part of our Making Rail Accessible documentation. The Metro Access Guide aim is to give customers information to help them make decisions about their journeys on Metro. The details of services, facilities and layouts of Metro stations are described fully in the Metro Access Guide. Please be aware that the accuracy of the information is current as of the date of the publication.

If however you need further information about an individual station you can contact Metro Customer Relations, between the hours of 9am – 5pm Monday to Friday on **0191 203 3199** or email: **contactus@twmetro.co.uk**. This number can only give information on access issues, for enquiries about the Metro timetable, bus services or fares and tickets you should contact Traveline on **0871 200 2233**.

If you need assistance to undertake your journey on Metro you should book this 6hrs in advance by phoning **0191 203 3666**.

## Appendix 1

Height and Gap Grading (grading is based on Door 1 of the leading car, directly behind the Driver)

Gap +25mm tolerance

	<100mm	
	100mm <> 140mm	- Be aware of the larger gap at these stations
	140mm >	Please arrange assistance when travelling from this station

### Height

A	<50mm	
B	50mm <> 70mm	- Be aware of the larger gap at these stations
C	70mm >	Please arrange assistance when travelling from this station

Station RVAR	Platform	Graded by Height (letter) and Gap (Colour)
Airport	P1	A
Airport	P2	A
Bede	P1	A
Bede	P2	A
Bank Foot	P1	A
Bank Foot	P2	A
Benton	P1	A
Benton	P2	A
Byker	P1	B
Byker	P2	B
Brockley Whins	P1	B
Brockley Whins	P2	B
Callerton Parkway	P1	A
Callerton Parkway	P2	A
Central	P1	A
Central	P2	B
Chichester	P1	A
Chichester	P2	A
Chillingham Road	P1	B
Chillingham Road	P2	A
Cullercoats	P1	A
Cullercoats	P2	C
East Boldon	P1	A
East Boldon	P2	A
Fawdon	P1	A

Station RVAR	Platform	Graded by Height (letter) and Gap (Colour)
Fawdon	P2	A
Felling	P1	A
Felling	P2	A
Fellgate	P1	C
Fellgate	P2	B
Four Lane Ends	P1	B
Four Lane Ends	P2	C
Gateshead	P1	B
Gateshead	P2	A
Gateshead Stadium	P1	A
Gateshead Stadium	P2	B
Haymarket	P1	A
Haymarket	P2	A
Hadrian Road	P1	A
Hadrian Road	P2	C
Hebburn	P1	A
Hebburn	P2	A
Howdon	P1	B
Howdon	P2	A
Heworth	P1	C
Heworth	P2	A
Ilford Road	P1	C
Ilford Road	P2	A
Jarrow	P1	A
Jarrow	P2	A
Jesmond	P1	A
Jesmond	P2	A
Kingston Park	P1	A
Kingston Park	P2	A
Longbenton	P1	A
Longbenton	P2	A
Manors	P1	B
Manors	P2	B
Millfield	P1	B
Millfield	P2	A
Monument	P1	A
Monument	P2	A
Monument	P3	B
Monument	P4	B
Monkseaton	P1	C
Monkseaton	P2	A

Station RVAR	Platform	Graded by Height (letter) and Gap (Colour)
St Peters	P1	A
St Peters	P2	A
Meadowell	P1	A
Meadowell	P2	A
Northumberland Park	P1	A
Northumberland Park	P2	B
North Shields	P1	B
North Shields	P2	A
Pallion	P1	B
Pallion	P2	A
Percy Main	P1	A
Percy Main	P2	B
Park Lane	P1	A
Park Lane	P2	B
Pelaw	P1	A
Pelaw	P2	A
Palmersville	P1	C
Palmersville	P2	A
Regent Centre	P1	A
Regent Centre	P2	A
Seaburn	P1	A
Seaburn	P2	B
Stadium	P1	B
Stadium	P2	C
South Gosforth	P1	B
South Gosforth	P2	A
South Hylton	P1	A
St James	P2	B
St James	P1	B
Simonside	P2	B
Simonside	P1	A
Shiremoor	P2	B
Shiremoor	P1	B
South Shields	P2	B
Sunderland	P1	B
Sunderland	P2	A
Tyne Dock	P1	C
Tyne Dock	P2	A
Tynemouth	P1	B
Tynemouth	P2	A
University	P1	A

Station RVAR	Platform	Graded by Height (letter) and Gap (Colour)
University	P2	A
Wansbeck Road	P1	A
Wansbeck Road	P2	C
West Jesmond	P1	A
West Jesmond	P2	C
Walkergate	P1	A
Walkergate	P2	A
West Monkseaton	P1	A
West Monkseaton	P2	A
Wallsend	P1	B
Wallsend	P2	A
Whitley Bay	P1	A
Whitley Bay	P2	B

# Making Rail Accessible: Guide to Policies and Practices

Version 15 (12 January 2017)



Related Documents: Making Rail Accessible: Helping Older and Disabled Passengers.  
The Metro Access Guide.  
<http://www.nexus.org.uk/metro/guide-metro/accessibility-and-safety>

## 1. Our Strategy

At Metro we aim to maintain and improve current standards of accessibility to services for people with disabilities or whose mobility is impaired. We will take account of provisions within the Equality Act working with other rail industry partners and stakeholders wherever possible. We aim to deliver a high standard of care to all of our customers.

This document has been prepared with reference to the Department for Transport (DfT) publication “How to write your Disabled People’s Protection Policy: A Guide for Train & Station Operators” (issued November 2009) and the Office of Road and Rail’s regulatory statement in the matter (issued July 2014).

It is a ‘live’ document and is always under development. We will carry out a full review annually with any version containing material changes being submitted for approval to the ORR (Office of Rail and Road). The ORR will also carry out an annual review of this document, regardless of any changes, to ensure it remains accurate and compliant.

## 2. Management Arrangements

We aim to provide easy access and excellent customer service for all our customers. All members of staff have a duty to provide assistance and information to customers with disabilities and to feedback improvement ideas to improve the service we provide.

Nexus' Director of Rail and Infrastructure will lead on the policy at Board Level. The Metro Customer Services Director (CSD) will have responsibility for implementing the policy and the Head of Service Delivery and Customer Relations Manager will carry out a monthly review of correspondence and any issues will be fed back to the CSD. The Director of Rail and Infrastructure, assisted by the CSD, will also lead the annual review of the policy.

We use a number of methods to communicate the policy to frontline staff. Our team briefing process provides a high-level brief to all employees of the company regardless of their role and this is supported by face-to-face briefing by line managers. Any significant changes to the Policy are briefed out face-to-face; this process also allows face-to-face feedback.

### 3. Monitoring and Evaluation

In order to monitor progress and compliance, all complaints, queries and compliments are recorded and reviewed by the Customer Relations Manager, either as part of a monthly trend report or immediately on receipt. This ensures the effectiveness of our policies and practices are monitored over time and that any day to day issues are identified and resolved as quickly as possible.

On a day to day basis, the customer relations team review all Passenger Assistance Reservations to ensure they have been made correctly and that the appropriate assistance can be provided at all locations around the Metro system.

The Customer Relations Manager manages the key KPIs which are as follows:-

- Total number of assistance requests
- Total number of no shows customer & staff
- No of complaints received regarding assistance

Any actions arising against these periodically monitored. KPIs are agreed between the Customer Relations Manager and the Head of Station Delivery.

An annual review of this policy will take place and a report will be sent to the ORR on each anniversary of the approval of this policy. We will detail progress made in achieving objectives and any difficulties experienced with the implementation of the policy.

## 4. Access Improvements

The stations on the Metro system range from modern (e.g. designed in the last 15 years) to those originating from British Rail and Victorian times.

We are committed to making every possible effort to meet the DfT's code of practice on the design standards for accessible railway stations (March 2015). Wherever possible we will adopt a best-practice approach to providing access for disabled customers.

As part of the 11-year Metro Asset Renewal Programme considerable improvements have been made at a number of stations across the Metro network since 2010. Further improvements, including station refurbishments are planned through to 2021. Proposals for continuing the investment programme through to 2031, including replacement of the current fleet of Metrocars, are being developed to ensure that Metro will continue to be available for decades to come.

Of the current fleet of ninety Metrocars eighty-six have undergone a planned refurbishment, ensuring compliance to the Rail Vehicle Accessibility Regulations 2010.

The remaining four un-refurbished cars are, because of the original design, accessible to wheelchair users and others with mobility impairments: however as they will not meet the new standards required when the RVAR 2010 come into force, i.e. 1st January 2020, it is not intended that they will be used in service from that time.

We acknowledge that the horizontal gaps between the platform and the train at some locations are larger than others. A trial will be undertaken early in 2017 at South Gosforth and Central to test the feasibility of using platform gap fillers. Once the trial is complete the results will be analysed. Subject to the findings an appropriate programme for deployment of gap fillers at stations will be developed and implemented over the two financial years 2017/18 and 2018/19. If the trial is not successful, or there are some platforms where the use of gap fillers is

not deemed appropriate, we will seek to identify alternative mitigating measures.

In addition, at the 11 licensed stations on the Sunderland Line, arrangements are being made for the provision of portable boarding ramps so that wheelchair users booking assistance with their journey to or from these stations can be offered this facility. This arrangement will be in place from 01/07/2017. Northern Rail, as the Station Facility Operator, already provide this facility at Sunderland Station.

Our Metro Access Guide which is available online outlines the facilities and access available at all stations on the Metro network. This guide can be found on the Metro website at <http://www.nexus.org.uk/metro/guide-metro/accessibility-and-safety>

## **5. Working with Others**

Metro will work closely with organisations such as Transport Focus, the Disabled Persons Transport Advisory Committee (DPTAC), and representative disability groups in order to continuously understand and improve the levels of service we offer to older and disabled customers.

Specifically, Metro will liaise with relevant disability groups when we plan upgrades to our facilities, including stations, trains and retail mechanisms. We have a database of more than 40 local groups and organisations, and this includes umbrella bodies such as the North Tyneside Coalition of Disabled People and Newcastle Disability Forum, as well as organisations representing specific interests, such as Guide Dogs or RNIB. Further details of groups are available through Nexus's annual equality & diversity report.

## 6. Staff Training

All staff are provided with disability awareness training which covers how they can support passengers with a visual and/or hearing impairment, learning difficulty and/or physical impairment while they are travelling on Metro. This is for new starters and existing staff. Our customer service staff training includes training in relation to disability including appreciation of the widest definition of “disability” including, for example those temporarily disabled through illness, injury or surgery, people with learning difficulties, impaired vision or speech impediments, in addition to wheelchair users.

We also look at unseen disabilities such as dyslexia, dementia, anxiety and how such disabilities can affect passengers’ interaction with staff while travelling by train.

We work with stakeholders such as ‘Eye Wish’ a Community Interest Company (CIC), to further our understanding of specific disabilities and ensure our staff have the correct competencies to ensure they can communicate effectively so that any user of the Metro system is given advice on using the system and so has the equal opportunity to an enhanced passenger experience.

Staff receive training which covers assisting wheelchair users and also methods of recognising and communicating with people with different disabilities. Staff are also trained in the contingency use of lifts and supplying taxis as an alternative form of transport.

Basic sign language is taught and supplemented with the British Sign Language leaflet and guides are on the Customer Service staff mobile phones.

## 7. Emergency Procedures

We recognise that disabled customers may need special assistance at times of train or station evacuation. We have procedures in place for dealing with these events, staff are briefed and assessed against these procedures.

In an emergency situation it is often safer for a passenger to remain on the train rather than be moved. Metro staff and the emergency services will provide the necessary assistance during such an evacuation. Our passenger assistance booking system provides us with details of all customers who have pre-arranged assistance.

## 8. Communications Strategy

We want to make sure that information about our services is accessible. To obtain information on our services and facilities visit the Nexus website, [www.nexus.org.uk](http://www.nexus.org.uk)

Customers can also contact us by telephone. To find out more about Metro services, (including details of changed arrangements due to engineering work), and the services available at the stations can be obtained from the Metro Customer Relations team.

Passengers who require assistance when travelling on Metro can contact the Passenger Service Desk by telephoning 0191 203 3666 or email [assistance@twmetro.co.uk](mailto:assistance@twmetro.co.uk) (at least six working hours in advance of travelling). Where assistance is required but has not been booked in advance, we will try to provide assistance.

A Help Point is located at every station that allows passengers to speak to a member of staff.

We also recognise the need for our website to be accessible to all. We have implemented a number of features to make our website easy to use, especially for users with disabilities.

Nexus have set out their approach to accessibility across all the websites under their control. This includes the Metro website.

The current Nexus website aims to comply with all of the Guidelines for UK government websites, as well as all the priority 1 and 2 checkpoints to achieve compliance with the Worldwide Web Consortiums (W3C) Web Content Accessibility Guidelines (WCAG) 1.0, Level AA, and to maintain this standard as a minimum.

W3C WCAG 2.0, Level AA compliance is a long term aim with targeted achievement by 2018.

## **9. Signage**

We recognise that clear and well placed signs can make a significant improvement to the journey of all customers, especially those with disabilities.

The signage located in areas surrounding the station, at the entrance to the station (Metro cube) and on the stations and trains takes disability requirements into account and is all contained within our internal Metro Design Guide to ensure consistency and clarity of information for passengers.

We are obligated to display certain signage around the system in specific places and in doing so take disabled passengers into consideration. Initiatives such as posters displaying information related to onward travel by other means of transport ensure passengers are well informed about the possibilities of integrating with other methods of travel where needed.

## 10. Car Parking

To make travelling by Metro more convenient, careful consideration is given to the location and number of designated parking spaces for use by people with disabilities. Our Metro Access guide lists the locations where disabled parking can be found.

Further information on car park opening times and total spaces available can be found on the Metro website [www.nexus.org.uk](http://www.nexus.org.uk)

Security staff monitor the car parks to ensure that motorists who do not hold disabled parking badges are not using designated parking bays and enforcement action is taken against those in breach of this requirement.

## Contact Information

### Metro Customer Services Team

**Phone:** 0191 203 3199

(09:00 to 17:00 Monday to Friday, except public holidays, for customer enquiries and comments)

**Textphone:** 0191 203 3666

**Write to us:** Metro Customer Relations  
Tyne & Wear Metro  
Metro Control Centre  
Station Road  
South Gosforth  
Newcastle  
NE3 1YT

**Email:** [contactus@twmetro.co.uk](mailto:contactus@twmetro.co.uk)

If after contacting us the matter has not been resolved to your satisfaction and you wish to take the matter further, please contact the independent statutory watchdog:

### Transport Focus

Freepost RTEH-XAGE-BYKZ  
Transport Focus  
PO Box 5594  
Southend on Sea  
SS1 9PZ

Phone: 0300 123 2350

[www.transportfocus.org.uk](http://www.transportfocus.org.uk)