



Making Rail Accessible: a guide to our policies and practices

May 2011

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Introduction

All operators, owners and managers of British railway stations need to establish and comply with a 'Disabled People's Protection Policy' (DPPP). This is stipulated in their station operators' licence under the 'provision of services for disabled people' condition. It protects the interests of people who are disabled or may have difficulty accessing the services or facilities at railway stations.

This guide explains what disabled users can expect from us. We've produced it according to the Department for Transport (DfT) guidance ['How to Write your Disabled People's Protection Policy: A Guide for Train and Station Operators'](#), and they have approved it.

We will review this policy annually with the DfT, and we'll update the station facilities information in it as often as practicable, but at least once a year at the annual review.

About Network Rail

We're responsible for the day-to-day operation of the main rail network in Great Britain. This includes the railway tracks, signalling systems, bridges, tunnels, level crossings and viaducts.

We also own and operate 18 of Britain's largest and busiest stations.

These stations (known as 'managed stations') are:

- London Bridge
- London Cannon Street
- London Charing Cross
- London Euston
- London Fenchurch Street
- London King's Cross
- London Liverpool Street
- London Paddington
- London Victoria
- London Waterloo (not Waterloo East)

- London St Pancras (subsurface station – not St Pancras International)
- Leeds
- Liverpool Lime Street
- Birmingham New Street
- Edinburgh Waverley
- Gatwick Airport
- Glasgow Central (high level only)
- Manchester Piccadilly

All of Britain's other stations are leased by Network Rail to individual Train Operators (TOCs) who are responsible for managing them. Each train operator has their own DPPP, also produced according to DfT Guidance. You can get copies directly from them. See page - 35 - for contact details.

The DfT guidance advises that DPPPs should be made up of two documents setting out the operator's services and practices. As we don't operate train services, we have only produced one document: this policy document. We've also included some extra information that you'd usually find in other TOCs' passenger documents. This can be found in the first section of this document 'Helping older and disabled passengers' on pages - 7 - - 11. Details of our 'Policies and practices' can be found in Section 2 on page - 19 - - 16.

Helping older and disabled passengers

Our vision is to provide world-class facilities and service to everyone who uses our stations.

We aim to make all of our stations:

- Safe and accessible;
- Operated and configured with the needs of all our passengers in mind;
- Stress-free, comfortable and enjoyable; and
- Consistent and reliable.

To do this, we need to recognise and cater to the needs of all sectors of the community, including older and disabled passengers. We want to make travelling by train as easy as possible for everyone who uses the railway network.

Assistance for passengers

We recognise that older and disabled passengers may need help at a station or to board a train. It might be difficult to simply turn up and travel as some stations may not be fully accessible to them.

To address this, all train operating companies (and Network Rail) have a reservation system for booking assistance, called the Assisted Passenger Reservation System (APRS).

Passengers can book assistance through the APRS by phoning the train company they're travelling with. We've listed the phone numbers in [Appendix A](#) below. These numbers can also be found in the DPPP of each individual TOC.

We can provide assistance at all our managed stations during the hours they're open to the public. All managed stations are staffed 24 hours a day.

We will:

- a. provide sufficient resource to maintain the APRS and improve our performance.
- b. not demand more than 24 hours' notice from passengers using the APRS.
- c. give assistance, when booked in advance through the APRS, at any station during the hours that trains are scheduled to serve that station. We'll make details of these times available on Knowledgebase, which is our system to inform people of changes at stations which affect accessibility issues.
- d. ensure that where someone has arranged for assistance in advance, we help them off the train at their destination as quickly as possible, and within five minutes at terminus stations.
- e. help disabled passengers who arrive at a station and need assistance, but who haven't made arrangements in advance, where it's practicable.

50% of assisted journeys aren't pre-booked. So where passengers haven't made arrangements before arriving, we'll still do everything we can to give them assistance in a timely manner. There may be a wait while we arrange it, but our policy is to make it happen.

- f. make ramps available as specified in the [DfT guidance](#)

- g. promptly update Knowledgebase with any changes to the accessibility of services and facilities at stations. This means that the information available to passengers via the [Station Journey Planner \('Stations Made Easy'\)](#), is up-to-date, and passengers who ask for assistance can be made aware of limitations and temporary restrictions.
- h. directly update the Station Journey Planner by contacting the help desk whenever any short term or unplanned changes are likely to have a significant impact on passengers' journeys which would not be captured by the weekly Knowledgebase update.

This commitment also includes these circumstances:

- a. where stations have a physical constraint which prevents some disabled people from using them
- b. where significant temporary work that affects station accessibility is being carried out
- c. where there are changes to stations that would make them temporarily inaccessible, like when facilities such as lifts and toilets are out of order
- d. where facilities on trains that affect disabled passengers' journeys are unavailable. This includes inaccessible rolling stock on routes where stock is normally accessible, as far as this is reasonably practicable.

Passenger information

We want passengers to be confident that the information we give them is accurate and consistent. This is particularly important if a journey involves changing trains as they'll need to know that they can make the whole journey without undue difficulty.

We provide up-to-date information about the accessibility of facilities and services at stations through the National Rail Enquiries website. This includes the Station Journey Planner ([‘Stations Made Easy’](#)) and [our own website](#).

Station managers will update this information within 24 hours of finding out about any changes.

At the station

Station entrances

We'll try to avoid permanently closing station entrances or gates where this will lead to a reduction in accessibility for disabled passengers to any of the station's platforms or facilities. If it's unavoidable, we'll consult with the DfT, Passenger Focus (and London TravelWatch, where appropriate) and local access groups. The DfT needs to approve any changes before we make them.

When we're restricting or temporarily closing station access points, we'll consider the needs of disabled people by taking into account Section F2 of [the Code of Practice](#) (the Code), which sets out mandatory standards for unobstructed progress during building works.

Aural and visual information

We provide clear and consistent aural and visual information of train departures and other relevant messages, particularly about delays or disruption. Customer Information Screens, help-desks, leaflets and posters are accessible across all our stations in addition to aural information.

Information points and displays

Passengers should be able to get all the information they need to plan their journey from one source at a station.

To comply with the standards and guidance set out in the Code, we will:

- a. Provide information points at all our stations. We'll open them whenever the booking office is open, signpost them clearly and put them in an obvious position on, or close to, the concourse.
- b. Provide clearly marked designated meeting points at our stations, where people who have booked assistance can meet station staff.
- c. Clearly mark information points as the best place for disabled people to seek advice. We'll design and equip them so they're easy for all passengers to use.
- d. Make it easy for passengers to get information about our stations' facilities, services and accessibility. We'll do this using information points, station ticket offices, by telephone and on the internet.

National Rail Enquiries website:

http://www.nationalrail.co.uk/passenger_services/disabled_passengers/#SME

National Rail Enquiries telephone number:
08457 484950

- e. Use information points to share information on timetables, fares, connections and confirmation of any help arrangements that have been made through the APRS.
- f. Put information, such as leaflets and timetables, at a height that suits both wheelchair users and standing passengers who may not be able to stoop.
- g. Make sure that staff at information points are giving the most up-to-date information to disabled passengers. That includes information about other operators' services and facilities, as well as the accessibility of other transport near the station. We train our staff to find information from another source if they can't answer a question immediately.
- h. Give real-time information at stations as soon as reasonably practicable. This includes timetables and information about delays, diversions and any other events that may affect passengers' journeys.

Ticket machines

The Train Operating Companies will ensure that any automatic ticket machines at stations have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and their companion.

Ticket gates

Where a station has automatic ticket gates or manual gates and there aren't any staff attending, we'll lock them open, in compliance with the standards and guidance found in the Code.

Luggage

Luggage can be difficult to manage for many disabled people. When a request has been made through the APRS, we'll help passengers with their luggage from all main access points of the station to and from their trains. This is a free service, and we'll do our best to still provide it when passengers haven't booked in advance.

Left luggage

Details of left luggage facilities at each station and their location can be found on the stations section of the [Network Rail Stations website](#).

Where they are provided, the left-luggage facilities are made available to disabled passengers, including wheelchair users.

Where we provide lockers, we'll offer various sizes. There are always staff available to help because luggage needs to be screened for security reasons before being put in a locker.

Ramps

We'll provide suitable ramps at our stations to help wheelchair users board or get off trains. Whilst we encourage passengers requiring assistance to book in advance whenever possible, staff will always be available to help whether people have booked assistance in advance or not.

Facilities provided by third parties

Where we provide retail and catering facilities on our stations, we endeavour to make these accessible to all passengers, and encourage our retailers to consider the needs of disabled passengers when designing their internal layout. Accessible catering facilities can be found on all our stations.

Making connections

Connections to other train services

Although Assisted Passenger Reservation System bookings are taken by train operators and not us, all operators send details of relevant bookings to our stations. That lets us help disabled people make their connections. Our mobility assistance staff will also help when platform changes are made at short notice.

Intermodal connections

We'll provide information at our stations about using accessible transport from the station, such as accessible taxis. Additional information concerning the location of interchange locations can be found on the [Network Rail Stations website](#).

Station staff will be happy to assist passengers to taxi ranks at the station and also to other adjoining onwards modes of transport where these are easily accessible at the station hub.

Accessible taxis operate from all our managed stations' ranks. When we negotiate new contracts with taxi companies, we stipulate that all permit holders must carry wheelchair ramps, and be familiar with their use.

Disruptions to facilities and services

Disruption to facilities and services can have a big impact on both the accessibility of rail services to disabled people, and on disabled people's confidence in travelling by rail.

Where disruption happens, we do everything we can to ensure that disabled passengers can continue their journey and are not left stranded.

In respect of problems with access equipment, such as a platform lift breakdown, we'll restore practical operation as soon as we can. We'll also relay information about the breakdown and plans for equipment recovery to those who may be affected.

When one of our stations has a reduced level of accessibility, we'll put up notices at the station entrance and information points. We'll also include a project timetable, and keep it up-to-date. We'll publish the relevant information on our website and update Knowledgebase to include that information on the National Rail Enquiries website ([Stations Made Easy](#)).

We also ask passengers to tell us about any problems they encounter on their journey through our managed stations.

We ask our staff to help during disruptions. We train our people to be flexible so they can help out as circumstances demand. In the case of major disruption, we've trained our office-based managers to help the station teams.

We'll work with our colleagues and industry partners to inform all parties about the difficulties that arise from late platform information and alterations.

Where we provide substitute transport to replace disrupted services, we'll give clear aural and visual information to direct passengers to the substitute transport. If any of our substitute transport is inaccessible to some disabled people, we'll make alternative arrangements at no additional cost to the passenger.

If there's a facility failure at one of our managed stations that means a disabled passenger can't catch their train service, we'll reimburse the cost of an alternative accessible service. That may be a taxi to the nearest accessible station on their route, if possible.

Service disruption

From time to time, planned engineering works might mean changes or cancellations to train services. When this happens, alternative transport, such as a rail replacement bus service, will be provided. We'll work with the operator to make sure that disabled passengers have suitable alternative transport, whether they've pre-booked assistance or not.

You can find information about current and future engineering works on the [National Rail Enquiries website](#).

Individual train operators publish information about planned engineering works on their respective websites. We also make this information prominent at our managed stations. We'll make visual and aural announcements to help passengers find the right substitute service.

Each managed station has an emergency plan for evacuating the station in an emergency. Staff members take specific responsibilities for helping disabled passengers evacuate the station. Evacuation arrangements comply with the individual station's fire certificate, as well as providing refuge places according to British Standard BS5588.

We encourage passengers to provide feedback on their personal experience of service levels at our stations, including during times of disruption. Full details of how to communicate feedback can be found on page- 28 -.

Building works

From time to time, and particularly during redevelopment works, we may need to change our stations' facilities. If this happens, we'll provide reasonable replacement facilities that are fully accessible.

Similarly, where building works disrupt the usual access route to and from a station, we'll provide appropriate alternative routes. We'll also make sure that third parties who are undertaking works near our stations maintain an appropriate access route to the station.

Platform changes

We appreciate that late changes of platforms impact our disabled passengers and are both inconvenient and problematic in realising onward journey plans. Whilst unfortunately there are times when we can't avoid late notification of platform changes, we will give our mobility assistance staff advanced radio warning of any changes whenever possible.

We give priority to aural and visual announcements of any variations from the standard timetable. Where our customer information systems allow, we'll highlight any numbers that deviate from the usual booked platform.

Policies and practices

Operator's strategy

Across our managed stations, we'll consider accessibility issues and plan how to meet disabled people's needs.

For continuity's sake, we try to standardise the services we offer across all of our stations.

We endorse, and will adopt the standards and guidance in the Code. We'll meet all of the Code's standards for new, renewed or enhanced facilities at our stations. Where this isn't possible we will seek other options as soon as possible. Only when these have been exhausted, we'll seek dispensation at the earliest opportunity so that we can consider suitable alternatives.

We have close working relationships with train operating companies who operate train services from our managed stations. As the station facility operator, we'll coordinate management arrangements at stations for train operators, including disabled assistance.

Management arrangements

Providing services to disabled people is an integral part of how we deliver rail services. Our Executive Director, Operations and Customer Services, takes overall responsibility for this guide. We will integrate this document fully into our day-to-day activities.

We've set up managed station project teams to develop, modernise and maintain stations without compromising their historical importance.

We will integrate our Disabled People's Protection Policy's objectives into business plans and project planning.

During our projects' design phase, we employ access consultants to advise us on how the project will affect stations' accessibility, both during and after the construction work.

Making staff aware of their responsibilities

To implement our DPPP we need to train our management and staff properly. We give all our frontline station staff a two-day intensive customer service course, which emphasises treating everyone as an individual, and to communicate with people to find out their particular needs. We also brief retail staff on our DPPP as part of a wider induction programme.

All our managed station staff also undertake disability awareness training.

Systems in place

All our managed stations have a 'round the clock' management presence. There are also planned general inspections to make sure services and facilities are in place. If there's a temporary failure of a service or equipment breaks down, we'll make alternative arrangements for disabled passengers.

Monitoring and evaluation

How we deliver services and facilities to disabled passengers is continuously monitored and evaluated to make sure we meet both the standards outlined and our commitment to constant improvement.

These are the mechanisms we use:

We undertake **mystery shopping exercises** at all of our managed stations every two months. These audits monitor and assess our customer service, station environment and facilities.

We record **statistics** on the percentage of assistance bookings that we meet on time, and we use these figures to track our performance.

We carry out an **annual passenger survey** of our managed stations. We ask over 5,000 customers to give us feedback on issues from staff availability and passenger facilities, to how we provide information. We have tracked and monitored our managed stations' performance with this survey since 2001.

We encourage passengers to provide feedback on their personal experience of our facilities and service levels at our stations. It is important to us to both recognise good service and to provide an effective means of communicating and resolving any problems as quickly as possible. Full details of how our customers can contact us with their feedback can be found on page - 28 -.

Access improvements

We'll provide an accessible public transport system, which gives disabled people the same opportunities to travel as other members of society.

On 1 July 2008, a new European standard relating to persons with reduced mobility in the trans-European conventional and high-speed rail system, the [Technical Specification for Interoperability for Persons with Reduced Mobility \(PRM TSI\)](#) came into force.

We'll comply with this standard, and the DfT's Code of Practice, when we're installing or refurbishing station facilities. This means we'll make every effort to comply, and if it's not possible then we'll apply for a derogation against the PRM TSI and/or dispensations against the Code.

We're responsible for 18 managed stations, and we're constantly undertaking schemes to improve access at these stations.

We have provided a list of the current and planned schemes for each station in [Appendix B](#). Please note that this information might change.

Working with others

We consult with various organisations to make decisions on accessibility issues, including ways to improve and prioritise access. You can find out the criteria and guidance we use for working with organisations of disabled people when considering which groups to consult at Annex A of the DfT's document ['Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – Code of Practice'](#).

Consultation is sought from key organisations including the Department for Transport, Passenger Focus and the Disabled Persons Transport Advisory Committee, London Travel Watch and Transport for Scotland.

Staff training

Our staff awareness and training is a big part of achieving this guide's aims. We will:

1. Give all staff relevant disability awareness training or disability equality training to make sure they know their responsibilities to disabled passengers. That includes senior and key managers.
2. Give frontline staff appropriate training on how to use equipment like ramps, wheelchairs and induction loops. As staff may, at any time, need to help passengers.
3. Train our staff who may, at any time, deal directly with passengers to help them communicate with people with different disabilities.
4. Train any staff who answer telephones to communicate clearly with people that may have difficulty speaking, hearing or understanding.

We have also introduced Disability Equality Training for our station customer service and mobility assistance staff. All our new employees have to participate in this training within two months of joining us.

We will encourage third parties, such as retailers, who employ staff working on our station to instigate training programmes for their own staff.

Emergency procedures

We have an emergency plan at every managed station which sets out the procedures for evacuating the station in an emergency. Station staff have assigned responsibilities to evacuate all our customers in the event of an emergency. These include staff members with specific responsibilities for helping disabled passengers to leave the station safely.

These arrangements comply with the individual station's fire certificate, as well as providing refuge places according to British Standard BS5588.

Communications strategy

Many disabled rail users only travel infrequently. Some of the important information that we can easily communicate to regular rail users might be less likely to reach disabled people.

This is why we work closely with our industry partners to make sure that we make customer information available in alternative formats to meet our passengers' needs. For example, we've installed plasma screen display boards to make train departure and arrival information more readable. We've also fitted induction loops at most of our managed stations' booking offices.

We work with our industry partners to give our customers the best possible information. We've been involved with 'Stations Made Easy', a project designed to help passengers make informed choices about travelling at our stations.

You'll find Stations Made Easy on the [National Rail Enquiries website](#). It includes:

1. Schematic maps of all managed stations;

2. Photos of every possible route through and around the stations; and
3. Photos of station entrances, and the range of facilities at managed stations. This includes car parks, station entrances, lifts, stairs, ticket counters, accessible toilet facilities and the various retail and catering offerings.

Telephone

We'll provide good quality telephone services for disabled passengers. We've installed textphones connected to a good quality printer at all our managed stations and telephone numbers are provided for each station where customers can talk to a human operator.

This commitment also includes recorded telephone information. We'll make the information clear and give callers the chance to connect to a human operator. Where this isn't possible, we'll give a telephone number where a human operator can be contacted.

We list the phone numbers on all station specific literature and our [stations websites](#). All our textphones also have their own dedicated telephone number.

Websites

We're working towards achieving the industry-recognised W3C standards. W3C is the World Wide Web consortium, made up of member organisations which maintain full-time staff and work together to improve standards across the web.

We monitor and improve our website to make it more accessible for everyone.

Signage

In addition to our station travel plan process, we also routinely review our access points signage at all our managed stations.

When installing new signage, we take into account the guidance and standards for signage at stations found in the Code. We also consider the good practice guide published by the RSSB on 'Wayfinding at Stations' when we consider how and where to put signs and give information at stations.

Car parking

Because of their inner-city locations, not all of our managed stations have car parks. You can find these details in the 'Station Accessibility Information' in [Appendix B](#).

Where station car parks are provided, we've stipulated an appropriate number of spaces for blue badge holders, also set out in [Appendix B](#).

We regularly review the number of blue badge spaces at our managed stations. We'll provide more spaces where they're full for more than 10% of car parking hours.

Where our parking ticket machines aren't accessible, we'll ensure that any future replacement is.

We employ Apcoa Parking (UK) Ltd as our car park operator. As part of their contract, they enforce our car parks' terms and conditions. This includes misuse of designated disabled bays and the appropriate action detailed for each station for this, such as imposing parking fines.

Station accessibility information

For Information of the services and facilities available at our stations please see [Appendix B](#). A map of the facilities can also be found on the [Network Rail Stations website](#).

Alternative formats

We'll provide copies of all the documents in our Disabled People's Protection Policy, including alternative formats of audio and large print, free of charge within seven working days of receiving a request.

The DPPP can be obtained from all station receptions. You can find the location of our receptions in [Appendix B](#).

A copy of the Network Rail DPPP will also be incorporated in that of each individual Train Operator. Contact details for each TOC can be found in [Appendix A](#).

We'll provide a summarised version showing station specific detail. You can also find the information [online](#).

We also provide feedback mechanisms in alternative formats, including large print and audio.

Review timescales

We'll keep this guide up-to-date by reviewing it annually, and also updating it as necessary. Any updates will be submitted to the DfT for approval.

This is the latest version of the guide as of August 2010 and the information contained within it is accurate as of the last review.

Your feedback

We welcome your feedback on the facilities and service levels you find at our stations. Often the best way to resolve problems or issues as soon as possible is by talking to station managers or the Network Rail Community Relations team.

You can do this:

- in person at any managed station's reception;
- by post (addresses below);
- via the Network Rail website - www.networkrailstations.co.uk;
- by telephone (number below); or
- by email (details below).

We hold regular 'Meet the Manager' events at most managed stations. They're a chance for all customers to meet our station managers and senior members of staff from both Network Rail and train operating companies.

You can find the dates on station information posters or by calling the relevant station. If you give us advance notification, we can provide a British Sign Language interpreter at these events.

Contact us

To give us general feedback on services or facilities, or to tell us about specific problems like a non-functioning lift or accessible toilet, please contact:

Network Rail National Helpline

Telephone: 08457 11 41 41

Email: CRHQ@networkrail.co.uk

Birmingham New Street

Station Manager
Network Rail Reception
New Street Station
Birmingham B2 4ND.

London Charing Cross

Station Manager
Network Rail Station
Manager's Office
Charring Cross Station
Strand
London WC2 5HS

Edinburgh Waverley

Station Manager
Network Rail, Room 255
North Block
Waverley Station
Edinburgh EH1 1BB

London Euston

Station Manager
Network Rail, Room 430
Stephensons Room
East Colonnade
Euston, London NW1
2RT

Gatwick Airport

Station Manager
Network Rail
Gatwick Airport Station
Gatwick Airport
Sussex RH6 0RD

Glasgow Central (high level only)

Station Manager
Network Rail
Glasgow Central Station
Gordon Street
Glasgow G1 3SL

London King's Cross

Station Manager
Network Rail, Room 103
West Side Offices
King's Cross Station
London N1 9AP

Leeds

Station Manager
Network Rail, Room 403
Administration Block
Leeds City Station
Leeds LS1 4DY

London Liverpool Street

Station Manager
Network Rail Station
Reception
Liverpool Street Station
London EC2M 7PY

London Bridge

Station Manager
Network Rail, Platform 14
Station Approach, D Block
London Bridge Station
London SE1 9SP

Manchester Piccadilly

Station Manager
Network Rail Reception
Manchester Piccadilly
Station
Manchester
M60 7RA

London Paddington

Station Manager
Network Rail
1st Floor Tournament
House
Paddington Station
London W2 1HQ

London Victoria

Station Manager
Network Rail, 3rd Floor
Kentside Offices
Victoria Station
London SW1V 1JU

London Waterloo

Station Manager
Network Rail
CP2-4-G General Offices
Waterloo Station
London SE1 9SP

London Fenchurch Street

Station Manager
(Fenchurch Street Station)
C/o Network Rail Station
Reception
Liverpool Street Station
London EC2M 7QH

London Cannon Street

Station Manager
Network Rail
Cannon Street Station
Room 13, Station Offices
London EC4N 6AP



Liverpool Lime Street

Station Manager
Network Rail
1st Floor, Barrier Line
Building
Lime Street Station
Liverpool L1 1JF

St. Pancras Low Level

Station Manager
Network Rail
Room 007
St. Pancras Road
London NW1 2QP

We'd also like your feedback on ways to improve this guide. If you've got any comments for our next update please contact:

Operations Development Manager (Stations)

Network Rail
90 York Way
London
N1 9AG

Complaints

We strive to meet the needs of everyone who uses our managed stations, and particularly to the needs of disabled people. However, things can go wrong. When they do, we'll try to fix problems as fast as possible.

If you want to complain about the services at any of our managed stations, you should talk to one of our employees at the station with the problem. You'll find people on the station concourse or at the station reception.

They'll try and resolve your complaint. If you aren't satisfied with their response, you should take your complaint to the station manager. Alternatively you can contact the Network Rail National Helpline by telephone, text-phone or email. The contact details for stations and the helpline can be found in the ['Contact Us'](#) section above.

If you have previously contacted us and remain dissatisfied with how we have answered your question or helped you with your problem, then we need you to tell us about it in writing. The complaints procedure is not the appropriate forum to deal with legal or contractual disputes. If your complaint relates to such a dispute, it will probably fall outside the scope of the complaints procedure. In that case it will be forwarded to the appropriate department in Network Rail for their response.

Please send us your complaint by letter. Our contact details are:

Community Relations
Network Rail HQ
Kings Place
90 York Way
London
N1 9AG

To help us to contact you quickly, please include:

- Your full name;
- Your service request number – if you know it. Please note that failure to provide a service request number can delay our ability to respond to your enquiry;
- Your full address;
- Your daytime telephone number;
- Full details of your complaint, including the name of the person whom you spoke to first; and
- Copies of any letters relating to your complaint

If you include your telephone number, then we will call you within 5 days. It is always better to talk things through and sort them out quickly if we can.

If we only have your address, you will receive written acknowledgement within 10 days of receipt of your complaint. We will tell you who is dealing with your complaint and when we expect to respond to you in full.

If your complaint is upheld, then we will offer an explanation and an apology. If it is appropriate, then we will take any actions needed to solve the problem properly.

If you're still not satisfied, we suggest that you approach Passenger Focus, the national rail consumer watchdog:

Passenger Focus
FREEPOST (RREE-ETTC-LEET)
PO Box 4257
Manchester
M60 3AR
0300 123 2350

www.passengerfocus.org.uk
info@passengerfocus.org.uk

For complaints about stations in Greater London that we haven't resolved to your satisfaction, please refer your complaint to London TravelWatch:

London TravelWatch
6 Middle Street
London
EC1A 7JA
020 7505 9000

www.londontravelwatch.org.uk
enquiries@londontravelwatch.org.uk

Appendix A: mobility assistance

Train Operators

	Assistance No.	Textphone
Arriva Trains Wales c2c	0845 300 3005 01702 357 640 and 0800 028 2878	0845 758 5469 0845 120 2077
Chiltern Railways	08456 005 165	08457 078 051
CrossCountry	0844 811 0125	0844 811 0126
East Coast	08457 225 225	08451 202 067
East Midlands Trains	08457 125 678	Text Direct 18001 followed by 08457 125 678
First Capital Connect	0800 058 2844	0800 975 1052
First Great Western	0800 197 1329	18001 followed by 0800 197 1329
First Hull Trains	08450 710 222	None available
First Transpennine Express	0800 107 2149	0800 107 2061
Gatwick Express	0845 850 1530	0800 138 1018
Island Line	0800 52 82 100	None available
London Midland	0800 092 4260	0845 60 50 600
London Overground	0845 601 4867	020 3031 9331
Merseyrail Electrics	Mon-Fri (0900- 1600): 08000 277 347 0151 702 2071	Mon-Fri (0900- 1600): 08000 277 347 0151 702 2071
	Out of hours:	Out of hours:

0151 702 2704 0151 702 2704

National Express	0800 028 28	0845 606 7245
East Anglia	78	
Northern Rail	08081 561606	08456 045 608
ScotRail	0800 912 2 901	0800 912 2 901
South West Trains	0800 52 82	0800 69 20 792 100
Southeastern Trains	0800 783 4524	0800 783 4548
Southern	0800 138 1016	08451 27 29 40
Virgin Trains	08457 443 366	08457 443 367

If you don't know which company operates the train service you need, contact National Rail Enquiries on 08457 48 49 50 or textphone 0845 605 0600.

Where possible, we ask that customers who need mobility assistance book assistance at least 24 hours before they travel. Mobility assistance is available at stations during their opening hours. Details of these can be found in Appendix B.

Appendix B: station accessibility.

	<i>Station opening hours</i>	<i>Step- free access</i>	<i>Designated disabled parking</i>	<i>Seating in station</i>	<i>Waiting rooms</i>	<i>Toilets</i>	<i>Accessible toilets</i>	<i>Accessible ticket office</i>	<i>Accessible self use ticket machines</i>	<i>Secure station accreditation</i>	<i>Customer information screens and announcements</i>	<i>Wheelchair availability</i>	<i>Ramp for train access</i>	<i>Accessible set-down and pick up points</i>	<i>Mobility assistance point</i>	<i>Major projects affecting step –free access within next 12 months</i>	<i>Additional information</i>
Birmingham New Street	Monday – Saturday 24 hours, Sunday open from 07.30	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Mobility Pod on the station concourse next to the IC Lounge 10:00 -18:30 Mon-Sat	N/A	www.networkrail.co.uk/birminghamnewstreet
Cannon Street	Mon–Friday: 05:30-21:00. Sat: 08:00-19:25. Sun: Closed	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Concourse, or ticket office (Mon-Fri 07:15 -19:40) on lower concourse by the front of the station’s main entrance.	N/A	www.networkrail.co.uk/cannonstreet
Charing Cross	Mon - Sat: 04:30 - 00:48 Sun: 06:30 - 00:48	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	South Eastern information desk. Mon- Sun 07:00-21:00	N/A	www.networkrail.co.uk/charingcross

Edinburgh	<p>Mon - Sat: 04:00-00:45</p> <p>Sun: 06:00 - 00:45</p>	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	<p>Concourse, or East Coast reception next to taxi drop off Mon-Sat 06:30–21:00 Sun 08:30–21:00</p>	<p>November 2011 July 2012 Replacement of Market Street pedestrian bridge. This will require installation of a temporary bridge to allow step free access between New Street Car Park and station.</p> <p>May 2011 – April 2012 : Platform resurfacing and cope replacement will, make use of temporary platform surfaces with short term removal of tactiles in various platform areas throughout 2011/12</p> <p>May 2011 – April 2012: Replacement of concourse areas will</p>	<p>www.networkrail.co.uk/edinburghwaverley</p>
	Network Rail															2011/12		

	<i>Station opening hours</i>	<i>Step-free access</i>	<i>Designated disabled parking</i>	<i>Seating in station</i>	<i>Waiting rooms</i>	<i>Toilets</i>	<i>Accessible toilet</i>	<i>Accessible ticket office</i>	<i>Accessible self use ticket machines</i>	<i>Secure station accreditation</i>	<i>Customer information screens and announcements</i>	<i>Wheelchair availability</i>	<i>Ramp for train access</i>	<i>Accessible designated set down and pick up points</i>	<i>Mobility assistance point</i>	<i>Major Projects affecting access in next 12 months</i>	<i>Additional Information</i>
Euston	Mon- Fri: 04:30-01:30 Sat: 04:30– 02:00 Sun: 05:15– 01:30	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Mobility Assistance Reception 07:00–23:00 Mon to Sat 08:00– 23:00 Sun	N/A	www.networkrail.co.uk/ Euston
Fenchurch Street	Mon–Fri: 04:30-00:25 Sat: 04:30-00:40 Sun: 06:00-00:10	Y	N	Y	N	Y	Y	N	N	Y	Y	Y	Y	Y	Station Reception Mon-Fri 0430–0025 Sat 0430–0040 Sun 0600–0010	N/A	www.networkrail.co.uk/ fenchurchstreet
Gatwick	Open 24 hours.	Y	N	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	N. Please use airport facility.	Porter points located close to the escalators near the platforms. Staffed 24 hours.	The Gatwick Redevelopm ent Project and addition of Platform 7 may affect step free access	www.networkrail.co.uk/ gatwickairport

	<i>Station opening hours</i>	<i>Step-free access</i>	<i>Designated disabled parking</i>	<i>Seating in station</i>	<i>Waiting rooms</i>	<i>Toilets</i>	<i>Accessible toilet</i>	<i>Accessible ticket office</i>	<i>Accessible self use ticket machines</i>	<i>Secure station accreditation</i>	<i>Customer information screens and announcements</i>	<i>Wheelchair availability</i>	<i>Ramp for train access</i>	<i>Accessible designated set down and pick up points</i>	<i>Mobility assistance point</i>	<i>Major Projects affecting access in next 12 months</i>	<i>Additional Information</i>
Glasgow	Mon - Sat: 04:00 - 00:30 Sun: 07:00 - 00:30	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y - Waterloo/Hope Street	Reception on the first floor above the Arrol Bar. Mon - Fri 07:00-18:00. No step free access – please use intercom to request assistance.	N/A	www.networkrail.co.uk/glasgowcentral
Kings Cross	<u>Closed</u> Mon-Fri 0136-0500 Sat 0500 - 0041 Sun:0136-0530	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Customer information point (Mon-Sun 0700-2100) or ask any staff member in a blue bib.	N/A	http://www.networkrail.co.uk/kingscross
Leeds	24 hours	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Information Point on the South Concourse. (Mon-Sun: 06:45–20:15; Sun:10:00–17:45).	N/A	www.networkrail.co.uk/leeds

	<i>Station opening hours</i>	<i>Step-free access</i>	<i>Designated disabled parking</i>	<i>Seating in station</i>	<i>Waiting rooms</i>	<i>Toilets</i>	<i>Accessible toilet</i>	<i>Accessible ticket office</i>	<i>Accessible self use ticket machines</i>	<i>Secure station accreditation</i>	<i>Customer information screens and announcements</i>	<i>Wheelchair availability</i>	<i>Ramp for train access</i>	<i>Accessible designated set down and pick up points</i>	<i>Mobility assistance point</i>	<i>Major Projects affecting access in next 12 months</i>	<i>Additional Information</i>
Liverpool Lime Street	Mon to Sat: 03:15–00:30 Sun: 07:00–00:30	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Please ask a member of staff on the concourse.	N/A	www.networkrail.co.uk/liverpoolmestreet
Liverpool Street	Closed Mon/Wed: 01:30-04:00 Tue/Thu/Fri: 0230-0340 Sat: 01:30-03:40 Sun: 02:30–03:40	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Station reception (Mon-Sun 0700-1900) next to platform 10 or please call 07788 924382 upon arrival at the station.	N/A	www.networkrail.co.uk/liverpoolstreet

	<i>Station opening hours</i>	<i>Step-free access</i>	<i>Designated disabled parking</i>	<i>Seating in station</i>	<i>Waiting rooms</i>	<i>Toilets</i>	<i>Accessible toilet</i>	<i>Accessible ticket office</i>	<i>Accessible self use ticket machines</i>	<i>Secure station accreditation</i>	<i>Customer information screens and announcements</i>	<i>Wheelchair availability</i>	<i>Ramp for train access</i>	<i>Accessible designated set down and pick up points</i>	<i>Mobility assistance point</i>	<i>Major Projects affecting access in next 12 months</i>	<i>Additional Information</i>
London Bridge	Mon – Sat 24hrs Sun: closed 01.10–06.00 (unless additional services are running)	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	08:00-2100 Mon-Fri 10:00-18:00 Sat-Sun	N/A	www.networkrail.co.uk/londonbridge
Manchester Piccadilly	24 hours	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Reception, concourse end of platform 1. (Mon-Fri 0700-2000, Sat 0930-1630, Sun 1000-1630 buzz for assistance when reception is closed)	N/A	www.networkrail.co.uk/manchesterpiccadilly Note: No text phone or printer currently available
Paddington	24 hours	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Concourse staff or Station Reception (Mon-Fri 0700-2200; Sat/Sun: 08:00-20:00)	Crossrail works will commence Autumn of 2011 closing existing taxi road adjacent Plat 1 and moving it to near plat 12.	www.networkrail.co.uk/paddington

	<i>Station opening hours</i>	<i>Step-free access</i>	<i>Designated disabled parking</i>	<i>Seating in station</i>	<i>Waiting rooms</i>	<i>Toilets</i>	<i>Accessible toilet</i>	<i>Accessible ticket office</i>	<i>Accessible self use ticket machines</i>	<i>Secure station accreditation</i>	<i>Customer information screens and announcements</i>	<i>Wheelchair availability</i>	<i>Ramp for train access</i>	<i>Accessible designated set down and pick up points</i>	<i>Mobility assistance point</i>	<i>Major Projects affecting access in next 12 months</i>	<i>Additional Information</i>
St Pancras	24 hours	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Below South Eastern Escalators, adjacent to the main entrance on Pancras Road. Please ring on 02078432800	N/A	www.networkrail.co.uk/stpancras
Victoria	Mon–Sat: 05:00-01.00 Sun : 06:00-01:00	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Concourse staff, information points, or Network Rail Station Reception (Mon-Sat: 0700-2100 Sun: 1000-1800)	As a result of major London Underground works, while step free access will be maintained, certain entrances <u>may</u> be subject to temporary restrictions.	www.networkrail.co.uk/victoria

Waterloo	Mon- Fri: 04:30-01:05																	
	Sat: 04:30-01:45																	
	Sun 05:30 – 01:05	Y	Y	Y	N *	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
		Information Point or Station Reception (Mon-Sun 0700- 2100)															Restricted access at times. However step-free access will be maintained via either exit 2 or 3 at all times.	www.networkrail.co.uk/ waterloo

* Limited seating available in station reception.