

Network Rail

Making Rail Accessible:  
Guide to Policies and Practices

July 2016

# Operator's Strategy

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

To provide continuity Network Rail will aim to standardise the services and environment we offer across all of our stations

To help us do this Network Rail has formed the Built Environment Accessibility Panel (Network Rail BEAP) who assist Network Rail, to deliver a better railway for a better Britain.

The BEAP member give technical and experiential advice on the design and management of Network Rail built environment proposals and plans.

We endorse, and will adopt the standards and guidance in the code of practice for accessible train station design and in the Persons with Reduced Mobility, Technical Specification for Interoperability. We will 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 will we seek dispensation and consider suitable alternatives.

We have close working relationships with the TOCs who operate train services from our managed stations. As the station operator, we will coordinate management arrangements at stations for train operators, including assisting disabled passengers.

## Management Arrangements

Providing services to disabled people is an integral part of how we deliver rail services. 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 DPPP'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 and for major projects and programs the plans will be presented to the Network Rail BEAP.

All our managed stations have a 24/7 management presence. We carry out regular 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 will 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.

The industry will 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 at the back of this document.

## Access Improvements

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

We will comply with Technical Specification for Interoperability for Persons with Reduced Mobility (PRM TSI) , and the Code, when we're installing or refurbishing station facilities. This means we will make every effort to comply, and if it's not possible then we will apply for 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.

## 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 1 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 DfT, Passenger Focus and the Disabled Persons Transport Advisory Committee, London Travel Watch and Transport for Scotland.

# Staff Training

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 receive specific inclusive service training co-delivered by disabled trainers.

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

1. Give all station inclusive service training to make sure they know their responsibilities to disabled passengers. That includes senior and key managers.
2. Frontline staff may, at any time, need to help passengers. We will give them appropriate training on how to use boarding equipment such as ramps, wheelchairs and induction loops.
3. We will train our staff who may, at any time, deal directly with passengers to help them communicate with people with communication needs.
4. We will train any staff that answer telephones to communicate clearly with people that may have difficulty speaking, hearing or understanding.

We have also introduced inclusive service training for our station customer service and mobility assistance staff. All our new employees 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 BS9999.

# 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 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 also work with our industry partners to give provide customers the best possible information such as that found on the 'Stations Made Easy' website which includes: .

1. Schematic maps of all managed stations
2. Photos of every possible route through and around the stations
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 will 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 will make the information clear and give callers the chance to connect to a human operator. Where this isn't possible, we will give a telephone number where a human operator can be contacted.

We list the phone numbers on all station specific literature and our stations website. All our textphones also have their own dedicated telephone number.

## Websites

We're actively 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 Railway Safety and Standards Board (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 A.

Where station car parks are provided, we've stipulated an appropriate number of spaces for blue badge holders, also set out in appendix A.

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

Where our parking ticket machines aren't accessible, we will 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.

## Review Timescales

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

This is the latest version of the guide as of July 2016 and the information contained within it is accurate as of the last review.