

# Accessible Travel Policy.



Making Rail Accessible.

2025

Helping Older and Disabled Passengers.

Liverpool Street

NEED THE TOILET?

For more information on the toilet facilities at Liverpool Street, please visit the website: [www.liverpoolstreet.co.uk](http://www.liverpoolstreet.co.uk)



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Liverpool  
Street

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# Introduction



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

We also operate 20 of Britain's largest and busiest stations. These stations (known as 'managed stations') are:

Birmingham New Street	Bristol Temple Meads	Clapham Junction	Edinburgh Waverley
Glasgow Central	Guildford	Leeds	Liverpool Lime Street
London Bridge	London Cannon Street	London Charing Cross	London Euston
London King's Cross	London Liverpool Street	London Paddington	London St Pancras International
London Victoria	London Waterloo	Manchester Piccadilly	Reading

Network Rail is committed to putting its passengers first and recognises that some passengers need assistance with their travel. Our vision is to provide best-in-class facilities and service in order to provide older and disabled passengers with assurance that they will complete their journey safely, with minimum disruption, and receive high quality service.

This Accessible Travel Policy sets out our commitments to providing excellent service to older and disabled passengers using our managed stations and working with train operators to support passengers' onward journeys.

# Managed stations



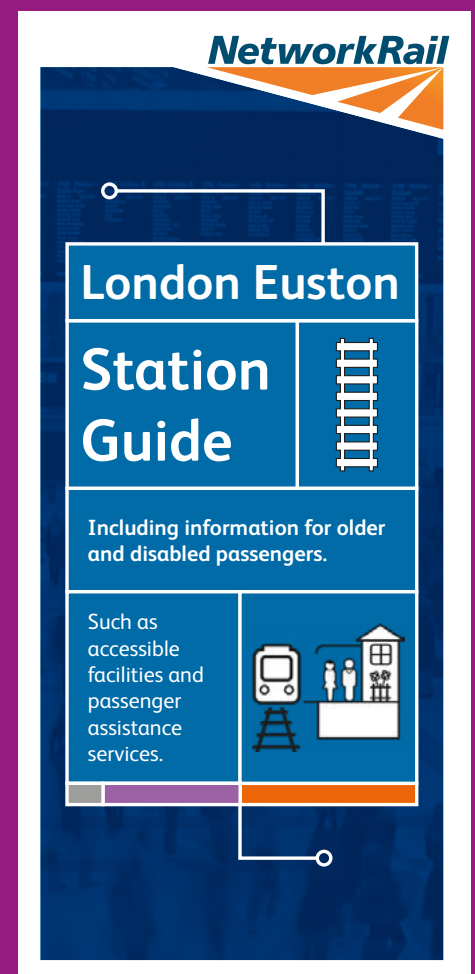
# Network Rail Station Guides\* for Older and Disabled Passengers

As the specific facilities and assistance arrangements differ at each of our managed stations, we have also produced Network Rail Station Guides for Older and Disabled Passengers (referred to throughout this document as 'station guides'). The station guides include key accessibility information including step free access, toilets, seating and staff availability.

They also set out the way that assistance is delivered in each of our managed stations.

These are available on the station pages of our website and in print form at our managed stations.

## Our stations – Network Rail



# Commitments to providing assistance



# Booking and providing assistance



Network Rail will make booked or unbooked assistance available to anyone who needs assistance due to a disability, temporary impairment, or old age, at all 20 of our managed stations.

Passenger assistance at our managed stations includes any assistance our older and disabled passengers need:



offering a helping hand to navigate the station, whether entering, leaving or navigating within



support when boarding or alighting the train, and to help find a seat



meeting you from your train and taking you to your next train or the exit



arranging a ramp on or off your train



carrying your bag(s) – up to three items of luggage as per the National Rail Conditions of Travel.

We have fit for purpose ramps available at all our managed stations and our passenger assistance staff receive the training needed to use ramps to help disabled passengers on and off of trains safely.



**We have the required ramps for the different types of trains that regularly run to and from our stations. Our staff will make these ramps available to deliver assistance whenever needed.**

We agree arrangements with each Train Operating Company calling at our managed stations to ensure that passengers requiring assistance make their connections. Our passenger assistance staff will also help when platform changes are made at short notice.

We will help passengers off the train at their destination as quickly as possible, and within five minutes at terminus stations.



**At each of our Network Rail managed stations, there are on-street taxi ranks which provide accessible taxis to rail passengers and the general public.**

Most of these taxi ranks are managed by local authorities, or in the case of our London Stations, by Transport for London.

At Birmingham New Street Station, Bristol Temple Meads Station and Manchester Piccadilly Station, the taxi ranks are managed by APCOA Parking on behalf of Network Rail.

At all of our managed stations, regardless of who manages them, the ranks are serviced by Hackney carriages, also known as 'black cabs'. These are wheelchair accessible and some of the newer cabs are fitted with induction loops and intercoms for hearing aid users.

More information about the taxi ranks at each station (such as the location) can be found in our station guides\*, or on our website **[Our stations – Network Rail](#)**.



**We provide information about the accessibility of our stations, the location of interchanges and specific access points for disabled passengers on the [National Rail Enquiries website](#), as well as on our website and within our station guides. You can also get this information from the Train Operating Company you are travelling with.**

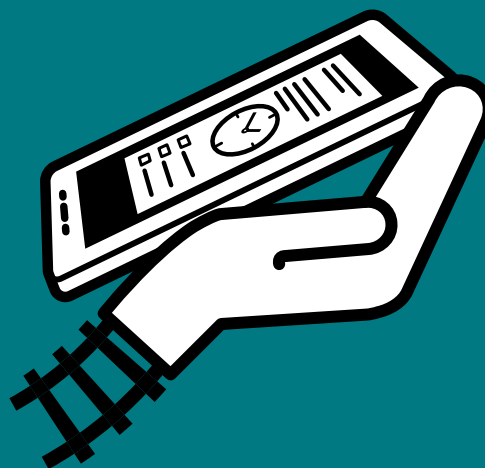
We always have at least one member of staff in each managed station trained to keep the information about accessibility up to date. This exercise is completed weekly, and additionally within 24 hours of being notified about any short-term restrictions affecting accessibility. This includes any physical constraints to the station, temporary work affecting accessibility, or facilities being out of use; like lifts, escalators or toilets.



## Booking assistance

The rail industry operates a reservation system for booking assistance, called Passenger Assist. **Passenger assistance can be booked up to 2 hours in advance of your train's departure time, our contact centres are open 24 hours a day (excluding Christmas day) on freephone 0800 0223729.** Please check in with the operator with whom your booking assistance on their specific call centre hours and booking arrangements during the festive period.

Further information can be found in our station guides\* or on the station pages of our website. **Our stations – Network Rail.**



You can also book assistance and find out more information direct from the train company you are travelling with – you can find out all contact details on the National Rail Assisted Travel page **National Rail Enquiries – Assisted Travel.**

If assistance is booked for a journey beginning, ending or connecting at a Network Rail managed station, our trained employees will work with Train Operating Company colleagues to provide assistance at any time trains are operating at the station. Each Network Rail station has regular engagement with Train Operating Companies to agree and monitor the procedures for providing assistance at our managed stations.

We have established a managed station steering group and are developing a suite of national key performance indicators to inform engagement with Train Operating Companies and improve arrangements where needed. This includes ensuring there is adequate time for passengers to make connections and providing assistance when trains are re-platformed at short notice, particularly for larger stations. Specific arrangements vary by station, so our station guides\* set out the roles and responsibilities of Train Operating Company colleagues and Network Rail colleagues at each station.

Network Rail is committed to improving the reliability of the Passenger Assist service. One of the ways we have looked to achieve this is by working with Rail Delivery Group to develop a Passenger Assist smartphone app for passengers, which is now available.

This is a passenger mobile application and web interface, which aims to give customers greater control over their end-to-end journey and better visibility of the status of their trip. A Network Rail representative sits on the Passenger Assist App development steering group.

Previously, there has been no single industry procedure for communicating assistance information between the boarding station and the alighting station. As our managed stations are located across Britain and we work with multiple operators, we have local arrangements with operators in each of our managed stations.

In line with ORR ATP Guidance, there is now a single handover protocol being implemented across the rail network ensuring that the right information is communicated from the boarding to the alighting station, which will give passengers confidence that they will receive the required assistance at all stages of their journey.

In addition to the protocol is the requirement for every station to have a passenger assistance telephone number with employees responsible for answering and taking action on calls from rail staff. Network Rail provide a dedicated passenger assistance telephone number for rail staff in all our managed stations and have a member of staff at each of these stations who is also responsible for answering the calls from colleagues.

## Unbooked assistance

We know it is not always possible to plan your journey in advance. Passengers who have not booked assistance can request assistance once they get to the station. This is sometimes known as 'Turn Up and Go'.

We work with Train Operating Companies at our managed stations to do everything we can to give assistance in a timely manner. There may be a wait while we arrange it, but our policy is to make it happen.

All managed stations are staffed 24 hours a day and can provide assistance during the hours that trains are running, but there may not always be enough staff available to provide immediate unbooked assistance. Details on where to go in the station to get assistance are provided in our station guides\* and on our website station pages.

**[Our stations – Network Rail.](#)**

## Turn Up and Go



# Accessibility Innovations at Network Rail Managed Stations

At Network Rail, we are committed to continually improving the travel experience for our older and disabled customers. We recognise that accessibility is not a one-size-fits-all solution, and we strive to offer choice by providing information in customers' preferred formats and supporting autonomy to travel as independently as they wish.

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To achieve this, we are constantly exploring and introducing new technologies and innovative ways of working at our managed stations. Below are some of the accessibility enhancements we have recently implemented to support independent travel and improve the overall passenger experience:

## British Sign Language (BSL)

Information Services British Sign Language is now available at 19 of our managed stations, excluding St Pancras International at this time. This service offers live information on train running times and disruption via digital screens located at key points around the station. These screens ensure that BSL users can easily access important updates in their preferred language. We are actively working with our suppliers to enhance this service further, introducing additional features that will improve its functionality and the overall experience for BSL users.

## GoodMaps Wayfinding Technology

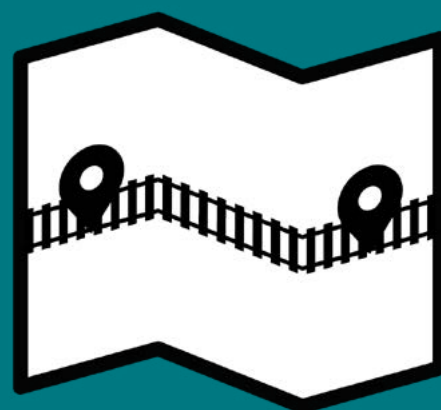
GoodMaps is a cutting-edge wayfinding solution available at 19 of our managed stations, also excluding St Pancras International. This app, which can be downloaded from the Apple App Store or Google Play Store, provides turn-by-turn navigation instructions, helping customers to navigate station environments confidently. It enables users to locate platforms, retail outlets, and other station facilities with ease, including step-free routes. This technology has been particularly popular with blind and visually impaired customers, as well as those requiring step free routes.

These services are designed to complement our Passenger Assistance service and are not intended as replacements. Our goal is to offer a range of tools and options to empower all customers to travel with confidence and independence.

We are always eager to explore new technologies and welcome suggestions from our customers. If you have ideas for innovations you believe would enhance accessibility at our stations, please get in touch with us using the contact details provided at the end of this document.

## Interactive Disruption Maps

Following a successful trial, Network Rail is rolling out interactive disruption map videos to further enhance accessibility and ensure inclusive communication. These videos, complemented by British Sign Language, provide clear descriptions of planned disruption works and highlight which parts of the network are affected, presented in a style similar to a weather report. The videos also offer information on alternative travel options to key destinations around the disruption, supporting customers in planning their journeys more effectively. At present, these maps are being created for planned disruption works, but we aim to expand this service to include unplanned disruption updates in the future, ensuring customers are informed and supported during their journeys.





# Information provision

## Accessible Travel Policy documentation including alternative accessible formats

This Accessible Travel Policy and our station guides\* are published on the Network Rail website in accessible formats so that they can be viewed on mobile devices and using screen readers or other accessibility software.

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The station guide is available in leaflet racks accessible to wheelchair users at the Information Point of any Network Rail Managed Station, or by request from station staff and ticket offices in our stations.

We will include signs at appropriate reading heights for all passengers indicating where they can find more information about our Accessible Travel Policy.

Further detail of how to contact us is available on the last page of this policy or [Contact us – Network Rail](#).



# Standard Alternative Formats

This Accessible Travel Policy is available in the following formats as standard, available on our website:

Word document format

PDF format

Easy Read version

Audio file – MP4

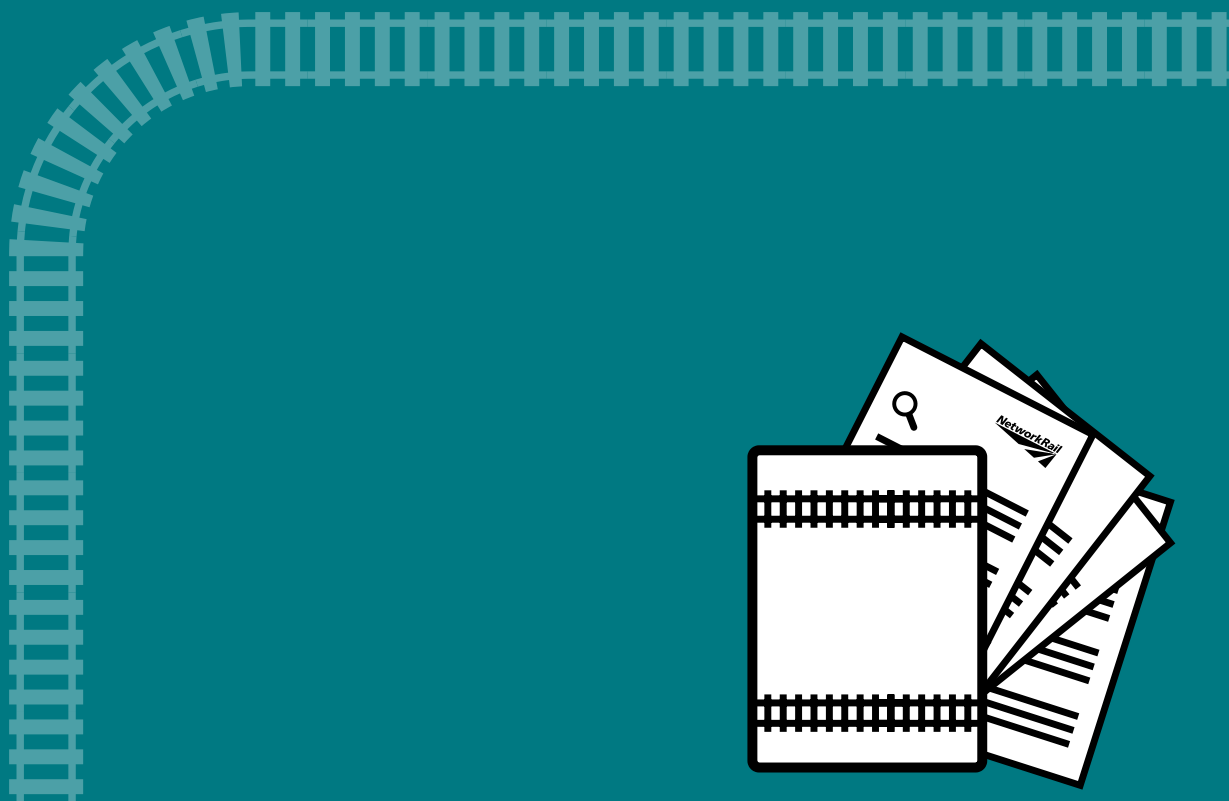
Large Print

Welsh

Braille

Option of British  
Sign Language video.

If you need information in another different format such as braille, please contact us – how to do this is set out on the last page of this policy or [Contact us – Network Rail](#).

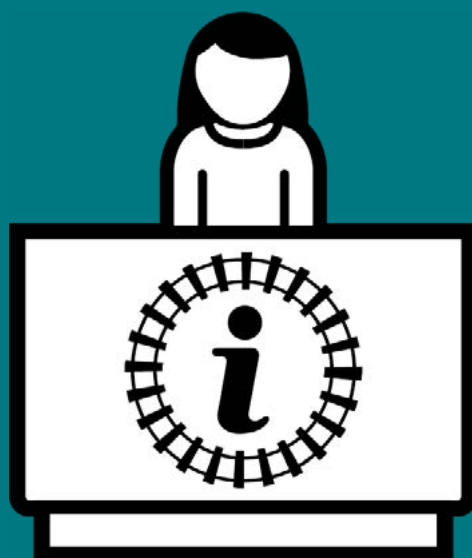


# Passenger journey information (online, at stations)

## Information about the accessibility of stations

**Detailed information about stations is available on the National Rail Enquiries website, in our station guides\* and on our website station pages.**

Our Network Rail station guides provide detailed information about the accessibility of our managed stations. Guides will be available in both printed and online formats, and any changes will be notified to staff so they have the most up to date information to provide to passengers on request.



We are committed to following the industry step free classification system as explained in the ORR's Accessible Travel Policy guidance and details about step-free access for each of our stations is provided in our station guides. Our station guides also explain the step-free routes displayed on station maps.

The staff at information points in our stations have detailed information about all stations on the network should a passenger need to know about the accessibility of other stations on their journey.

They can help you arrange assistance at the station if needed.

The location of all information points at our stations can be found on our website on our station pages, or in our station guides.

You can find out more about our information points, what they look like and where to find them in our station guides.

In the event of any temporary reduction in the level of accessibility at any of our stations, we will update the National Rail Enquiries website as soon as possible, and no later than 24 hours after being notified.



## Train departures and arrivals

All of our managed stations provide train departure and arrival information visually and audibly on the main concourse and on platforms.

We also have screens at most main station entrances showing departure information.

If you need any information about arrivals and departures, our station staff can also help.

In the event of a last-minute platform change, staff will check for anyone who needs assistance to get to the new platform.

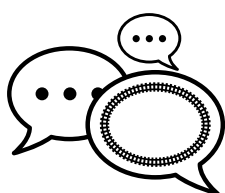
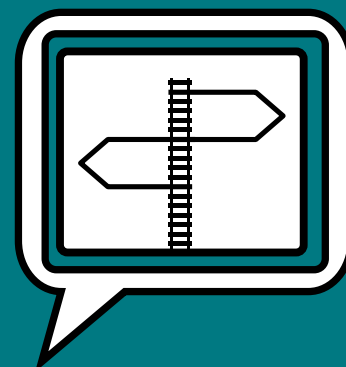
You can find out more about our station staff and how to identify them in our station guides\*.

## Connections and wayfinding

All of our stations are clearly signposted within the local area. Each of our managed stations has regular engagement with local authorities where needed to ensure signposting is up to date, for example any changes to station entrances due to engineering work within or around the station.

More information on this can be found in our station guides.

You can obtain information about your entire journey and the availability of onward accessible transport by:



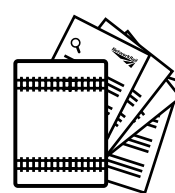
contacting the  
Train Operating  
Company you are  
travelling with



asking at an  
information point  
within the station



on the station  
pages of our website



in our station  
guides, available in  
our stations and  
on our website.

## Delays and disruption

Train delays can be very inconvenient, and we know that the information we provide needs to help passengers get to where they need to go, safely and quickly.

Where passengers have booked assistance, the Train Operating Company with whom the passenger is travelling, will contact passengers to advise any significant disruption or delays expected for the journey booked.

When an incident does happen, we work with Train Operating Companies to get essential travel information out to passengers in the station.

If a delay is expected, our managed stations issue immediate advice for travellers within the station, including via visual and aural station announcements, the National Rail Enquiries website, train crews and Train Operating Company customer service teams.

If the incident is likely to have a severe impact on passengers, we then communicate our core message, highlighting three important pieces of information:

### **The problem**

the details of the incident or infrastructure problem.

### **The impact**

the impact on trains and contingency plans.

### **The advice**

alternative routes or transport options.

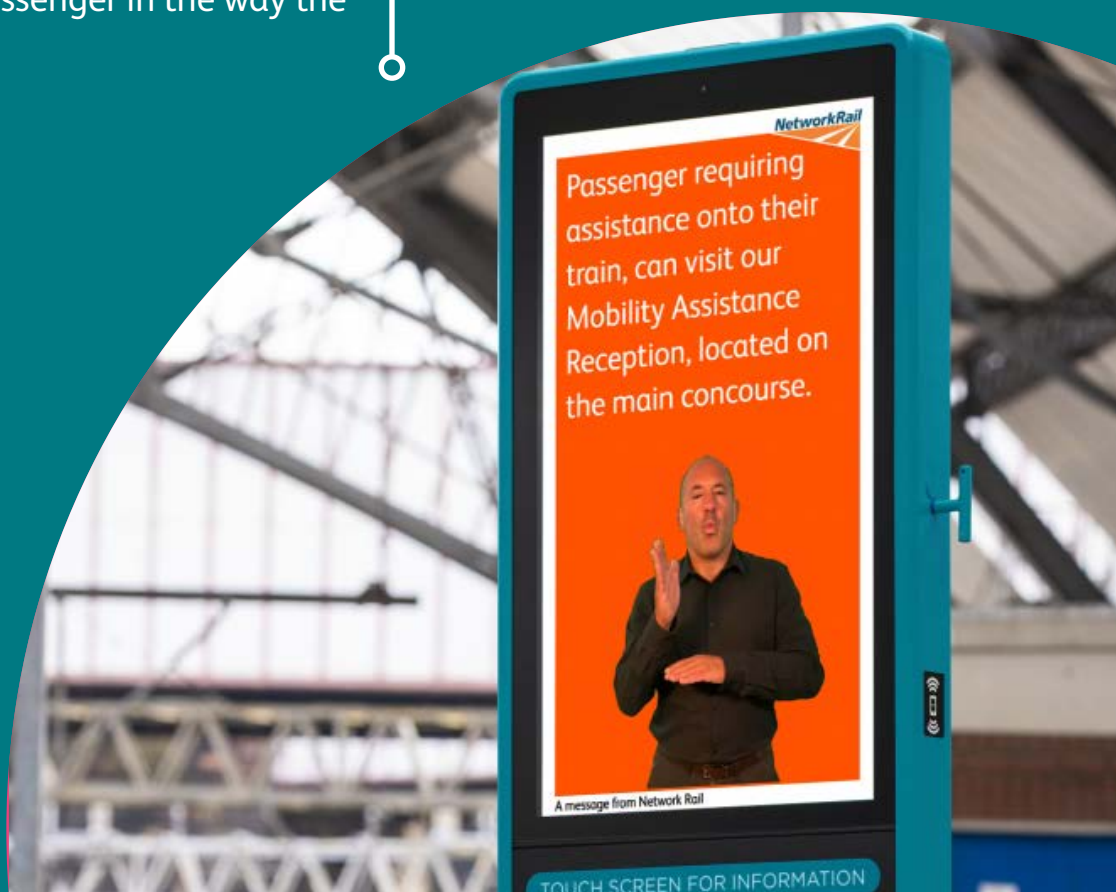
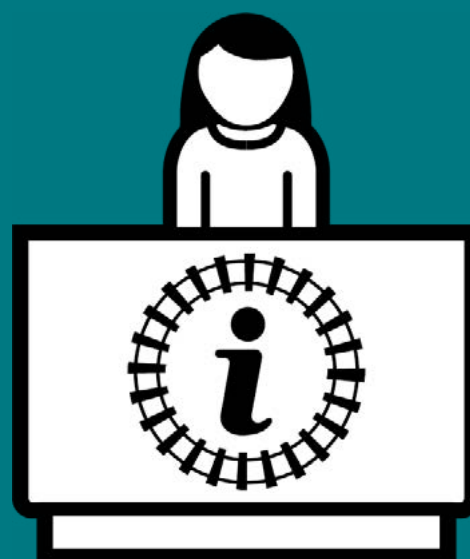
We aim to review this message every 20 minutes.

If passengers requiring assistance arrive at one of our managed stations during times of disruption, they should continue to the passenger assistance meeting point if it is safe to do so or find a member of staff to help.

Our staff will take the time to ensure they clearly explain what is happening and if needed, provide assistance to leave the station and take onward accessible transport arranged by the relevant Train Operating Company.

We will do everything possible to ensure that passengers are able to continue their journey and are not left stranded.

All of our frontline station staff have specific training on inclusive service, including disability equality training which helps to equip them to communicate with each individual passenger in the way the passenger prefers.



# Information points, help points and contact centres

The information points in our stations are always located on the main concourse. The exact locations of our information points are detailed within our station pages of our website for each station.

In stations they are clearly signposted and are open and staffed at the same times as ticket offices.

Information points can help with the information you need for your journey, including:

- the Network Rail station guide
- this Accessible Travel Policy
- timetables and up to date service updates
- information about connections and the accessibility of other stations on the network
- information about train facilities from the station and onward accessible transport
- information about Passenger Assist bookings and direction to the passenger assistance meeting point if needed (the location of these passenger assistance meeting points are available in the Network Rail Station guides\*).

You can also request information about our stations by getting in touch. Ways to contact us are set out on the last page of this policy or [Contact us – Network Rail](#).

# Our website

[www.networkrail.co.uk](http://www.networkrail.co.uk)

Network Rail provides detailed information on our stations, including accessibility information, on our station pages:

<https://www.networkrail.co.uk/communities/passengers/our-stations/>

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For each station, the following information is provided:

- Any urgent or important information for travellers
- Images to show what the station looks like
- Station opening hours
- Links to Tickets and travel information
- Contact information for Station enquiries
- Information on British Transport Police at the station
- Information on getting to and from the station, for example by Car, Taxi, Bicycle, Train and Bus
- Facilities such as Toilets and baby changing, Showers, Cash Dispensers, Telephones, Lost Property, Left Luggage, Trolleys
- Parking at the station.



Each station has an additional section on accessibility, which includes information such as:

Step free access  
information

Ticket office  
accessibility

Location of  
induction loops

Information for  
visually impaired  
passengers, such as  
the availability  
of tactiles

How to request  
assistance

Location of Accessible  
toilets

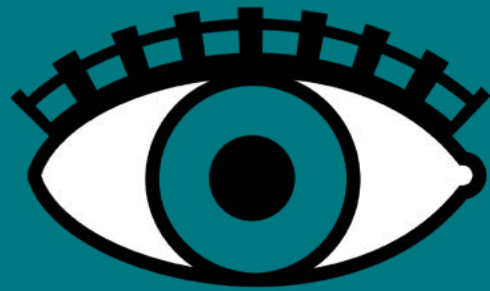
Availability of  
wheelchairs

Accessibility to and  
from the station,  
including drop off  
points.



# Website Accessibility

Network Rail is committed to providing a website that is accessible to the widest possible audience. We are working to increase the accessibility and usability of our website and in doing so follow many of the available standards and guidelines with the ambition to ensure as many people as possible are able to use our website.



For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300 % without the text spilling off the screen
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver).

We routinely check web pages, when updates are made to existing pages and when new pages are published, to ensure that they meet accessibility requirements.

As part of future planned improvements, Network Rail is committed to working towards World Wide Web Consortium (WC3) Web Content Accessibility Guidelines (WCAG) where reasonably practical to do so, and our website is partially compliant with AA standard already, and we are working towards being compliant with (WCAG 2.2) requirements.

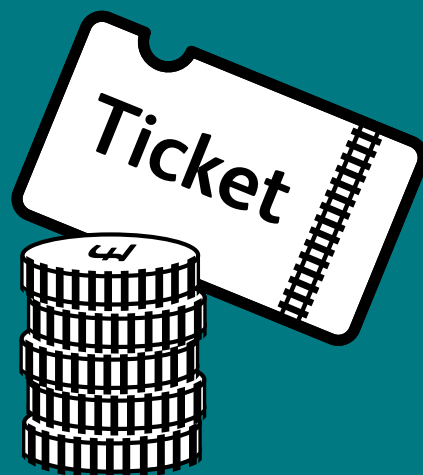
We are however always keen to base what we do and any improvements we make on direct feedback from our passengers, so if you find any problems or think we're not meeting the requirements of the accessibility regulations, please get in touch with us. Ways to do this are set out on the last page of this policy or contact us [here](#).

The managed station pages of our website includes a direct link to book passenger assistance. This will take you to the [Passenger Assist website](#) which is not operated by Network Rail.



# Ticketing and fares

Network Rail does not sell train tickets, but we work with the Train Operating Companies that call at our managed stations to provide automatic ticket machines where Disabled Persons Railcard holders and their companion can purchase tickets at a reduced rate. Train Operating Company staff are usually present at ticket barriers, but if the barriers are unattended they will always be locked open.





# Delays, disruptions and emergencies



All our managed stations have step-free access, and details of the step-free routes within our stations can be found on the station pages of our website or contact us [here](#).

Should passengers identify a problem whilst using one of our stations, such as facilities being out of order, they can let our station staff know or contact us. Ways to get in touch with us are set out on the last page of this policy or contact us [here](#).

If there is ever a breakdown of facilities in any of our managed stations, we have agreed maximum response times for repairs. If a breakdown of facilities means the level of accessibility at a station is less than that normally provided, and we are unable to provide assistance for your journey, we will work with Train Operating Companies to ensure you are able to travel in another way. This might normally include the provision of alternative transport such as a taxi, or we can agree an alternative service onto which you can travel with your same ticket.

Each of our managed stations has individual arrangements with Train Operating Companies to make sure passengers can make their journey, even when disruption occurs with no advance warning; our policy is to make it happen.

Each of our stations has arrangements in place for a range of emergency situations. These arrangements always include specific protocols for providing assistance to passengers in the event of an emergency. Where possible, disabled passengers that are already inside the station should contact a member of staff.

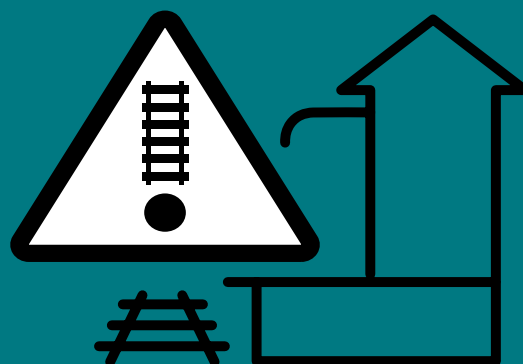
If you would like more information on the specific arrangements for a station before you make your journey you can contact us. Ways to get in touch with us are set out on the last page of this policy or contact us [here](#).



## Planned Engineering Works and Station Upgrades

Any planned engineering work or upgrades at our stations are subject to Diversity Impact Assessments being produced by the project team carrying out the work.

This Diversity Impact Assessment process helps give us confidence that any potential negative impacts of these works have been identified, and that where possible, mitigations are put in place.



Diversity Impact Assessments can be reviewed by the Built Environment Accessibility Panel (BEAP) to ensure sufficient replacement facilities are provided where needed.

The Built Environment Accessibility Panel, is an independent panel of experts who work with us to help plan inclusive and accessible spaces and places.

The panel includes disabled passengers who provide knowledge and lived experience regarding various barriers to access. The Panel helps to make sure that our major building works, station designs and other amenities across the network are accessible and as inclusive as possible.

Our website provides further information about the panel. [Built Environment Accessibility Panel – Network Rail](#).



# Station facilities



## Left Luggage

Details of Left Luggage facilities at each station and their location can be found on the National Rail Enquiries website and in the station guides\*. Where they are provided, the Left Luggage facilities are available to all passengers. Employees will be available to help you use any Left Luggage facility and all luggage will be screened for security reasons before being put in a locker.

## Toilets

All our managed stations have toilets, including accessible toilets. Some have Changing Places facilities. Please see our station guides for the location of toilets within the station and the facilities available.



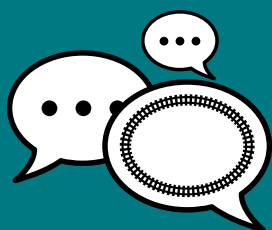
## Parking, including for Blue Badge holders

Because of their inner-city locations, not all of our managed stations have car parks. You can find further detail about this on our station pages on our website, and in the station guides\*. Where station car parks are provided, we have stipulated an appropriate number of spaces for disabled badge holders in accordance with the Department for Transport, Code of Practice design standard for Accessible Stations and the Persons of Reduced Mobility National Technical Specification Notice (PRM NTSN). We regularly review the number of disabled parking bays at our managed stations.

At some of our stations, parking can be pre-booked, up to twelve months in advance, including for disabled blue badge holders, for more information <https://stationparking.apcoa.com/>



Network Rail station car parks are managed by our car park operator APCOA. APCOA were selected through competitive tender process and manage all elements of our car park estate including asset management, bookings, Penalty Charge Notices and enforcement, safety and revenue collection. This management includes the misuse of designated blue badge holders' bays and any action, or the details about parking fines.



You can get detailed information on our station car parks from APCOA by either visiting their dedicated website for station parking at <https://stationparking.apcoa.com/> or Email: [Contact.us@apcoa.com](mailto:Contact.us@apcoa.com)

Phone: 01895 272500

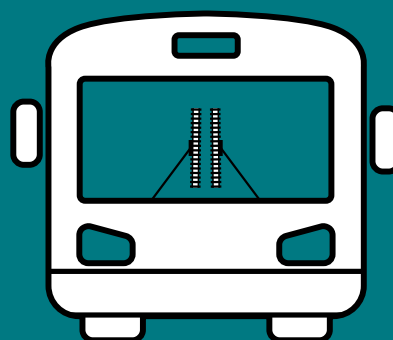
Post: APCOA Parking, PO Box 1010, Uxbridge, UB8

## Retail facilities & third party provided facilities

- We brief third party and retail employees who work in Network Rail Managed Stations on our Accessible Travel Policy as part of a wider induction programme. We also encourage these third parties to provide detailed inclusive service training for their own employees.
- We also have standard reviews and inclusive of diversity impact assessments built into our landlord consent process for all retail providers within our managed stations. The relevant station manager, building engineer, fire officer and facilities surveyor will review the retail plan and space and consider every level of compliance for all passengers' safety and security. This includes providing accessible facilities.
- Where retail and catering facilities are on our stations, we will work with our retailers to consider the needs of all customers when designing their internal layout.

### Replacement facilities

Any planned engineering work at our stations are subject to Diversity Impact Assessments and may be reviewed by the Built Environment Accessibility Panel to ensure sufficient replacement facilities are provided where needed.





## Station entrances

We will always 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 this is unavoidable, we will consult with Department for Transport (DfT), Transport Focus, and London TravelWatch, and where appropriate, local access groups. Before we make any changes, we need approval from DfT, or Transport Scotland in Scotland.

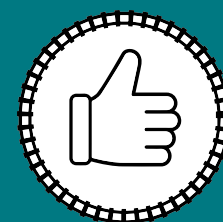
When we need to restrict or temporarily close station access points, we will consider the needs of disabled people and wherever possible provide alternative accessible routes into the station.

We will update the station information on the National Rail Enquiries website with accessibility information and offer alternative assistance when it is required.

During building works at our stations, we will take steps to protect the safety of our passengers by using warning stripes, additional lighting and appropriate barriers.



# Redress



**We aim for passengers to have the best possible experience at our railway stations.**

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If assistance has been booked but has not been provided as confirmed by the operator, passengers can submit a claim for redress to the operator of the train they were travelling on, or due to travel on, when the failure took place.

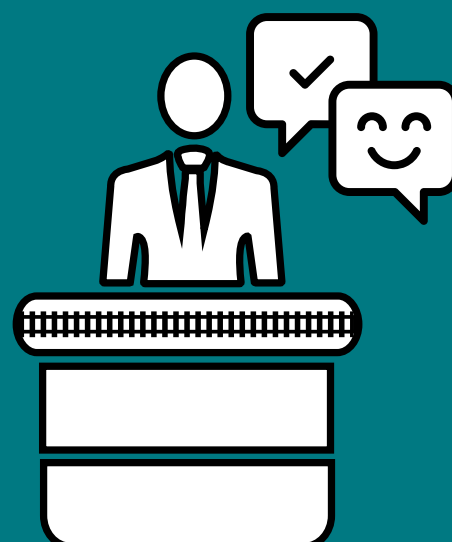
We will provide any information needed to help operators investigate a passenger's claim for redress about failed passenger assistance.

Passengers can also submit complaints about other elements of service or facilities at our managed stations, not related to failed passenger assistance using the information in the 'contact us' section at the rear of this document [here](#).

Our complaints handling procedure sets out more detail on what you can expect from us.

You can find this here [Network Rail Complaint Handling Procedure](#).

Network Rail is a member of the Rail Ombudsman scheme meaning passengers have the right to contact the ombudsman if they are not satisfied with our response, and we will comply with its decisions.



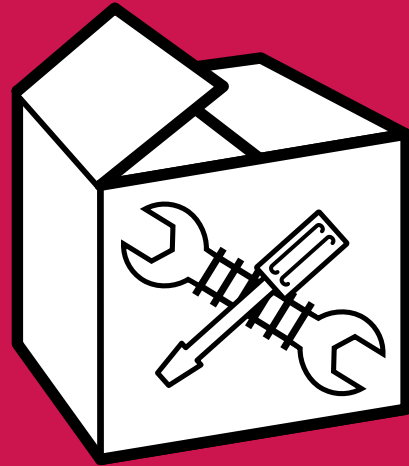
# Strategy and management





## Network Rail embeds the provision of services for disabled passengers within the business through Inclusive Design processes and Built Environment legislative compliance.

Work is being developed to embed these services further by producing a Network Rail Engineering Standard requiring Diversity Impact Assessments (DIA) and, subject to certain criteria, review at the Built Environment Accessibility Panel (BEAP), including projects at our managed stations. “The Network Rail Standard ensures Inclusive Design is an integral part of the design process from concept to project completion and handover.” The standard is supported by providing Diversity Impact Assessment eLearning which is available to all Network Rail employees and builds on existing knowledge of the Equality Act 2010, competency in delivering our inclusive services and facilities to disabled passengers.



The Network Rail standard ensures Inclusive Design is an integral part of the design process from conceptual design. This is accompanied by Diversity Impact Assessment Training eLearning, available to all Network Rail employees and builds on existing knowledge of the Equality Act 2010 and competency in delivering our inclusive services and facilities to disabled passengers.

We have also established an internal Accessible Travel Policy which is committed to drive continuous improvement.

# Strategy



Network Rail is creating a more customer-focused, service driven organisation that puts passengers first. We will continue to work towards providing an accessible public transport system, which gives disabled people equal opportunities to travel. Across our managed stations, Network Rail considers accessibility issues and plans how we meet disabled people's needs.

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To provide continuity, Network Rail will aim to standardise the facilities and environment we offer across all of our stations. Our Managed Station Steering Group will also seek to identify best practice in service provision and implement this across our stations.



We have close working relationships with Train Operating Companies who operate train services from our managed stations. As the station manager, we coordinate management arrangements at stations for Train Operating Companies, including assisting disabled passengers.

A report will set out the findings across the industry, and will contribute to Network Rail's further strategy development for accessibility and inclusion across the network.

We have an Accessible Travel Policy working group to identify and implement improvements in reliability of assistance and information provision at our managed stations.



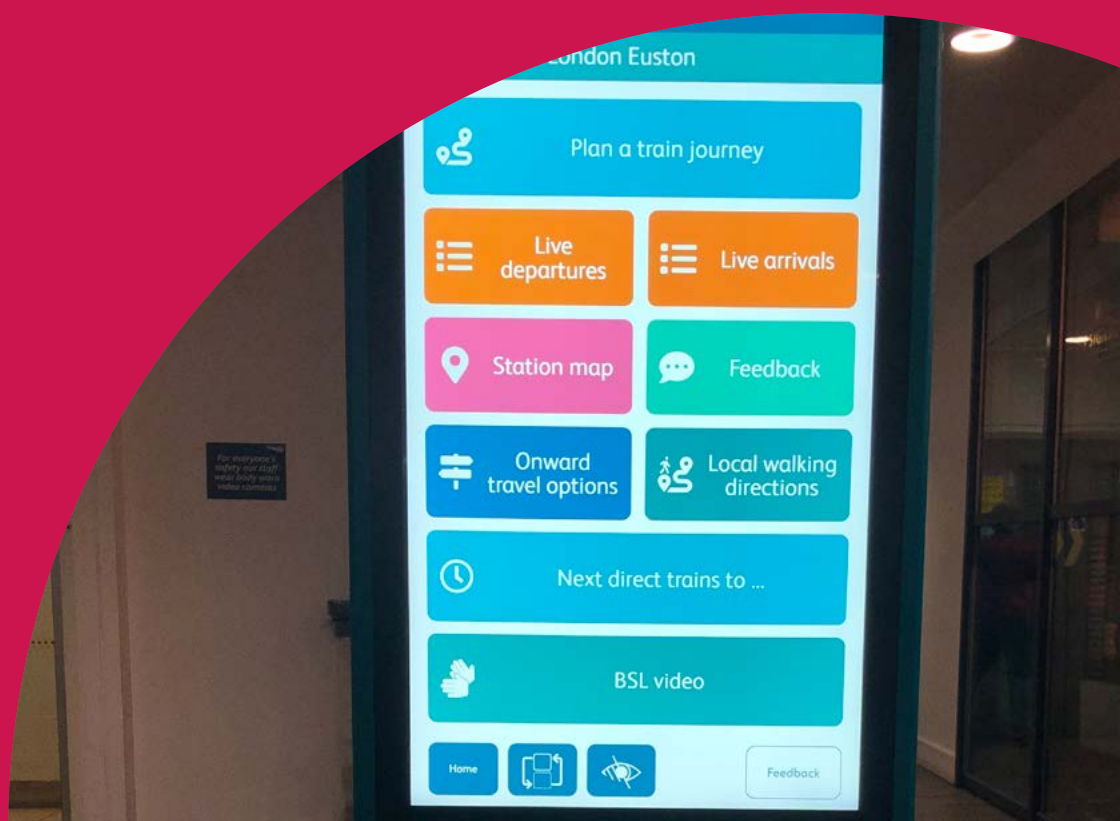
# Management arrangements



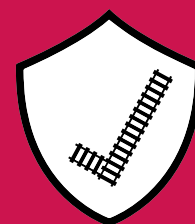
**Network Rail's Head of Customer Experience and Accessibility has overall accountability for Network Rail's Accessible Travel Policy, and reviews our performance against it regularly.**

The Managed Station Steering Group includes station managers from across the network and meets regularly throughout the year. It is the forum through which station managers are made aware of their obligations and responsibilities under this Accessible Travel Policy, and through which solutions and improvements are communicated.

The Accessible Travel Policy working group will work across stations to support implementation of processes and responsibilities within our managed stations and identify and drive continuous improvement. The working group will also support an internal and external communications campaign to raise wider awareness of this policy.



# 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 dedicated accessibility mystery shopping exercises at all of our managed stations on a continual basis. These audits monitor and assess our customer service, station environment and facilities.
- Our Accessibility Steering Group is developing reporting and monitoring arrangements to measure our success across all aspects of the Accessible Travel Policy, including key performance indicators for how successfully our managed stations teams are delivering passenger assistance.
- The office of rail and road carry out industry wide surveys assessing the experiences of older and disabled people traveling on the network. Data gathered from this survey is used to influence improvements to the services we offer.

We encourage passengers to provide feedback on their personal experience of our facilities and service levels at our stations, and we monitor and evaluate the complaints we receive about delivery of passenger assistance or facilities at our managed 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 can be found in the 'contact us' section of this document [here](#).



## Access improvements

Network Rail is responsible for 20 managed stations, and we are constantly undertaking schemes to improve access at these stations.

We endorse and adopt, and aim to exceed, the standards and guidance in DfT CoP: Design Standards for Accessible Railway Stations (The Code) and with the UK railway technical standards, known as the National Technical Specification Notices (NTSNs).

We will aim to meet all of the relevant requirements for the Code and NTSNs for new, renewed or enhanced facilities at our stations. Where this is not possible, we will seek other options as soon as possible. Only when these have been exhausted will we seek dispensation and consider suitable alternatives.

The managed station pages on our website provide detail of any upcoming and ongoing projects to improve accessibility.



# Working with disabled passengers, local communities and local authorities



To help us to consider a wide range of accessibility issues in our managed station designs and facilities, Network Rail has formed the Built Environment Accessibility Panel (BEAP) who assist Network Rail to identify and implement improvements for disabled passengers using our stations. The BEAP members provide technical and experiential advice on the design and management of Network Rail's built environment proposals and plans.

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The publication of this Accessible Travel Policy will be supported by a campaign across all our managed stations including posters, the availability of our station guides\* and on screens at our stations to raise awareness of passenger assistance.

We will report to ORR each year on the activity undertaken with the BEAP and any other relevant work with disabled groups and local communities. We will agree the form and content with ORR as part of our regular reporting arrangements.

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# Staff Training



**At Network Rail, there are a number of ways that our employees are trained in the area of disability awareness and equality.**

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All 42,000 of our employees are required to carry out eLearning in the area of diversity and inclusion (our Everyone Matters training), which includes disability awareness. For our management and leadership roles, we have classroom based 'Inclusive Leadership' training and further everyone matters eLearning for managers which incorporates disability awareness as well as other protected characteristics. This helps us to ensure our decision making considers accessibility and inclusion best practice.

All new Network Rail passenger-facing station employees will attend inclusive customer service training co-delivered by disabled trainers in a classroom setting. This training emphasises treating everyone as an individual, and communicating with people in the most appropriate way to find out their particular needs.

Our passenger-facing employees offering assistance are always trained on how to use equipment such as ramps, wheelchairs and induction loops. This training has been designed to cover all nine learning outcomes as required within the ATP guidance, and all of our passenger-facing staff have met these outcomes.

We are currently designing and delivering a new suite of training which will ensure that all passenger-facing employees receive further refresher training in the area of disability awareness every two years, as a minimum, again as required in the ATP guidance.



There is mandatory eLearning content for those non-passenger facing employees in the area of disability awareness, which supplement our Everyone Matters Training and Inclusive Leadership Training. This training became available for employees in July 2021.

We have committed to providing a condensed version of our disability awareness training via eLearning to any agency staff we have working in our stations in passenger facing roles.



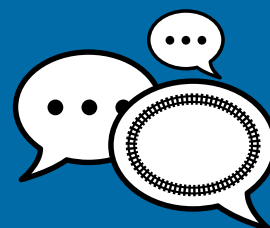
For accessibility and inclusive design, Network Rail has rolled out eLearning since 2020 (refreshed in 2024) in the area of Diversity Impact Assessments. This has been designed for those colleagues making decisions about the facilities we offer to passengers across the network, including accessibility at our managed stations. Additional in-person training is available for those colleagues who review diversity impact assessments, providing them with the skills and knowledge to accurately identify where people with protected characteristics may be negatively impacted.

We brief retail employees on our Accessible Travel Policy as part of a wider induction programme.

We have reported to ORR on the progress of our staff training, as part of the requirements for this Accessible Travel Policy.



# Contact Network Rail



We have a number of ways in which you can get in touch with us:

If you have a concern or question, call our 24-hour helpline,

**03457 11 41 41**

Open 24 hours, 365 days a year.

Calls charged at standard rate.

Chat with a member of our support team via our website,  
Chat support is available from Monday - Sunday: 07.00 AM - 07.00 PM

**Live Chat with a member of our support team.**

Use our **online contact form.**

## Write to us

Waterloo General Offices, London, SE1 8SW

**Typetalk** is the national telephone relay service  
for people with communication difficulties.

To activate Typetalk dial 18001  
followed by 03457 11 41 41.

For **complaints** about one of our managed stations,  
you can use our **Online Station Complaint Form** and you  
can read our **Complaint Handling Procedure**.

# Standard Alternative Formats

This Accessible Travel Policy is available in the following formats as standard, available on our website:

Word document format

PDF format

Easy Read version

Audio file – MP4

Large Print

Welsh

Braille

Option of British  
Sign Language video.

If you need information in another different format such as braille, please contact us – how to do this is set out on the last page of this policy or [Contact us – Network Rail](#).