NetworkRail

Accessible Travel Policy.

Making Rail Accessible.

Helping Older and Disabled Passengers.

FINAL FOR ORR APPROVAL MAY 2021

Owner: Director, National Passenger and Customer Experience

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In this easy read document, difficult words are in bold. We explain what these words mean in the sentence after they have been used.

Introduction

Network Rail runs the main line rail network in Great Britain.

This includes the railway tracks, signalling systems, bridges, tunnels, level crossings and **viaducts**.

A **viaduct** is a long bridge-like structure.

We also run 20 of Britain's largest and busiest stations.

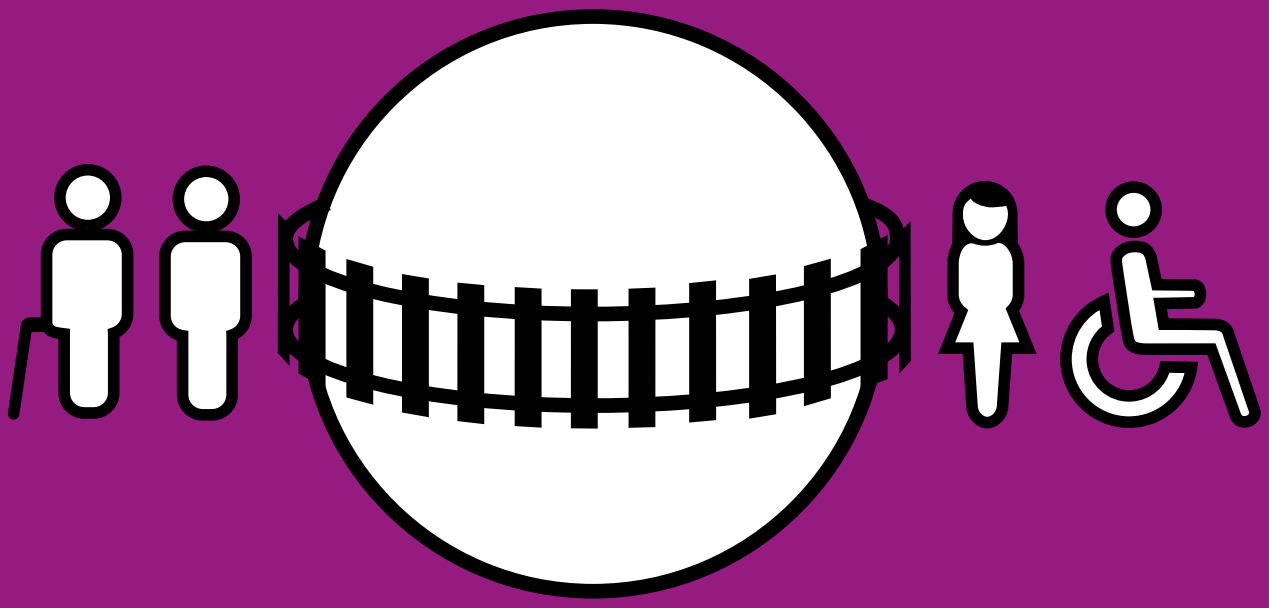
We put our passengers first and know that some will need help with their travel.

Our vision

A **vision** is how we want things to be in the future.

Our vision is to:

- have great facilities for disabled passengers
- offer them a great service
- let them know they will complete their journey safely.



About this policy

Network Rail has written this Accessible Travel **Policy**.

A **policy** is a set of ideas or a plan.

This policy explains:

- how we're going to support older and disabled passengers
- how we can offer them a great service
- how we can work with train operators to support passengers' journeys.

Guides for older and disabled passengers

Each of our stations is different.

This is why we have created station guides for older and disabled passengers.

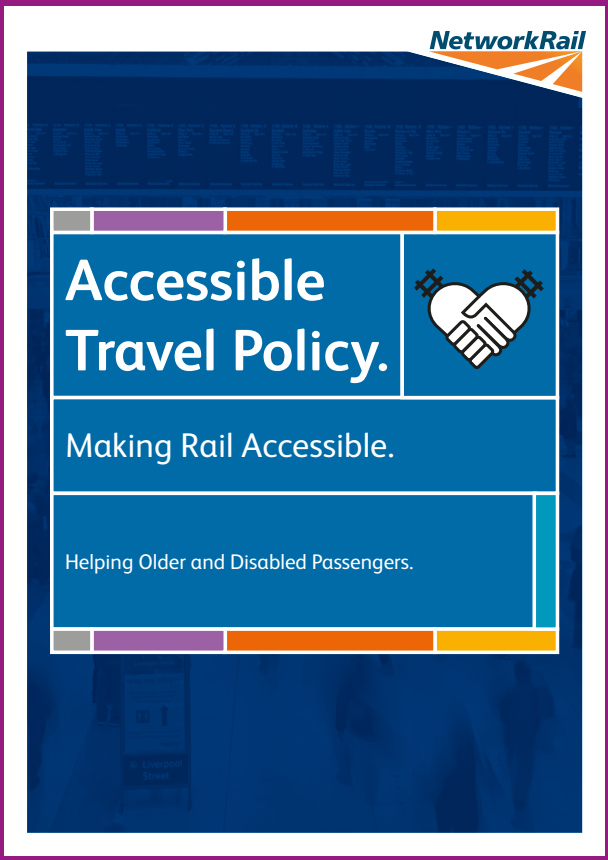
These guides include:

- Key **accessibility** information

  Accessibility is about how easy and suitable something is to use for people with different needs.

- Information on how help is given in each of our stations.

These station guides are available on the station pages of our website. You can view these by clicking **here**. They are also available in print at our stations.



Providing assistance

Assistance is the action of helping someone.

We will make assistance available to anyone who needs it at all of our stations.

Passenger assistance to older and disabled passengers includes:

- helping them move around the station
- helping them get on and off the train or arranging a ramp
- helping them find a seat
- meeting them from their train and taking them to their next train or the station exit
- carrying their bag(s).

We will also help when platform changes are made last minute.

We will help passengers off the train at their stop as quickly and safely as possible.

There are taxi ranks at each of our stations. The taxis are wheelchair accessible.

Booking assistance

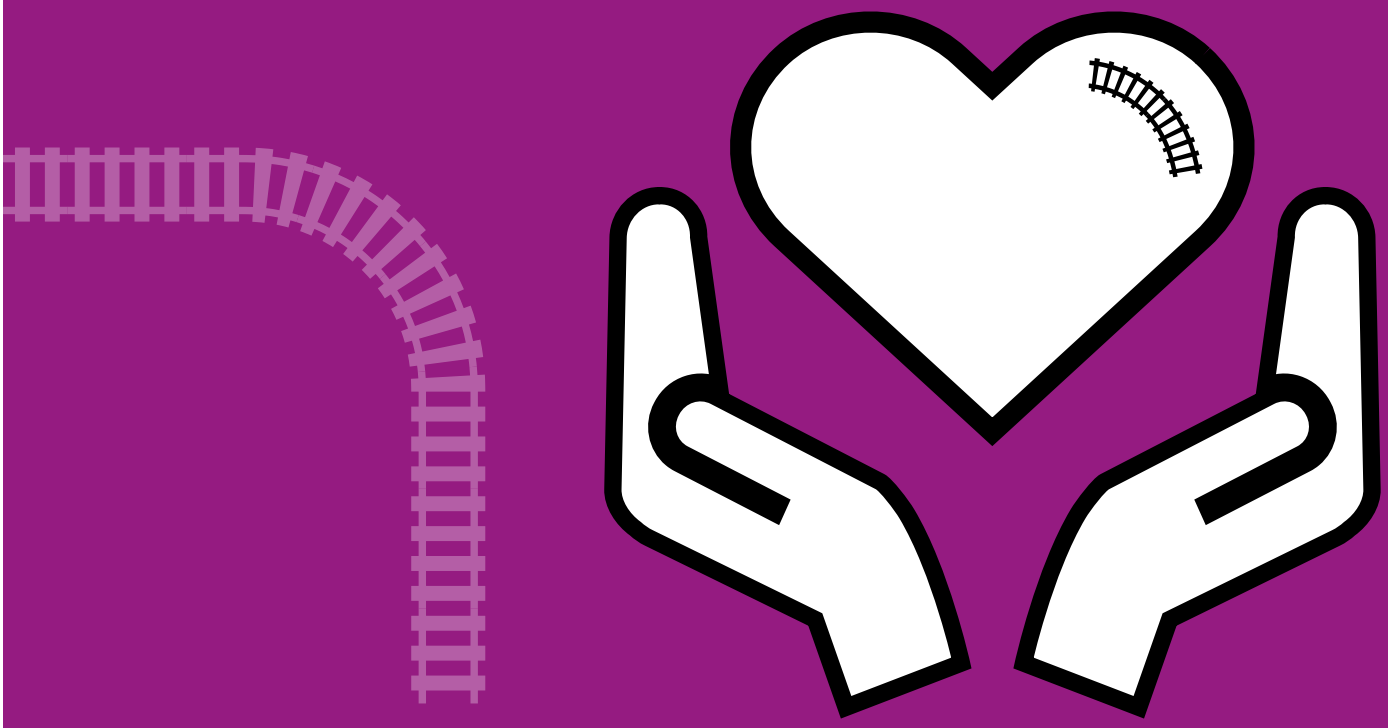
We have a booking system for passengers to use to book assistance.

This is called 'Passenger Assist'.

If you choose not to prebook assistance you can request assistance on arrival at the station, please be aware that staff will aim to fulfil your journey requirements, however if the station is busy you may be required to get the next available service.

Passengers who haven't booked assistance can ask for assistance when they get to the station.

You can see more information by clicking **here**.

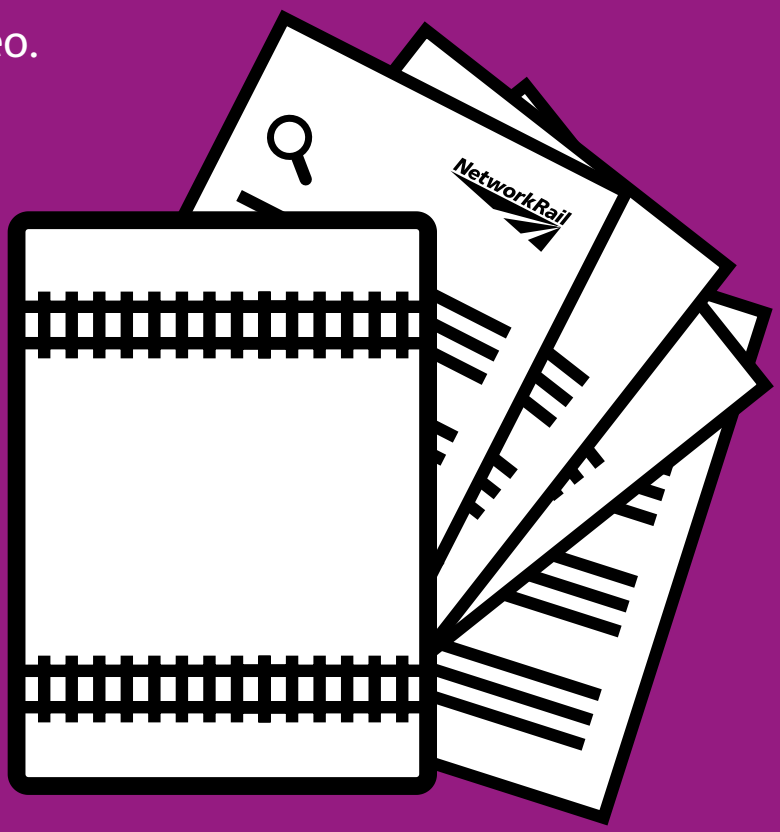


Alternative formats of this policy

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

- Word document
- PDF
- Easy read version
- Audio file – MP4
- Large print
- Welsh
- Braille
- British Sign Language video.

If you need information in another format such as braille, please **contact us**.



Information about the accessibility of stations

Information about stations is available:

- on the National Rail Enquiries website
- in our station guides
- on our website station pages.

Our station guides provide information about:

- the accessibility of our stations
- the step-free routes displayed on station maps
- where to find information points at our stations
- and much more.

Train departures and arrivals

All of our stations provide train departure and arrival information and announcements on the main **concourse** and on platforms.

The **concourse** is the large open area in a station.

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.

If there's a last-minute platform change, staff will check for anyone who needs help to get to the new platform.

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

Connections and wayfinding

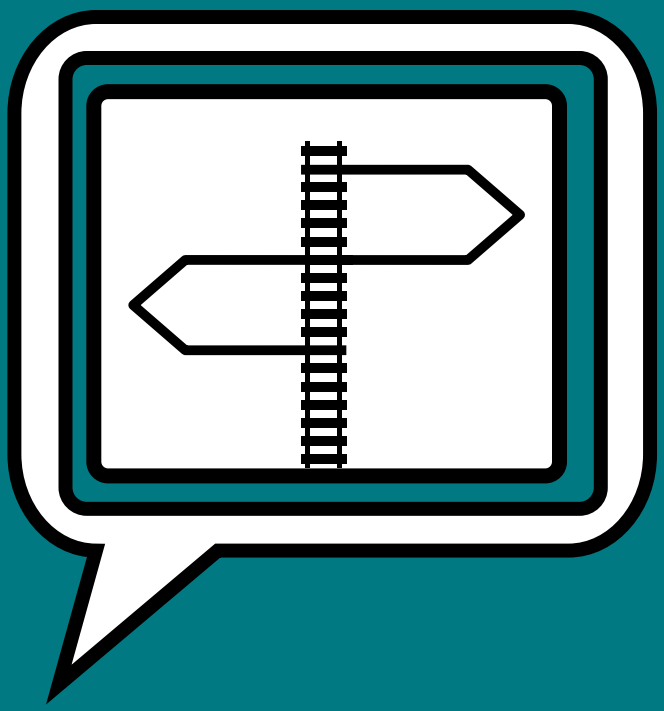
Wayfinding is the information and signs that help you find where you need to go.

All of our stations are clearly signed in the local area.

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

You can find out information about your entire journey and how to arrange onward transport by:

- contacting the train operating company you are travelling with
- asking at an information point within the station
- visiting the station pages of our website **here**
- looking in our station guides.



Delays and disruption

Train delays can be frustrating.

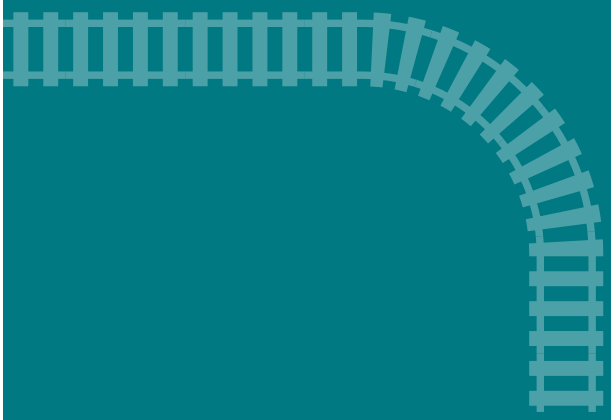
When an incident does happen, we work with train operating companies to get important information to passengers in the station.

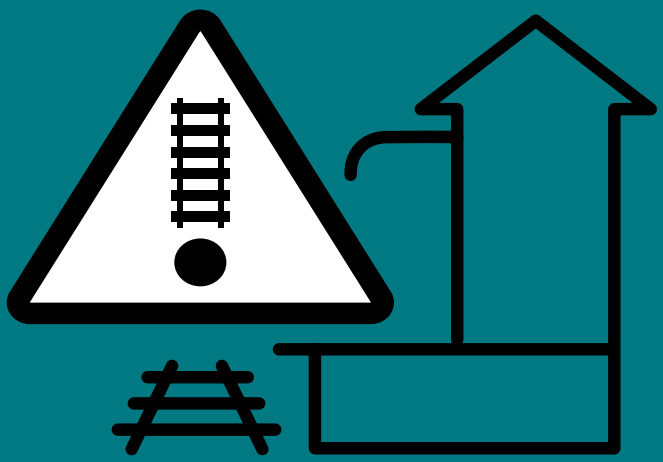
If a delay is expected, we update our passengers through station announcements and on the National Rail Enquiries website.

If the incident is likely to have a big impact on passengers, we then communicate three important pieces of information:

- the problem – details of the incident
- the impact on trains
- the advice – alternative routes or transport options.

We will do everything we can to make sure that passengers can continue their journey and are not left stranded.

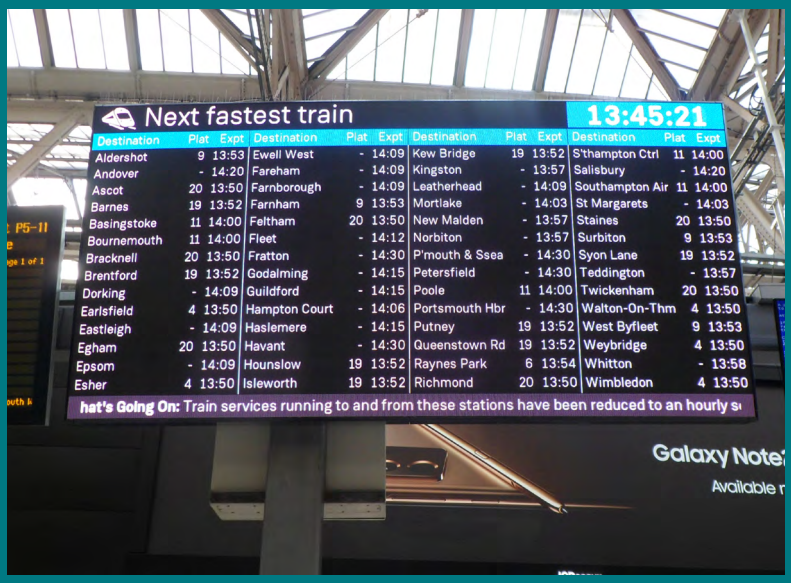




Information points, help points and contact centres

Information points can be found on the station concourse. The exact location for each station can be found on our website **here**.

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

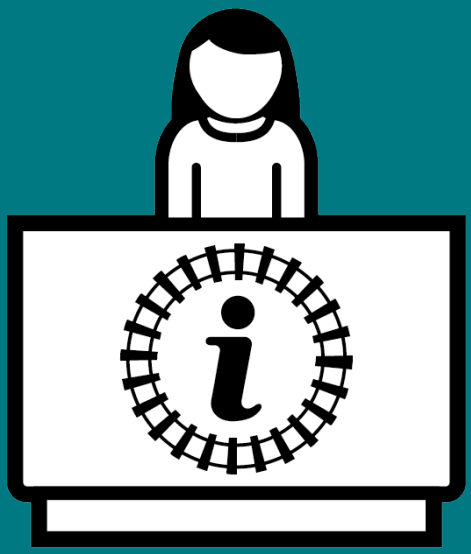


Information points, help points and contact centres

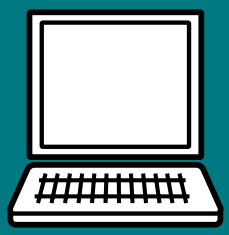
Information points give you the information you need for your journey, including:

- the station guide
- this Accessible Travel Policy
- timetables and up-to-date service updates
- information about connections and the accessibility of other stations
- information about train facilities and accessible transport
- information about the Passenger Assist service

You can also request information about our stations by **getting in touch**.



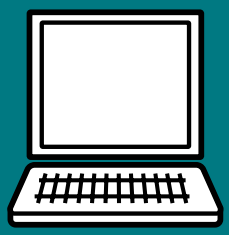
Our website



We provide detailed information on our stations on our websites. This includes:

- important information for passengers
- photos of the station
- station opening hours
- links to tickets and travel information
- contact information
- information on British Transport Police
- information on getting to and from the station
- facilities (such as toilets, baby changing, and cash machines)
- parking at the station.

Our website

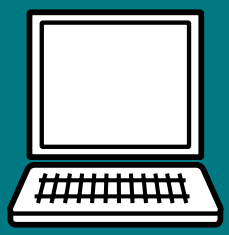


Each station has an additional section on accessibility which includes:

- Step free access information
- Ticket office accessibility
- Location of **induction loops**

  An **induction loop** is a special type of sound system used by people with hearing aids.
- Information for visually impaired passengers
- How to request assistance
- Location of accessible toilets
- Availability of wheelchairs
- Accessibility to and from the station, including drop off points.

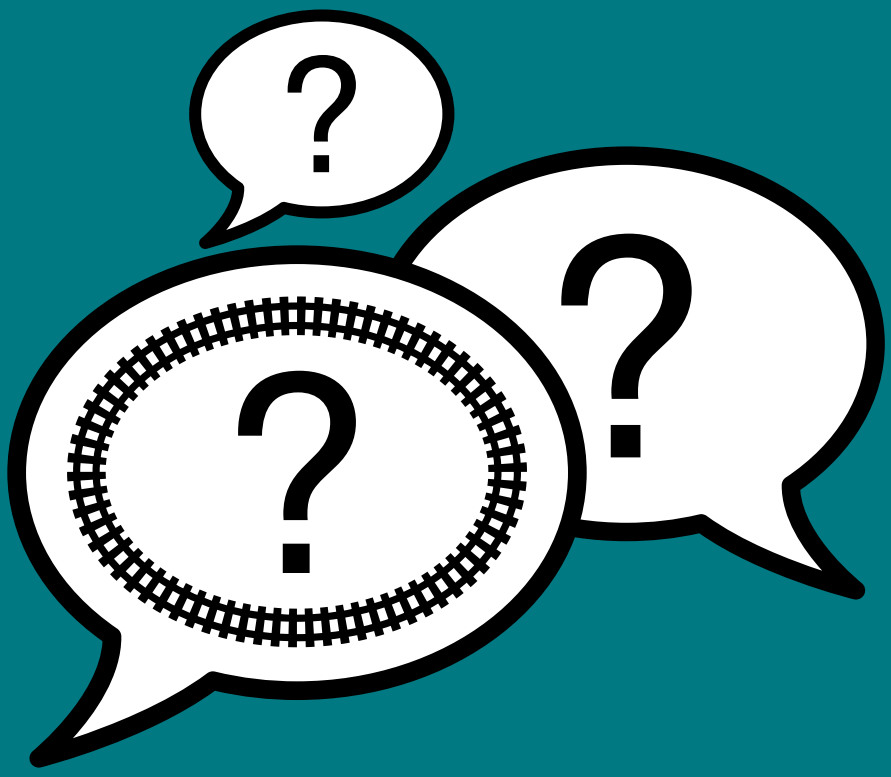
Website accessibility



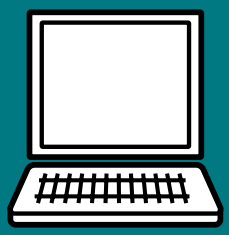
We are committed to making sure that as many people as possible can easily use our website.

This means making sure that you can:

- change colours, contrast levels and fonts
- zoom in up to 300 % without the text spilling off the screen
- make your way around the website using speech recognition software
- listen to most of the website using a screen reader.

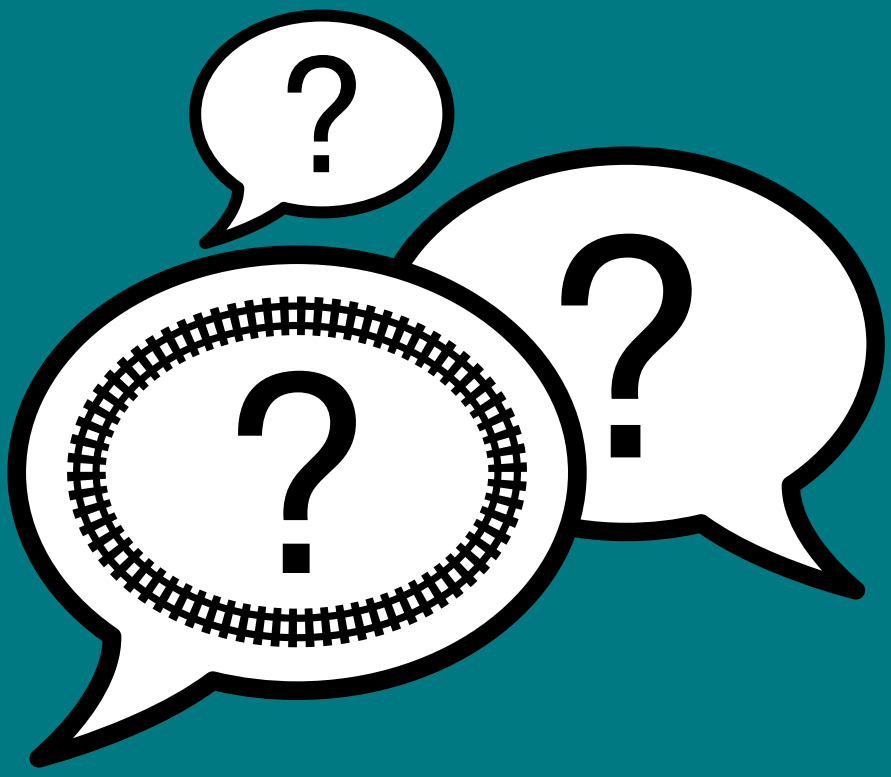


Website accessibility

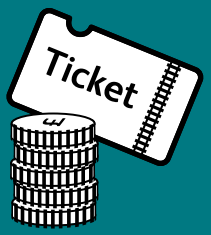


We regularly check web pages to make sure they are accessible. But if you find any problems using our website, please **contact us**.

The station pages of our website include a direct link to book passenger assistance. This will take you to the **Passenger Assist website**.



Ticketing and fares



Network Rail does not sell train tickets.

There are automatic ticket machines available at our stations where disabled persons railcard holders and their companion can purchase tickets at a reduced cost.

There is usually train operating company staff at ticket barriers, but if the barriers are unattended they will always be locked open.

Helping passengers during emergencies

If any of our station facilities stop working, we will fix them as soon as possible.

If it means you can't make your way around the station and we can't help with your journey, we will make sure you can travel in another way.

This might be giving you a taxi or making sure that you can use your ticket on another form of transport.

If delays or disruptions happen at the last minute, each of our stations will make sure you can make your journey in some way.

Each of our stations has plans for emergency situations.

This includes rules for helping passengers in an emergency.

Where possible, disabled passengers that are already inside the station should contact a member of staff.

Planned engineering works and station upgrades

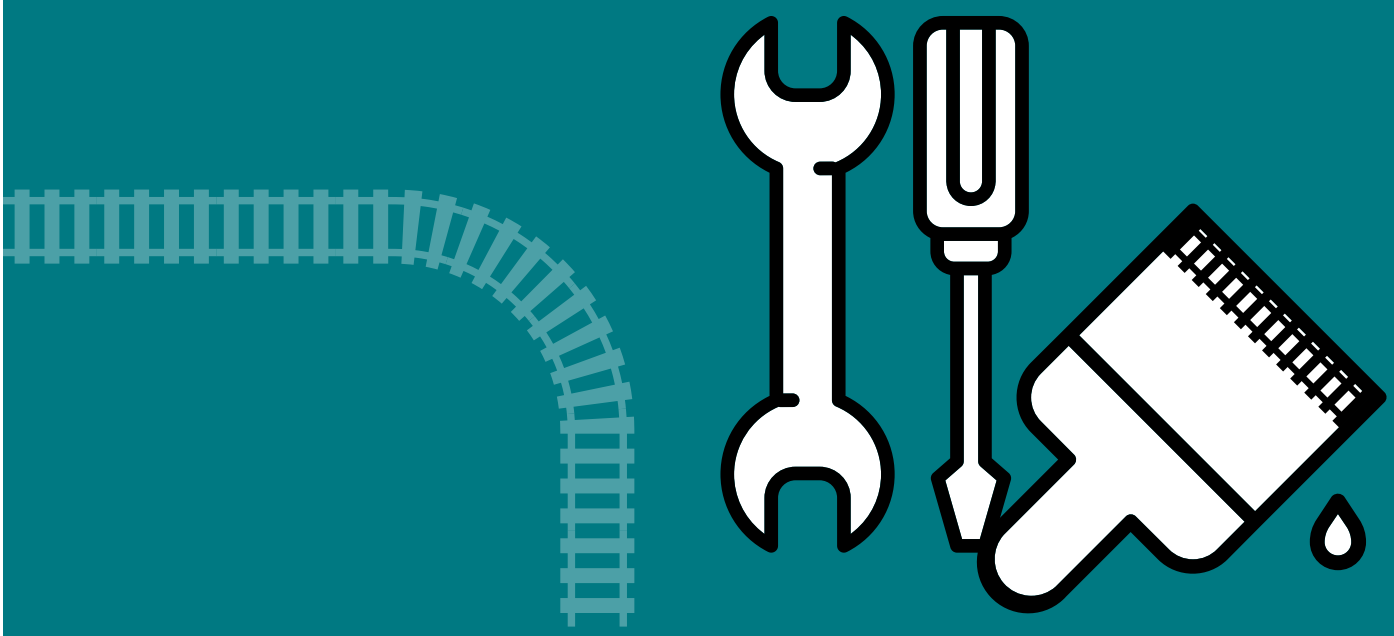
Any planned engineering work or upgrades at our stations are subject to **Diversity Impact Assessments**.

Our **Diversity Impact Assessments** look at planned works and tell us how they could negatively affect our older and disabled passengers.

If any problems are found during an assessment, replacement options are put in place for passengers to use.

We work with the Built Environment Accessibility Panel to make sure that our major building works are accessible and as inclusive as possible.

You can find out more about the panel on our website **here**.



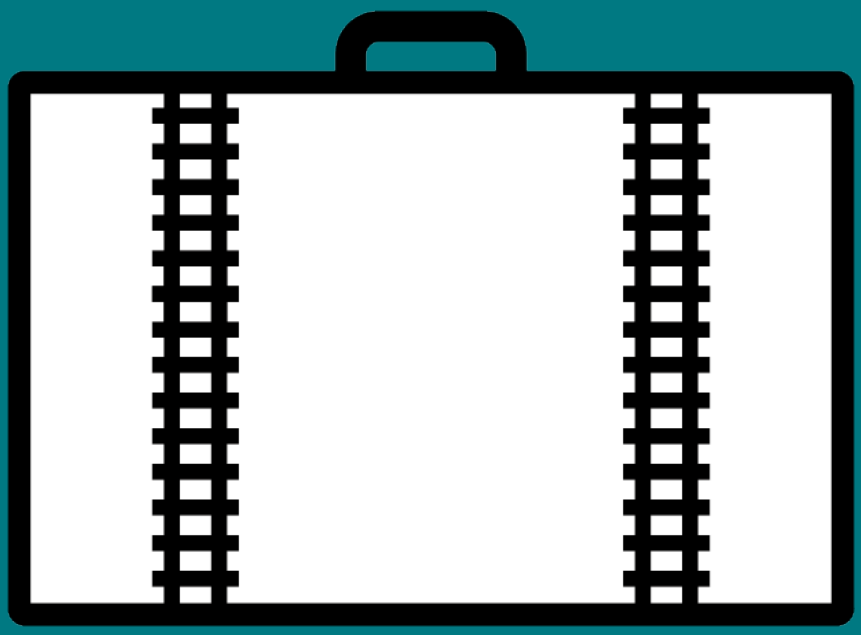
Station facilities

Left luggage

We have left luggage facilities at some of our stations.

These are available to all passengers.

More information about our left luggage facilities can be found on the National Rail Enquiries website and in the station guides.



Station facilities

Toilets

All our managed stations have toilets, including accessible toilets.

Some have baby changing facilities.

You can find out where to find our station toilets in our station guides.

Station facilities

Parking

Not all our stations have car parks.

You can find out more about this on our website and in the station guides.

Where we do have station car parks, we have disabled parking bays for badge holders.

At some of our stations, parking can be pre-booked.

For more information on our station car parks, click **here** or email: **Contact.us@apcoa.com**

Retail facilities

We share this Accessible Travel Policy with all retail employees who work in our stations.

We work with our retailers to ensure that all retail spaces in our stations are safe and accessible.

Where our stations have shops and restaurants, we will work with our retailers to make sure all passenger needs are considered.

Station entrances

We will always try to avoid permanently closing station entrances or gates if it makes it hard for disabled passengers to make their way around.

If this is unavoidable, we will speak with:

- Department for Transport (DfT)
- Transport Focus
- London TravelWatch
- local access groups.

Before we make any changes, we need approval from DfT, or Transport Scotland in Scotland.

Station entrances

When we need to temporarily close station entrances, we will consider the needs of disabled people and provide other accessible routes into the station if we can.

We will announce any changes on the National Rail Enquiries website.

During building works at our stations, we will use warning stripes, extra lighting and barriers to protect our passengers.

Dealing with complaints

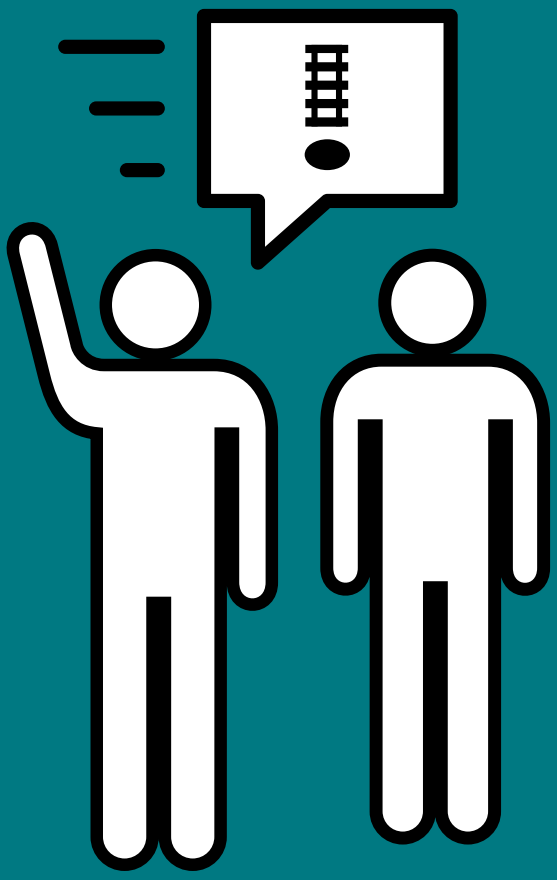
We want passengers to have the best possible experience at our stations.

If a passenger has booked assistance with a train operator and they don't receive it, they can send a complaint to that operator.

We will provide any information we can to help operators look into a passenger's complaint.

Passengers can also make complaints about anything else in our stations using our **online station complaint form**.

You can find out more in our **Network Rail Complaint Handling Procedure**.

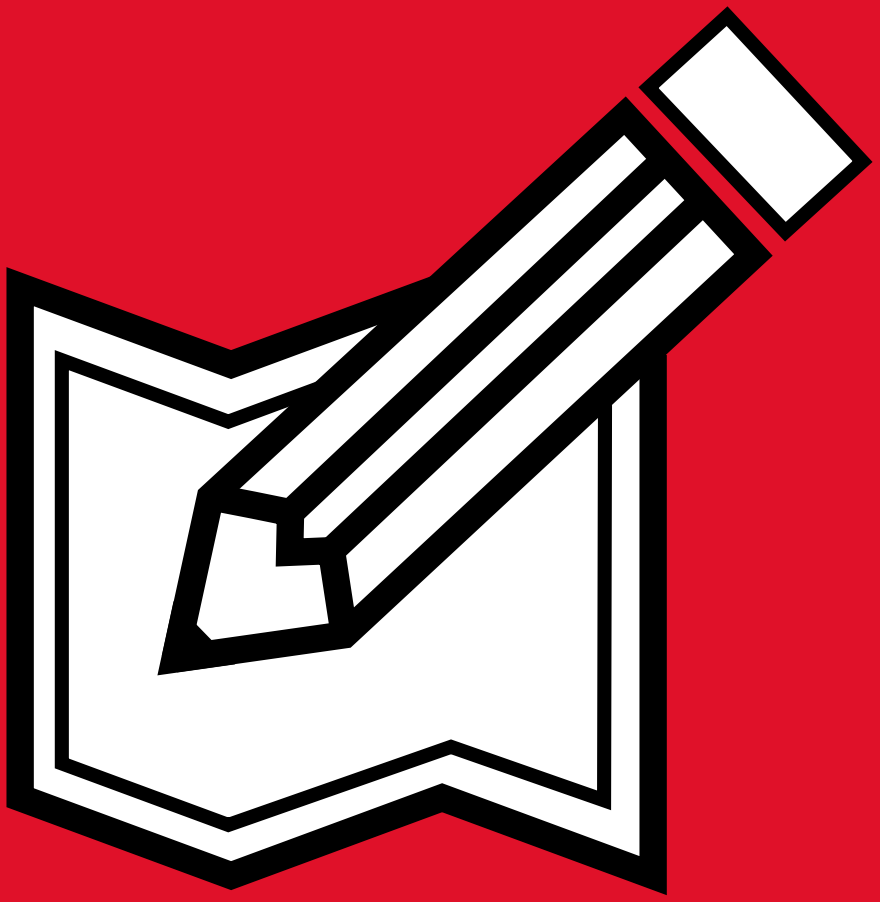


Our strategy

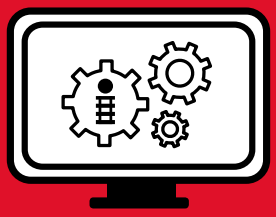
A **strategy** is a plan for a long period of time.

Our strategy is to:

- put passengers first
- provide an accessible public transport system, which gives disabled people equal opportunities to travel
- provide the same facilities across all of our stations
- deliver the best service across our stations.



Management arrangements



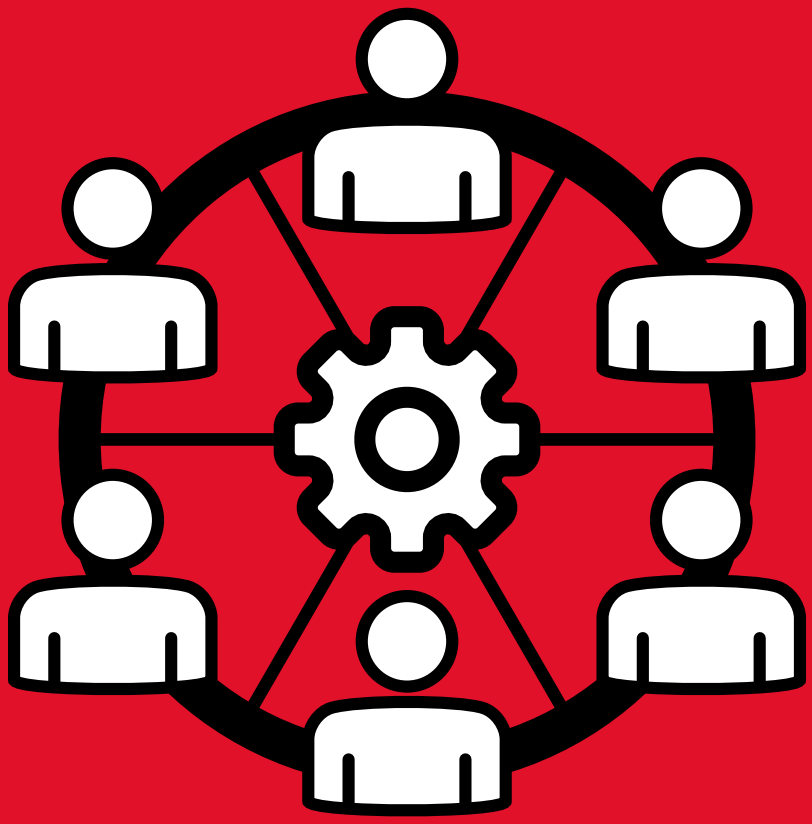
Network Rail's Director of Freight and National Passenger Experience looks after our Accessible Travel Policy.

The Managed Station Steering Group includes station managers from across the network and meets regularly throughout the year.

This group makes sure that station managers are aware of their responsibilities under this policy.

It is also where any changes or improvements are suggested.

The Accessible Travel Policy working group will then make these changes or improvements.



Checking and evaluation

Evaluation means making a judgement on something.

We regularly check and evaluate how well we deliver our services to disabled passengers.

We do this through:

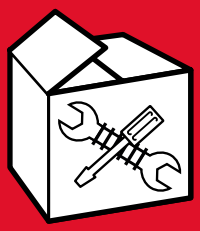
- mystery shopping exercises at our stations every two months
- our Accessible Travel Policy working group
- **annual passenger satisfaction surveys** at our managed stations.

  Our **annual passenger satisfaction survey** asks over 5,000 passengers to give feedback on our service, environment and facilities.

We ask passengers to let us know about their personal experience. We check and respond to any complaints as soon as possible.

For more information, you can contact us **here**.

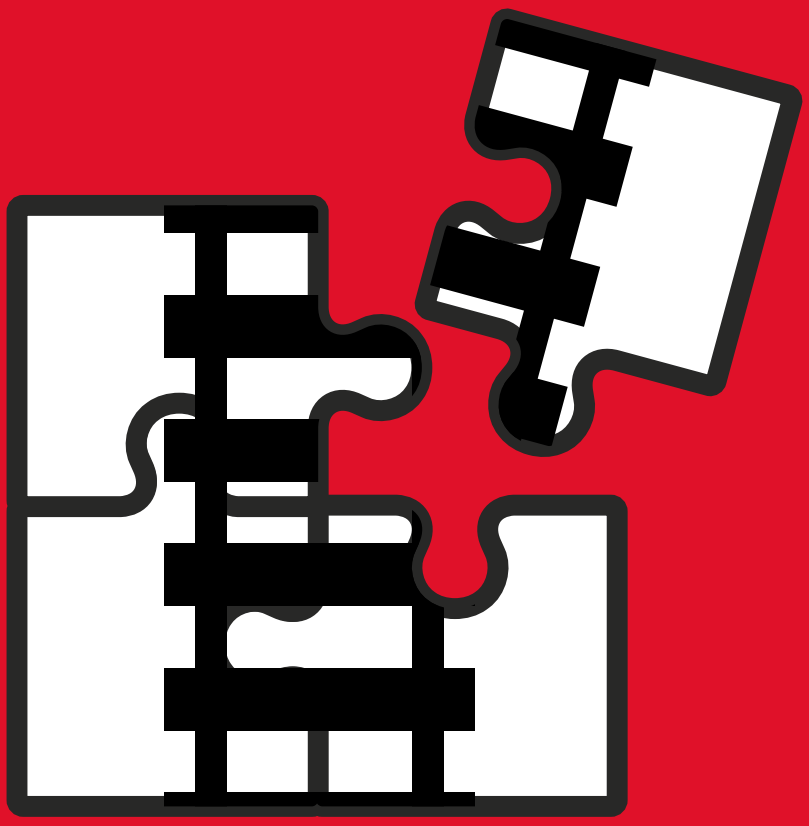
Making improvements



Network Rail manages 20 stations, and we are always looking for ways to improve these stations.

We meet 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)**.

The station pages on our website mention any upcoming and ongoing projects to improve accessibility.



Working with disabled passengers, local communities and local authorities

Our Built Environment Accessibility Panel (BEAP) helps us to make improvements for disabled passengers using our stations.

This Accessible Travel Policy will be supported by our station guides, posters in our managed stations and information on station screens.

We will report to the Office for Rail and Road (ORR) each year on the activity with the BEAP and any other relevant work with disabled groups and local communities.

Staff training

There are lots of ways that we train our employees in disability awareness and equality.

All 44,000 of our employees need to do our 'Everyone Matters' eLearning training.

For our management and leadership roles, we have classroom-based 'Inclusive Leadership' training and 'Everyone Matters' eLearning for managers.

All new passenger-facing station employees need to do inclusive customer service training.

Staff training

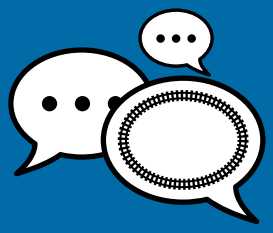
Our employees who assist passengers are always trained on how to use equipment such as ramps, wheelchairs and induction loops.

All passenger-facing employees will also do refresher training on disability awareness every two years.

Non-passenger facing employees must complete disability awareness eLearning training, as well as the 'Everyone Matters' training and 'Inclusive Leadership' training.

For our employees who make decisions about station facilities, we have eLearning on diversity impact assessments.

Contact Network Rail



There are many ways you can contact us.

If you have a question, call our 24-hour helpline on **03457 11 41 41**.

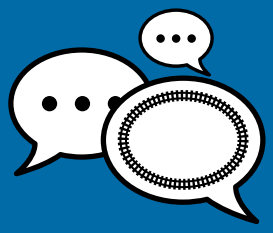
Our helpline is open 24 hours a day, 365 days a year.

Calls are charged at standard rate.

Chat with a member of our support team on our website. Live chat is available from Monday – Sunday: 07.00 AM – 07.00 PM.

Click **here** to live chat with us.

Contact Network Rail



Use our online contact form

Write to us at:
Network Rail
1 Eversholt Street
London
NW1 2DN

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

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

NetworkRail