

E M R

ACCESSIBLE TRAVEL POLICY

Valid from 01st April 2023

EAST MIDLANDS RAILWAY

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Welcome to East Midlands Railway (EMR). This is our commitment towards accessibility and assistance to all passengers

This policy document is part of our overall Accessible Travel Policy. It provides more detail into our policies around accessibility and our processes and plans. Other elements of our Accessible Travel Policy are:

- Making rail accessible: helping older and disabled people - a handy information leaflet
- Train accessibility guide - information on the accessibility of our trains, available on our website
- Station accessibility guide - a summary of the accessibility provision at all our stations, available on our website

You can view this information on our website or it can be sent to you free of charge in alternative accessible formats by the Customer Service Centre. There are several ways to contact the Customer Service Centre:

Phone

Call us on **03457 125 678**. Lines are open 24 hours a day, 7 days a week, with the exception of Christmas Day and Boxing Day.

TextDirect

Text **18001** followed by **03457 125 678**

Twitter

Drop us a line on Twitter at @eastmidrailway. Our social media team is online 24 hours a day, with the exception of Christmas Day and Boxing Day.

Email

You can contact our customer service team via webchat or email us:

contact@eastmidlandsrailway.co.uk

WhatsApp

You can scan the QR code here or use the number **07501330988**



Post

Write to:

EMR Customer Service Centre
Locomotive House, Locomotive Way
Pride Park, Derby
DE24 8PU

Providing Passenger Assistance

Our Assistance Team

You can contact us to request passenger assistance at any time of the day. If your journey involves another train company, we will need to confirm part of your journey with them.

To make sure that our staff are ready to help you and understand your specific needs, we recommend requesting assistance two hours before you travel. You can also request passenger assistance by using the passenger assistance app or website and your request will be reviewed and responded to by our Customer Service Centre team.

To book on the website use this link

[Book Passenger Assistance](#)

You can download the national passenger assistance app to your phone on this link

[Passenger Assistance](#)

If you want to travel immediately, you can turn up at any station that is accessible to you, and request assistance onto a train from a member of our station staff, or by requesting assistance using the Help Point at the station (the service is available 24 hours a day with the exception of Christmas Day and Boxing Day). We will ensure you can be assisted with your train journey or, where reasonably practicable, be provided with alternative accessible transport offered at no extra cost. Please consider that it may take a period of time to make arrangements if you haven't booked assistance in advance.

You can contact our customer service team on the day by WhatsApp or phone and we will do all we can to help you by contacting the relevant stations to let them know that you will be travelling and require assistance.

Phone

Call us on **03457 125 678**. Lines are open 24 hours a day, 7 days a week.

WhatsApp

You can scan the QR code here or use the number **07501330988**



When getting off the train, we will help you leave the train as soon as possible. Sometimes we may not get to you immediately, but you will be assisted off the train within five minutes of the train's arrival time.

Just a Minute Cards and The Sunflower Scheme

We are proud to be participants of the Just a Minute card scheme and the Sunflower scheme. Both these schemes make it easy for customers to request assistance and communicate their needs when travelling on our network. More information can be found on our website: www.eastmidlandsrailway.co.uk



The Sunflower Scheme

Recommended Booking Notice Periods

To make sure that our staff are ready to help you and understand your specific needs, we recommend requesting assistance two hours before you travel.

Our trains and stations can be very busy, and we encourage customers arrive in good time before the train's departure in order to be assisted. We recommend arriving at the station 20 minutes prior to

your departure train, however, please seek advice from our team about the station you are travelling from to ensure that you have enough time to get to the train.

Contacting Us

You can contact us to request assistance at any time of the day. If your journey involves another train company, we will need to confirm part of your journey with them and will discuss this with you. You can request passenger assistance and track your requests through the national Passenger Assistance App and can create an accessibility profile to make booking passenger assistance easier. Download the national Passenger Assistance App for free on the App Store or Google Play.

To book assistance online use this link:

[Book Passenger Assistance](#)

You can download the national passenger assistance app to your phone on this link

[Passenger Assistance](#)

To request a booking or for any travel queries by telephone please call Customer Services

Phone

Call us on **03457 125 678**. Lines are open 24 hours a day, 7 days a week, with the exception of Christmas Day and Boxing Day.

WhatsApp



You can scan the QR code here or use the number **07501330988**

These services are available 24 hours a day, 7 days a week, with the exception of Christmas Day and Boxing Day.

Seat Reservations

We recommend that seat and wheelchair reservations are made before your journey, these must be booked before midnight the day before you travel. We provide a reservation service on our London and Liverpool to Norwich routes.

In May 2021 we introduced our Class 360 electric trains on our EMR Connect service. Wheelchair spaces are not reservable on these trains. Depending on the formation of the train there will be between 4-8 spaces available. There is also a fully accessible toilet in the same carriage as the wheelchair spaces.

On our services to Skegness seat reservations are not available, however a wheelchair space and companion seat can be booked in advance of travel. To do this please ask our Customer Service team when booking your assistance and they will arrange this.

Tickets

Digital tickets are a great way to make train travel more convenient. A digital ticket is a rail ticket that can be loaded onto smartcards, mobile phones in the form of a mobile ticket, accessed via e-mail or printed at home. This way you can buy your ticket in a way that best meets your needs and travel requirements. For more information on tickets please visit our website: [Train Tickets Information](#)

Our Customer Service team offer the opportunity to buy tickets and make seat reservations. Tickets can be collected from self-service machines at most of our stations. However, if this does not suit you, let us know and we can post tickets to you. We require tickets to be purchased at least five

working days before travel to ensure they can be delivered before your journey. You can view a list of stations with this facility on our website: [East Midlands Railway Stations](#). Ticket sales are available Monday to Friday 8:00am to 7:00pm.

Passenger Assist System

The Passenger Assist System is a national system enabling rail operators to assist all our customers with passenger assistance requests. We are committed to training new frontline staff on how to use the system, ensuring customers get the best experience possible. Further information about facilities on our train fleet can be found on our website: [Accessibility of our Trains](#)

We will provide resources to maintain the system and enhance performance and aim to go beyond just the legal requirements, striving for excellence for all customers. We will work the Rail Delivery Group and other train companies to design and implement an agreed handover process. If your journey involves a change or connection onto other train operators' service, assistance will provide.



Passenger assistance lounge at Nottingham Station

Handover Protocol

When travelling between stations which have staff who provide assistance, our staff are competent and able to follow the Office of Rail and Road Handover Protocol. This protocol ensures that colleagues involved in providing assistance are made aware that assistance is required.

As part of this, we will ensure that we use the dedicated Station Connects process which allows monitoring and logging of contact to be made to ensure reliability of passenger assistance. At each staffed station, a member of staff is responsible for answering the phone calls made between stations to ensure passenger assurance requests are passed on. Where a station does not have staff, communication takes place by the Train Manager or Senior Conductor. For the passenger assist system the staff App will help to ensure that messages are passed to colleagues as quickly as possible, and that assistance provision becomes even more reliable.

Assistance at Stations Which are Staffed Part time or Not Staffed

When booking your assistance, if your journey is to or from a station which does not have staff there all the time, or doesn't have staff at all, we will ensure you have the help and assistance you need. We will make suggestions for either the best times to travel or suggest alternative staffed routes. This may include providing alternative transport to your nearest accessible station. All East Midlands Railway stations have help points and these are answered by our Customer Service Team. Our customer service team are available 24 hours a day via a help point at the station, on WhatsApp or by calling us.

Phone

Call us on **03457 125 678**. Lines are open 24 hours a day, 7 days a week, with the exception of Christmas Day and Boxing Day.

WhatsApp

You can scan the QR code here or use the number **07501330988**



These services are available 24 hours a day, 7 days a week, with the exception of Christmas Day and Boxing Day.

You can access information about our stations on our website [East Midlands Railway](#) the [National Railway Enquiries](#) website or call our contact centre on **03457125678**, or by speaking to any member of EMR staff.

If our team believes there is any risk of you not being provided with assistance at a particular station or stage of your journey, we will provide an alternative journey plan, assistance, or transport to get you to your destination. Once you have been assisted in boarding a train, our staff will communicate with the on-train staff and station staff, to ensure you are provided with assistance at your destination.

Our Passenger Assist communication system will track assistance provided throughout the journey; through the manual passing of key information between staff along the route and through staff mobile app technology. Where assistance has not been arranged in advance, please speak with a member of our station or train staff or, at an unstaffed station, use the Help Point phone, and we will do everything we can to help you with your journey.

Ramps

Ramps are available at our staffed stations and on our trains that call at unstaffed stations to allow easier boarding and alighting from trains.

Further information about facilities on our train fleet can be found using this link to our website, [Accessibility of our Trains](#)

The ramps are specifically designed for helping customers with disabilities onto and off the trains, and they are regularly inspected as part of a train's maintenance checks and every year at our stations.

The ramps can be used to help you even if you have not booked assistance. If you have booked assistance to board or leave from an unstaffed station using a ramp, we will ensure that a member of staff, with a ramp, is available to assist you. Just let us know when you make your booking, or please advise a member of station staff or staff on the train, that the ramp will be required during your journey.

Journeys with Connections

If your journey involves changes or connections with other operators' services, our team will provide a single point of contact for your booking and arranging assistance. We will ensure that your booking allows sufficient time to make your connections.

Changes in Arrangements

Staff on any journey will communicate news of any service disruption and provision of alternative transport via the customer information systems and ideally will talk to you.

Sometimes a train's departure platform must be changed at short notice. Such a change will be shown on the customer information screens and will be announced aurally as soon as possible. When a change occurs, our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible. If the platform is not accessible, we will arrange alternative transport i.e. taxi, to the nearest accessible station.

The provision of Help Points at all our unstaffed stations provides contact with our Customer Information team 24 hours, 7 days a week (except Christmas Day and Boxing Day), who will also be able to assist you in continuing your journey.

By Summer of 2023 all of our station and on-board teams will have access to sign-video, which enables us to use the support of a British Sign Language (BSL) video interpreter to communicate with customers.

Assistance with Onward Travel – Trams, Buses and Taxis

Our station staff will help you connect with other services operating from our stations such as trams, buses and taxis.

Taxis licensed by the local council are encouraged to apply for permits to ensure that they can provide wheelchair accessible vehicles and drivers are trained in disability awareness, however, that is beyond

our remit to enforce.

Any company whose vehicles are licensed Hackney Carriages can purchase a permit to serve our stations.

Our staff can contact the nearest company with accessible taxis. The telephone number of EMR Customer Service Centre will be displayed on our station information posters at all of our stations or be available from station teams. They can also support those calls.

Station Facilities and Services

We will ensure information regarding our services are up to date and customers are aware of any limitations and/or temporary restrictions. Customer Information Managers are responsible for updating the information provided on the National Rail Enquiries website. This includes the Station Journey Planner regarding accessibility and details of the times assistance is available at our stations. This includes:

- Level of accessibility from station entrance to platforms
- Staffing hours and assistance availability
- Meeting points for assistance
- Ramps for train access
- Accessible waiting rooms
- Wheelchair accessible and RADAR key toilets
- Set-down and pick-up points.

You can access information about our stations on our website [East Midlands Railway Stations](#), the [National Rail Enquiries](#) website, by calling our contact centre **03457125678**, or by speaking to any member of EMR staff.

Further Information on Onward Travel

For further information on local bus and tram connections, contact Traveline on **0871 200 2233** or go to the website www.traveline.info

For further information on taxi companies that serve stations in the UK, please go to the website traintaxi.co.uk.

Alterations to Facilities

Should the facilities become temporarily unavailable on a train or at a station, we will update the website and app systems within 24 hours and provide an estimated time for when the facility will be back in use.

If we have your contact details, we will try to contact you by telephone/message on mobile or email to advise:

- Where stations have a physical constraint preventing use by people with disabilities.
- Where significant temporary work affects station accessibility.
- Where changes to stations make them temporarily inaccessible.
For example, lifts or station toilets out of order
- Where changes to train facilities materially affect passengers with disabilities. For example, the temporary use of inaccessible trains.
- Emergency engineering work.

This information will be available to our station staff and through our website, ticket offices, Customer Service Centre and station Help Points.

Assistance with luggage

We will provide help with luggage. If you have not pre-booked assistance, platform staff may first have to attend to train safety, and then they can help you.

Please note we only allow three items per person. A maximum of one large suitcase, a carryon bag and small handbag can be brought onboard

Please bear in mind the weight, size and quantity of luggage and do not exceed the limits in the National Rail Conditions of Travel.

There are different companies which can provide a luggage delivery service throughout the UK. These door-to-door services can remove the inconvenience of travelling with large or heavy luggage items so you can start enjoying your journey sooner.

Seats on Trains

We offer priority seat reservations on our London and Liverpool to Norwich services, please see our seat reservation information on page 5.

Priority Seating

Priority seating is available on most of our trains and has extra legroom and seats are situated near the doors.

Wheelchair spaces are available on all our trains, and our on-board staff will assist in ensuring these dedicated spaces give wheelchair users priority. Our staff on the train, are equipped with smart devices to receive information regarding assistance booked in advance, to ensure they are aware of any seating requirements.

On trains that are not reservable, staff on the train or at the station will assist you in locating an appropriate seat.

On advance assistance bookings we will advise which seat has been reserved. We will provide written details of the reservation and where it is located on the train.

If you are travelling with a companion or group we can reserve one additional seat for a companion and we will do our best to reserve the seat as close to your seat as possible. Family groups, especially those requiring adult supervision, will be located in close proximity where possible.

Assistance Dogs

Assistance dogs are welcome on all our trains, free of charge, and can travel in any part of the train. Our team will be happy to ensure that you are booked into the right seating (where reservations are possible) to make the journey comfortable for both you and your dog. If you require more space, priority seating is available on all our trains and these seats provide more space.

Assistance Dog Seat Reservation Cards

This scheme provides customers with a visible 'Assistance Dog Under Seat' card. You can place this card onto the seat next to the one you are sitting in to make other customers aware that the seat and the space under it should be kept free for your assistance dog. The card also slots into the standard seat reservation holder on top of the seat. You will be able to use this card on rail services across the country.

Our teams at stations and onboard our trains will be more than happy to assist you whilst you are travelling with us.

How can I get a card?

You can request a reusable 'Assistance Dog Under Seat' card to be posted to you by contacting National Rail Enquiries:

Email, [National Rail Customer Relations](#)

Call, **0800 022 3720** (Open Monday to Friday 09:00 to 17:00,



Illustration of the travel card for assistance dogs

including Bank Holidays)

Visit the National Rail Website: [National Rail Passenger Assistance](#)

Passenger Information and Promotion of Assisted Travel

It is our aim to provide you with information that is accessible, accurate, relevant, consistent, up-to-date and easy to understand. We want to provide you with assurance and confidence at every stage of your journey, including when planning your journey prior to your departure. This is particularly true if your journey involves a change of train or transfer to another mode of transport.

Our Accessible Travel Policy Leaflet for Customers - Making Rail Accessible

To accompany this Accessible Travel Policy document, we have produced a shorter and more concise leaflet to help in planning your assisted journey, entitled 'Making Rail Accessible'; both documents are available in alternative formats. Our leaflet is also available from our ticket offices and leaflet racks at all staffed stations called at by our services, and available online as a PDF on our website at [East Midlands Railway Accessible Travel Policy](#), and it is accessible using screen readers or other software with accessibility features (for example, Adobe Reader).

We can provide Easy Read, Large Print, audio or BSL versions of this leaflet on request within seven working days (without charge) via our website, phone and text direct.

We also ensure that we provide notices at each of our managed stations setting out how to obtain the leaflet and the policy document.

Stations and Train Accessibility Information

You can access information about our stations on our website [East Midlands Railway Stations](#), the [National Rail Enquiries](#) website, by calling our contact centre **03457125678**, or by speaking to any member of EMR staff.

Information about facilities on our train fleet can be found using this link to our website, [Accessibility of our Trains](#)

Passenger Journey Information

We are aware that you may only travel by rail infrequently, and that you may not know where or how to access important information, particularly during times of service disruption. This section explains how we will communicate accurate, clear and consistent information to you, especially if you have mental, intellectual or sensory impairments. This applies to every stage of the passenger journey - whether at home, online, on the move, at the station or on the train.

Train Departures and Arrivals Information

We commit to providing you, wherever possible, with clear and consistent aural and visual information, both at the platform and on the approach to stations. On the train, announcements will provide you with sufficient time to prepare to alight if you require assistance.

Stations – Aural and Visual Information

Many of our stations have a combination of customer information screens and automated public announcements providing accurate, clear and consistent aural and visual information. Sometimes a train's departure platform must be changed – often at short notice. The platform number will flash to indicate that it has changed and the same information will be announced aurally as soon as possible.

When a change occurs our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible. If the platform is not accessible, we will arrange alternative transport i.e. taxi, to the nearest accessible station. We have installed audio guides at a number of stations and we are installing Help Points with Hearing Loops at all of our smaller or

unstaffed stations. This ensures that all of our stations have Help Points that are linked to our 24/7 Customer Information team within our Control Centre, to ensure that service information is always available, especially during times of disruption.

Trains – Aural and Visual Information

We are committed to providing important aural and visual travel information in a variety of means so that it can be accessed as easily as possible. All trains have on-board staff who are issued with a standards guide for announcements. Our on-board staff are trained to give announcements and will do so on all services that do not have pre-recorded announcements. If you are unable to hear the on-board announcements please advise a member of staff so that alternative arrangements can be made. Our trains are equipped with public address systems to provide aural announcements. Some trains, but not all, are equipped with a customer information system that uses visual displays.

Where these systems are installed, we will strive to ensure that they comply with the standards set out in the National Technical Specification Notices (NTSNs), which relates to achieving consistent levels of accessibility across the UK rail system. We recognise that good announcements are essential to you. Our staff are trained to speak slowly and distinctly, in a clear, concise and confident manner. When possible they will make their first announcement five minutes before the train departs, and repeat it one to two minutes before departure. Whenever possible, two minutes before arriving at each station (unless it is shown as 'pick-up' only in the timetable), an announcement will be made. Any unscheduled station stops will be announced to reassure you and when a train has been delayed for two minutes, a brief announcement will be made providing reassurance and the reason (if known) will be given. We encourage on-board staff to walk through trains to make sure that you have all the information you need.

Connections and Wayfinding

We work with local authorities to ensure that stations are clearly and consistently signposted. For example, we are investing to ensure that all stations have visible 'totem pole' signs. We are also implementing station travel plan programmes to improve local transport connections and wayfinding in the areas which surround stations.

The national Passenger Assist app has enhanced features to help with navigating stations and locating connecting transport services, station platforms and facilities. Our staff will provide you with information on how to make connections with other modes of transport both prior to your journey and when travelling on our trains and through our stations. We also provide onward connection information and local maps on posters at all of our stations. When planning our services, we consult with all local authorities that our services run to, through or near. This is so we make sure the needs of local communities inform any decisions we make concerning service provision. We provide many bus operators and if appropriate, Transport for London, with advance notice of our plans for train services so that they can accommodate these in any decisions they make concerning connecting services.

Ticket Offices, Information Points, Help points and our Customer Service Centre

You can obtain information about the services provided by East Midlands Railway and all other train companies at our ticket offices or clearly signed information points at some of our larger stations (usually open at the same time as the ticket office). We will provide details of fares, timetables, connections and confirmation of bookings made by Passenger Assist (including bookings by other train operators). You can also arrange passenger assistance.

Information regarding accessibility onto other forms of transport from the station may also be available from our staff, or they will be able to advise you where this information can be obtained. Further details of the information facilities available at our stations can be found on our website: [East Midlands Railway Stations](#)

We will ensure that up-to-date information regarding the services we provide is available to other train companies and station operators. This includes information regarding delays, diversions or other events that may affect your journey. For up-to-date train running information on the day of travel

please follow us on Twitter [@eastmidrailway](https://twitter.com/eastmidrailway) or visit our website: eastmidlandsrailway.co.uk.

Leaflets regarding our services and those of other train operators who serve the station, are also available and placed at varying heights to be accessible to you. We also provide information on station posters which give you information about local services/transport available from that station. In addition at every station you can use the station Help Points to speak to an operator to gain information and assistance from our 24/7 Customer Information team within our Control Centre.

Our Website

We commit to achieve the industry-recognised Web Content Accessibility Guidelines 2.1 standard (WCAG) by summer 2023, which defines how to make web content more accessible for people with disabilities. We confirm that the EMR website works with screen readers, magnifiers, voice over software and in-browser accessibility functions, all of which are explained via a link on the homepage. To help you find the information you need, we also provide a homepage link to our Assisted Travel page, which explains the Passenger Assist service in a clear and concise manner. We use plain English and avoid the use of industry jargon. It provides the necessary contact information and provisions for you to book assistance and purchase a ticket to travel (including details of any national discounts available to disabled passengers or persons with reduced mobility). It sets out information of on-board facilities and station information, including accessibility information, staff availability, Customer Service Centre opening hours and disabled parking spaces.

It details information relating to any temporary reductions in accessibility and details of any delays and disruptions to facilities and services where relevant. It also informs you of any restrictions on the use of wheelchairs, power chairs and scooters, together with how to obtain a scooter card, assistance card or priority card. In addition, there is a link to enable you to access the 'Making Rail Accessible' customer leaflet and details of how to obtain it in accessible formats. There is also guidance on how you can provide feedback or make a complaint, and we include information on the availability of redress for when assistance has not been delivered as booked. Where other information is located elsewhere, we provide a connecting hyperlink on the Assisted Travel page.

Ticketing and Fares

We are committed to sell tickets accurately and impartially and to provide you with accurate information and advice on your journey and ticket options, irrespective of which train operating company provides the service. Our ticket office staff and Passenger Assist team are also familiar with the accessibility of our various types of trains, and they will ensure that the tickets you purchase will be appropriate to travel on the correct type of train. If you are unable to buy a ticket before you board one of our trains, you can buy one without penalty on the train or at the destination station. You will still be able to use your Disabled Persons Railcard or receive the relevant discounts.

Discount tickets are available for blind or visually impaired customers travelling with a companion in England and Wales. If you are registered as blind or visually impaired and are travelling with another person, the concessionary discounts shown in the boxes below apply for both you and your companion. You cannot get the discount if you are travelling on your own. The discount applies to adult fares only.

Please take evidence of your visual impairment such as a document from a recognised institution such as Social Services, your Local Authority, The Royal National Institute of Blind People (formerly RNIB) or Blind Veterans UK when buying your ticket and making your journey. Tickets can be purchased from staffed National Rail station ticket offices.

Customers who Stay in their own Wheelchair During a Rail Journey

If you need to stay in your own wheelchair during your rail journey the concessionary discounts shown below apply. Discounts are available on adult and child fares. The discounts below apply if you are travelling alone. They are also available to one adult travelling with you. Tickets can be purchased from staffed National Rail station ticket offices.

Class of Travel	Ticket Type	Discount
First Class or Standard	Anytime Single or Return	34%
First Class or Standard	Anytime Day Single	34%
First Class or Standard	Anytime Day Return	50%

Discounts

Season tickets for the blind or visually impaired

You can also buy one adult Season ticket that enables a companion to travel with you on National Rail services only, at no extra cost (so two people travel for the price of one). It doesn't have to be the same person travelling with you on every journey. To be eligible please take evidence of your visual impairment with you to prove your eligibility. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK. Tickets can be purchased from staffed National Rail station ticket offices.

Disabled Persons Railcard

A Disabled Person's Railcard gives the cardholder and an adult companion 1/3 off standard and first-class rail fares throughout Great Britain for a whole year, so you can save money for a friend or a family member when they travel with you.

You may qualify for a Disabled Persons Railcard if you have: a visual impairment, a hearing impairment, epilepsy, or are in receipt of a disability-related benefit. Please see [Disabled Persons Rail Card](#) for the latest benefits and discount available.

Senior Railcard

A Senior Railcard gives anyone 60 years or over 1/3 off Standard and First Class, Anytime, Off-Peak and Advance fares. The 1-year Senior Railcard is available to buy online and at any National Rail staffed station ticket office. The 3-year Senior Railcard is available to buy online only. The Senior Railcard is not valid when travelling during morning peak period, Monday to Friday (excluding public holidays) when journeys are made wholly within the London and South East area.

Please visit the [Senior Railcard Website](#) for more information. There may be other Railcards that may be suitable for you. Please visit [Rail Card Website](#) for further information.

Ticket Machines

Many of our stations have self-service Ticket Vending Machines, and we will be introducing them at all stations. The machines are compliant with the Department for Transport/Transport Scotland joint code of practice (Design Standards for Accessible Railway Stations, March 2015, section N2. Ticket sales 14 points – ticket vending machines) and have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion. Some stations also have compliant ticket collection only machines to allow tickets bought in advance online or over the telephone to be easily collected. These machines are also fully compliant with the joint code of practice.

Ticket Gates

Some of our stations have ticket gates which are staffed. When there are no staff available to operate the ticket gates at stations, we will lock all gates in the opened position.

Purchase of Advance Tickets

Where advance tickets are available for purchase (via any of the available channels, including online, at the ticket office or via telecommunications), you are advised to check that the required facilities (for example, accessibility of the train type, or availability of wheelchair space in First Class) are available

before purchasing tickets.

Booking Assistance when Purchasing Tickets

Our Customer Contact team can arrange passenger assistance and sell tickets. Our website ticket booking section will also remind you about the Passenger Assist service.

Alternative Accessible Transport

Some of our stations may not be fully accessible to you. You can access information about our stations on our website [East Midlands Railway Stations](#). This may be due to:

- The station is inaccessible (e.g. due to a physical constraint such as steps or no staff assistance)
- For whatever reasons, substitute transport is provided to replace rail services (e.g. due to planned engineering works)
- Where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

We will make sure that if you want to travel to and from stations which are inaccessible, you will be able to do so at no extra cost. Our aim will be to ensure that you will be able to make as much of your journey by rail as possible. However, for those parts of the journey where rail travel is not possible, we will arrange alternative transport that is accessible to you, such as a taxi, to the nearest or most convenient accessible station. In doing so, we will consider your assistance requirements, the relative journey times involved, the accessibility of the trains and stations that may be used and the planned staffing levels on-board the train and at the station, including the potential for the flexible deployment of staff. Wherever possible, we will offer you an option that most resembles the service provided to passengers not requiring assistance.

We will always discuss your individual requirements at the time of booking. You can call us on **08000 11 33 23** or you can use the Help Point at the station. These services are available 24 hours a day, 7 days a week, with the exception of Christmas Day and Boxing Day.

We will also arrange suitable transport if disruption to our services leaves trains/stations inaccessible to you. In cases of delay, disruptions and emergencies, we will ensure that the rail replacement services and taxis provided are as accessible as possible. We will also make reasonable endeavours to ensure drivers of rail replacement bus services and taxis have received appropriate training to provide assistance to rail passengers.

Wheelchairs and Mobility Scooters

Wheelchairs

These can be carried, in the designated spaces, on all of our trains so long as they fit within the following dimensions:

Width: 700mm

Length: 1200mm

Weight (including passenger): 300kg.

If your wheelchair exceeds the above dimensions, please contact our Passenger Assist team on **08000 11 33 23** or **03457 125678** option 3 with the technical details, as they may be able to reserve you on a train which can accommodate your wheelchair.

Mobility Scooters

Some powered scooters are only meant for road use and cannot be used on trains, so if you have not travelled before or recently changed your scooter, please check the dimensions with us to ensure it is okay to use on our trains. For this reason and because our trains have different internal configurations, we request that for powered scooters you must obtain an East Midlands Railway scooter pass prior to travel in order to board an EMR train, even where your scooter may already meet the dimensions

criteria. This is because, with so many different types of powered scooters in use, this pass will ensure that our staff can readily recognise that your powered scooter can be safely transported on our trains.

Mobility Scooter Criteria for Travel:

Three wheeled scooters or those with a triangular footprint (2 wheels at the front close together and 2 wheels at the rear) can be carried, in the designated spaces, on all of our trains provided that they meet the following criteria:

- Dimensions: maximum length of 1200mm and width of 700mm
- Maximum speed of 4mph
- Does not exceed 300kg when it is carrying its user
- Has a free-wheeling facility for use in case of power-failure
- Has sealed batteries
- Must negotiate gradients of 8 degrees or more
- Can be folded down to a size that can be accommodated as hand luggage

To get a scooter pass, you will need to tell us the manufacturer, model and vehicle number of your scooter. We will issue you with a pass within seven days, or we will explain in writing why your scooter cannot be carried.

You can contact us in the following ways;

Call our Passenger Assist team on **08000 11 33 23** or **03457 125678** selecting option 3.

Email us at [Email East Midlands Railway](#)

Write to: EMR Customer Service Centre, Locomotive House, Locomotive Way, Pride Park, Derby, DE24 8PU

If a scooter card is issued we will advise on how your scooter can be safely accommodated on our trains or whether it should be folded down and carried aboard as hand luggage, free of charge. If you have a folded scooter, you are responsible for the reassembly of it when alighting the train. Please be aware that due to the restrictions of the type of rolling stock used on our Liverpool to Norwich services, and many other local services, the space to accommodate scooters is within the cycle storage area. We therefore advise that you transfer to a seat. Please also note that for safety reasons, members of EMR staff are unable to lift or physically manoeuvre the scooter. It is therefore your responsibility to ensure that you can control your scooter so that you can get onto and off the train safely. Although we can book assistance on other train companies' services, scooter policies may differ, including the requirements for scooter cards. We can advise you of these requirements, or provide contact details for the relevant train company to ensure your scooter is permitted. This should be done prior to making your journey, if you need to change onto another train company's services.

Delays, Disruption to Facilities and Emergencies

Disruption to facilities and services can have a significant impact on both your accessibility and your level of confidence in travelling on the railway. Where disruption does occur, we will do everything we can to ensure that, wherever possible, you are able to continue your journey and are not left stranded.

At times when our facilities or services are disrupted, we will give you notice on our website and other communication channels. If the disruption means your original arrangements are no longer valid, we will do our best to make contact with you and re-book any required assistance through Passenger Assist. We will request a contact number from you when you book assistance, which will help us to contact you in case of disruption. Our on-board staff are issued with smart devices, which gives them the means to rearrange onward assistance for you during times of disruption. Our staff are trained to anticipate your needs, especially if you have mental, intellectual or sensory impairments. They

will communicate news of any service disruption and provision of alternative transport to you via the Customer Information Systems or, where possible, in person. This entails providing you with advance aural and visual information when you need it. They will then check to see if you have understood the announcements or if you are likely to have difficulties in light of the announcements (for example, changing platforms).

Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist you. The provision of Help Points at all of our unstaffed stations, provide a link to our Customer Information team 24 hours 7 days a week (except Christmas Day and Boxing Day) who will also be able to assist you in continuing your journey. Sometimes a train's departure platform must be changed, often at short notice. Such a change will be shown on the customer information screens and will be announced aurally as soon as possible. When a change occurs, our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible. If the platform is not accessible, we will arrange alternative transport i.e. taxi, to the nearest accessible station.

Once local managers have been told that disruption is occurring, they will endeavour to deploy staff to stations affected by disruption. Along with our employees already at the scene, they will be able to assist you with other needs, for example, with luggage or with support. When disruption causes the cancellation or alteration of train services, we will provide you with accessible substitute transport. This will be done without additional charge.

Our frontline employees, supported by our rail replacement team, have the authority to do all that is reasonably practicable to arrange suitable substitute services for you in such circumstances. When the level of accessibility of facilities at a station or on a train is less than that normally provided (e.g., as a result of the breakdown, alteration or removal of facilities) we will aim to provide you, wherever possible, with equivalent replacement facilities, making sure that you don't have to wait any longer than customers using other replacement vehicles.

EMR have also designed Assistance Flags, to be used to highlight and show customers where to go to wait for replacement vehicles. Our staff are trained to support customers, help them to the right vehicle and put them at ease. They will have been fully briefed and be ready to communicate about the incident.

EMR have access to accessible vehicles across the whole of its network and have carried out extensive research to understand what each provider can offer and how long it takes to deploy to the vehicles to stations.

PSVAR (Passenger Service Vehicle Accessibility Regulations) and Rail Replacement Facilities

Changes to the Accessibility or Rail Replacement Vehicles in line with PSVAR

Changes to the Accessibility or Rail Replacement Vehicles in line with PSVAR;

We continue to work closely with our Rail Replacement to assess the supply of vehicles and, where possible we will do this 12 weeks before planned engineering works. We will provide a detailed assessment of the market to the ORR as part of our annual review.

Passenger Journey Information

We brief our contact centre regularly on the type of alternative vehicles that will be used by our rail replacement provider so that they can communicate this with customers who book passenger assistance whilst travelling through planned engineering works. For unplanned disruption, we relay the information to customers who have already booked to let them know what to expect, through their preferred communication method. Customers can also sign up to receive push notifications through WhatsApp. This may be useful as we will be able to push updates and personalise information as needed. The station teams are also made aware of the type of vehicles to expect and if there are any specific customer needs or requirements.

Our supplier works closely with National Rail Enquiries to ensure that we provide information for customers about the different vehicle types in use on each planned Rail Replacement. This

information is updated directly to the National Rail Control Centre each week, and published alongside other engineering work information via the National Rail Enquiries and our own website.

Our rail replacement team has contractual arrangements with vehicle suppliers across the EMR network, which includes the requirement to secure, wherever possible, the provision of PSVAR compliant accessible vehicles. This team is located at our control centre and deals with both planned and unplanned disruption. When train services are replaced with substitute transport, we will do everything possible to secure accessible vehicles from local operators. When this is not possible, we will book a taxi that is accessible to you.

Our supplier put in place a clear 'PSVAR first' policy with all subcontractors from January 1st 2020 and has sought to achieve full compliance with PSVAR. We will continue to seek to achieve this through the procurement of vehicles and have committed to reporting the use of the exemption under S.178 of the Equality Act 2010 through the Rail Delivery Group.

Where it is not possible to comply, due to either vehicle availability, or physical constraints on the size of vehicle used due to the nature of the service provided, we will provide alternative accessible vehicles. Our supplier assesses all planned engineering work to ensure that suitable vehicle provision is made as part of our planning process so that waiting times are no longer than for customers using other replacement vehicles.

Customer Communication

If we have your contact details, we will endeavour to contact you by telephone or email and to make you aware of the disruption, and to assist you with making alternative arrangements (such as re-booking or re-routing your journey and assistance). We will also provide you with information of the disruption to facilities through our website and advise our staff at stations, on trains, at ticket offices and at our Customer Service Centre, to provide you with an estimated time for when the facilities will be functioning again.

Emergency procedures

Our Health and Safety Manual details our policies and procedures for assisting you in emergency situations. Our staff will supervise any action that needs to be taken in the event of an emergency either at a station or on a train.

Our staff will identify the most expedient route and method for evacuating the location they are responsible for. They will also identify alternative routes and contingency arrangements if predetermined routes are not available. Should an incident occur, our staff will use their disability awareness skills and judgement to anticipate your needs and communicate any instructions. In accordance with the nature of the incident, our staff are trained to consider your needs especially if you have mobility/visual/hearing impairments, or if you are older, infirm or vulnerable.

Every EMR station has a Local Station Emergency Plan detailing evacuation routes for all customers, stating whether the route is suitable for wheelchair access. If you are a wheelchair user and you are in an area where no safe evacuation route exists, a place of safety will have been pre-identified for you (accompanied by a member of staff) to await rescue by a member of the emergency services. All local station emergency plans are shared with the local emergency services. In order to minimise the risk of causing injury to you in an evacuation, we will only evacuate wheelchair users during an emergency if the situation is life threatening. Based on the type of incident and the risks involved, we will move you to a safer part of the train until arrangements can be made to move the train to the nearest station. We will endeavour to make sure that you are accompanied at all times. If it becomes absolutely necessary to evacuate a train between stations, we will work closely with the Emergency Services to attend and provide assistance with the evacuation.

Station Facilities

Left Luggage

Accessible left luggage facilities are provided by Network Rail at the following stations:

- London St Pancras International - the office is located on the ground floor of the station and can be called on **02034684665**
- Manchester Piccadilly - the office is located on platform 10 and can be called on **0161 820 7579**
- Liverpool Lime Street - the excess baggage company is in the concourse and can be called **0151 909 3697**
- Leeds - the excess baggage company is located at the Wellington Street entrance and can be called on **0113 350 3966**

Lost Property

If you have lost something at the station or on one of our trains you can fill in our [Lost Property Form](#) on our website. Please provide as much detail as possible about your item. We'll check our database based on the information provided and drop you an email if we think we've found it. You can also call us on **03457 125 678**. Lines are open 24 hours a day, 7 days a week, with the exception of Christmas Day and Boxing Day.

Parking for Customers with Disabilities

It is our policy that passengers should be able to travel to the station by private car and park with confidence. Information on our car parks can be found at [Station Car Parking](#). Most stations have a tarmac or concrete surfaced car park, with designated accessible parking spaces available for Blue Badge holders (charges apply).

We locate these spaces in the most suitable place to ensure you will have easy access to our stations. Usually these spaces are located as close to the main station entrance as possible. Spaces for Blue Badge holders are marked on the ground with the international symbol for access.

We monitor the number of designated Blue Badge bays in our station car parks every six months. A report with details of usage and occupancy is sent to the Department for Transport (DfT) and Office of Rail and Road (ORR) as required and the level of provision is adjusted accordingly. To maximise the availability of spaces for you, car park regulations are enforced and any non-Blue Badge holders occupying designated Blue Badge spaces are treated as being in violation of the parking byelaws and dealt with accordingly.

Third Party Provided Facilities

We ensure that any services and facilities provided by a third party are as accessible as possible; this requirement will be included in the relevant contracts and enforced by our property management team. Our station management team will monitor the services and facilities provided by third parties on a day-to-day basis to ensure that they are not located where they will cause an obstruction.

While it is recognised that third-party service providers have their own responsibilities under the Equality Act, we will make every effort to ensure that any services and facilities provided by others at our stations are accessible to you. Our Inclusivity Forum reviews performance in this area on a quarterly basis.

Replacement Facilities

We provide, wherever possible, reasonable replacement facilities for you that are accessible when the level of accessibility of facilities at a station is less than that normally provided (e.g. because of the breakdown, alteration or removal of facilities).

Station Entrances

Our property management team and station management will consider your needs when looking at the need to restrict or temporarily close access points at stations, and we will comply with the agreed code of practice with regards to mandatory standards regarding unobstructed progress during building works.

All planned works which impact on levels of accessibility are reviewed by our Accessibility Forum, to

ensure the best solutions are being adopted. We are committed to ensuring that all station entrances or gates are not permanently closed during the opening times of the station. When it is necessary (for example due to refurbishment or security) to close off accessible entrances permanently, which would make the station inaccessible, we will consult with the DfT, London Travel Watch, Transport Focus and local disability groups, as applicable. Any such changes to access will not be made until approved by the DfT.

If the closure is of a semi-permanent nature, then alternative arrangements will be put in place for the duration of any required works.

Redress and Compensation: Passenger Assist – What to do if our Assistance Fails

When assistance has been booked but has not been delivered, we will provide you with compensation for your journey. In cases where your booked assistance has not been delivered when you were travelling on, or due to travel on our services, we will offer you a full refund for the cost of the journey. We will be happy to assist you with your claim and we will provide details of the claim process in our 'Making Rail Accessible' leaflet and on our website: [Get in Touch](#)

We will coordinate a response to your complaint, should your journey have involved multiple train companies, and we will provide you with a full explanation in response. Our response will include information on why it happened and what mitigating actions we intend to take as a result.

We will always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by a service failure (for example, the cost of a new plane ticket if you miss a flight). This will not affect your legal rights to make claims under the Consumer Act 2015, although you must not seek to recover the same money twice.

Strategy and Management

Strategy

In this section we set out how we:

- Embed the provision of services to disabled people within our business and our project planning.
- Will continue to improve access to the railways for disabled people and those with reduced mobility.
- Ensure our staff have the resources, skills and confidence to deliver assistance to passengers.
- Measure the success of our Accessible Travel Policies.

EMR is committed to the continuous improvement of services and facilities for disabled people. We believe that when you travel with us you should expect high standards of service on your journey. As such, we will:

- Continue to provide you with a safe, clean, punctual, and reliable train service.
- Make it easier for you to buy tickets with the introduction of more facilities.
- Treat you fairly when things go wrong.
- Keep you informed about services, any planned changes and during disruption.
- Let you know our performance and quality targets in advance and report each period how we are doing.
- Listen to you and engage with you.

We are committed to working alongside our industry colleagues ORR, Network Rail, local authorities, DfT, Rail Ombudsman, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Community Rail Partnerships, Rail Ombudsman and other stakeholder organisations, especially those representing all customers, to further improve the services, products, facilities and the information we provide.

We believe that you have the right to safe, comfortable, punctual, and seamless journeys, and we work to broaden accessibility and equality on EMR. Our Accessible Travel Policy fulfils our obligations under our Passenger and Station Licences, the DfT's Design Standards for Accessible Railway Stations: A Code of Practice 2015 (The Code of Practice), the ORR Guidance and the requirements of legislation such as the Human Rights Act 1998. It also takes into account the provisions within the Equality Act 2010.

We ensure that new facilities are designed to meet the standards of the NTSN, as will all projects which replace and/or renew existing facilities. Whilst we will exhaust every possible avenue, should we not be in a position to meet these standards on stations we will consult the DfT at the earliest stage in the design process so that suitable alternatives can be considered, and dispensation sought from the Code of Practice.

Improving Access and Services on EMR

We are committed to maintaining and further improving current standards of accessibility to our services for all our passengers. We believe we can achieve this by continuously working and engaging with all groups representing disabled people and other stakeholders in order to anticipate customer needs. We will continue to review our policies annually and incorporate all the feedback we get from you, customer organisations and other stakeholders regarding the services we provide.

In 2022 we achieved the following:

- We reduced the passenger assistance booking request time to just two hours before travel.
- We successfully held quarterly meetings with the EMR Inclusivity Panel. We also had a number of ad-hoc consultation sessions with the panel to gain expert opinion and advice on a number of EMR projects. These projects included installing an Access for All bridge, a station waiting room, toilet facilities and station signage improvements.
- In 2022 we worked to achieve key customer service accreditations, namely the Autism Friendly Award, together with the Institute of Customer Service's Training Mark and Service Mark. We will continue to work hard with our frontline times to achieve these accreditations.
- Feedback from passengers, customer organisations and other stakeholders will be vital in shaping our policies and making continuous improvements.

In 2023 we will be improving access and services as follows:

- **Inclusivity Panel:** this is our quarterly forum, comprising of a wide range of participants such as people with mental health issues, physical, sensory or cognitive impairments, people with non-visible disabilities, elderly persons, parents with infants, young persons, people from recognised organisations for minority ethnic groups and LGBT+ representation. The forum consults on all future accessibility and inclusion measures and helps to guide our future investment
- **Assisted Travel Survey:** we conduct a continuous survey to complement the ORR's national survey of Passenger Assist users, to help us better understand your needs, and publicise our findings to users, together with the actions we will take in response.
- **Attain the Inclusive Transport Leaders Accreditation:** EMR are committed to completing the Inclusive Transport Leaders accreditation as we recognise the value and benefits that this will deliver to our customers and our people. The Inclusive Transport Leaders Scheme is a new Department for Transport initiative which aims to improve disabled people's access to the transport system. The accreditation scheme provides a framework for transport operators to make their services more accessible. The scheme also recognises and promotes good practice.
- **Launch of Disability Inclusion Groups at Nottingham and Derby:** occurring three times a year and comprising of a wide range of participants, such as people with mental health issues, physical, sensory or cognitive impairments, non-visible disabilities, elderly persons, parents with infants, young persons, people from recognised organisations for minority

ethnic groups and LGBT+ representation. The groups will be consulted on all future accessibility and inclusion measures at their local stations and will help guide our future.

Greater station investment: Boston and Skegness will receive investment as detailed below.

- Over £3.3 million will be invested at Skegness railway station funded by the Government Town Deal Fund. EMR will work with Connected Coast Town Deal, which oversees the Town Deal projects and Towns Fund investment in Skegness, as well as East Lindsey District Council and Network Rail, to completely reconfigure the layout of Skegness station. Passengers can expect a number of enhanced facilities, including a standard accessible toilet and a changing places toilet, two new start-up offices, a community café and retail provisions. There will be improved access routes into the station for both pedestrians and vehicles, offering integration with the surrounding community.
- Over £2.8 million will be invested at Boston railway station funded by the Government Town Deal Fund through Boston Town Deal, The Railway Heritage Trust and EMR. The significant development will transform Boston railway station, offering an improved customer experience to all station visitors in the future. As the gateway to the town, these improvements will offer integration with the community and transform the experience for customers who use the station. Passengers can expect a new community café and bookable community space, improved toilet facilities, two new start-up offices and customer waiting facilities.
- Attain the Communication Access accreditation at Derby Station and our Customer Service Centre: The Communication Access Symbol is underpinned by standards which have been developed into detailed guidance. EMR will adopt and implement these standards to attain accreditation and will be promoted as 'Communication Accessible' and placed on a national register. By displaying the symbol, people with communication difficulties will recognise that our business has made the appropriate adjustments to support their needs and allow them to engage with our services with greater confidence. A better communication experience for all will always translate into a better customer service experience.

Management Arrangements

Protecting and improving your access to rail services is an integral part of our business strategy and is supported by the EMR Board of Directors. Accountability for owning and developing our Accessible Travel Policy rests with our Customer Experience Director. Acting as a sponsor, this role will liaise with the relevant managers working on the specific tasks that compliance with the Accessible Travel Policy necessitates. Compliance is a feature of the EMR management review process. Establishing and maintaining our Accessible Travel Policy is a condition of our Passengers' licence (Condition 6: Provision of Services for Disabled People) and Station Licence. For compliance purposes, the Customer Experience Director and Commercial Director are currently accountable for both the Passengers' Licence and the Station Licence. The principal vehicle for achieving this will be via the EMR Annual Business Plan, which will include a priority work-stream dedicated to improving the service we offer disabled customers. The Customer Experience Strategy Manager, working closely with local managers, is responsible for the day-to-day implementation and compliance with our Accessible Travel Policy.

This is largely achieved through communication with the relevant managers and their teams, alongside customer satisfaction surveys, post travel research and periodic reports. The implementation of developments in train and station design will be achieved by close liaison with the respective project teams.

Their success is monitored via customer feedback, relevant passenger survey results and the return on investments in the case of ticket sales. Our Inclusivity Forum will review this and report on progress.

Monitoring and Evaluation

To make sure that the provision of services to customers with disabilities is not overlooked, and to

monitor and evaluate our commitment within the Accessible Travel Policy, our Assisted Travel Survey complements the ORR's national survey of Passenger Assist users and helps us better understand customer needs.

We publicise our findings to users, together with the actions we will take in response. An Online Community, representing different types of customers from across the whole network, supports our research and offers the chance for more customer feedback. To take part in our Online Community, please get in touch at: [Email East Midlands Railway](#)

Our key performance indicators are:

- Total number of customers who have booked assistance over the period
- Total number of customers who have booked assistance and were satisfied/dissatisfied over the period
- Total number of complaints we received about issues relating to disabled travel over the period
- Total number of employees who have received disability awareness training over the period
- Total number of complaints received as a percentage of the booked journeys over the period

The progress the company makes on current issues related to disabled travel is discussed in a report to the Board of Directors. The Customer Service Centre team review and investigate any complaints or feedback from our disabled customers and provide a detailed response. This ensures that any failures in our commitments are identified and resolved as quickly as possible.

The Customer Experience Strategy Manager provides monthly (or more frequently if required) reports on feedback from our disabled customers. These are reviewed by the area management teams to ensure all business areas can assess how well the policies are working in practice and make any necessary adjustments.

We regularly review this policy and reports on findings will be sent to the DfT and the ORR. This will include details of the achievements of objectives, new initiatives to improve our service to disabled customers and any difficulties we have encountered with the implementation of this policy.

Access Improvements

We are committed to complying with the NTSN and the Code of Practice when installing or refurbishing trains and facilities at stations. We also commit to applying for derogations against the NTSN and/or dispensations against the Code of Practice when necessary, after every effort has been made to comply with the relevant requirements.

All new trains introduced on our network will be built in accordance with the principles set out in the current NTSN and the Code of Practice.

Stations access varies across all 107 stations we operate. This is due to a combination of station design and the level of staff employed at each station. In accordance with the DfT's Access for All programme and in partnership with the DfT, Network Rail, local authorities and businesses, we will work to secure funding for and develop an ongoing strategy to improve the accessibility of our network in accordance with the standards required by the Code of Practice. You can access information about our stations on our website [East Midlands Railway Stations](#) or the [National Rail Enquiries](#) website.

We will discuss the programme with colleagues across the industry, including other train operating companies, Network Rail, the Rail Delivery Group (RDG) and representatives of disabled passengers such as DPTAC, and confirm the schedule planned.

Minor Works 2023

We will deliver the following improvement schemes at EMR stations within the next 12 months as part of the DfT's Access for All programme and our own Minor Works programme, which invests £300,000 per annum at stations to improve accessibility.

The planned schemes are:

- All lifts at Kettering, Wellingborough and Chesterfield will get installation of third-party remote lift monitoring infrastructure at stations which are partly or lightly staffed to ensure wellbeing of vulnerable passengers. This includes emergency calls for passengers who fall within the lifts and will also make the stations accessible from the first to the last train service at the station.
- Contribution to Leicester City Council for the inclusion of the Changing Places facilities in the Leicester Station Gateway project.
- Local accessibility improvements to stations for the installation of:
 - Dropped Kerbs at Belper, Duffield, Newark Castle.
 - Additional Seating at Hykeham, Long Eaton, Saxilby, Nottingham and Kettering.
 - Additional handrails at Stamford and Wellingborough.

2022 Minor Works and Project Achievements

- Waiting Rooms - the waiting rooms at Wellingborough station and Kettering station have been refurbished with new seating included at varying heights.
- Shelters - two additional waiting shelters have been put in at Market Harborough station. A new sustainable shelter has been installed at Spalding station.
- Seating - we installed all new replacement platform benching at all stations along the Barton Line, as well as replacement benching at Hucknall, Beeston and Radcliffe stations.
- Tactile Paving - we successfully installed tactile paving on the platform at Long Eaton Station which is near to Derby. The installation of this tactile paving is managed by Network Rail, and we have embraced this with Network Rail. Following a successful trial period, Network Rail have a three-year project to install this at all EMR stations where there is not currently tactile paving on platforms.
- Parking - People's Parking Accreditation - at EMR managed car parks, we have worked to improve our car parks to attain this accreditation. It aims to highlight car parks which have facilities for disabled people, parents with children, people who drive electric vehicles, those who drive light commercial vehicles/camper vans, and those who drive from wheelchair accessible vehicles. In addition, it can be helpful to know if pay-by-phone and a pre-book service are available, so these are also included in the scheme. We have 52 car parks which have been assessed, and 83% of our car parks now meet the requirements of the scheme.
- Station Wi-Fi Project - we have delivered Wi-Fi to all of our stations which were not Wi-Fi accessible. The largest impact this had was primarily on our category C stations, seventy-four stations benefited from the project. Twenty category B stations and ten category A stations all have been updated to provide customers with Wi-Fi.
- Platform Announcements - we have installed roaming mikes at Loughborough, Skegness, Nottingham and Lincoln stations. These are hand-held mikes that allow stations team to make specific platform-based announcements.
- Interactive screens – additional screens have been added at Nottingham, Kettering and Hinckley stations. These screens provide different accessibility viewing options for customers, including a high contrast mode, colour mode and a flip mode. These options have been accessed 888 times since in use.
- Kidsgrove Access For All Bridge - working with Network Rail, an Access for All bridge has been constructed at Kidsgrove station. The lifts that have been installed have remote lift monitoring, meaning that Kidsgrove becomes a fully accessible station as access to the lifts will be from the first to the last train serving the station and there will no longer be limitations on accessing them.
- Smart Kiosks - we have installed 22 new smart kiosks. These kiosks have a customer

information screen displaying real time train information. Other benefits include a new screen and the chip and pin machine being accessible for wheelchair users and persons short in stature. The screen is not slanted so is free from glare and has accessible text.

- Minor Works - we provided a budget for accessibility improvements at Skegness as part of the re-development project. This will include signage, seating, dropped kerbs, tactile surfaces, covered canopies and additional handrails.
- Remote Lift Monitoring - this has been installed at Lincoln, Long Eaton and Burton Upon Trent. It has resulted in station lifts being fully accessible between the first and the last train services, regardless of staffing levels. This has given the station a consistent provision of accessibility.
- Wayfinding signage - we have installed improved wayfinding signage at Sheffield station concourse, including directional signage for platform 1 and to the taxi rank.

Working with Disabled Passengers, Local Communities and Local Authorities

In preparing our accessibility and inclusion proposals for EMR and the development of our accessible policies, we consulted with a cross-section of disability stakeholders. This was facilitated by Stephen Brookes MBE, Disability Rights UK Ambassador and Rail Sector Champion for the Minister of State for Disabled People.

The key findings were built into our future initiatives. Key organisations that represent the interests of customers with disabilities – including ORR, DPTAC, DfT and Transport Focus – have reviewed and approved our Accessible Travel Policy.

We actively consult further with these organisations, together with other important representative organisations such as London TravelWatch, Business Disability Forum, Royal National Institute of Blind People (RNIB), Scope, Action on Hearing Loss, Age Concern and the National Autistic Society, to make sure that we stay informed of the needs of customers with disabilities, and that these needs are considered in all of our plans.

Our Inclusivity Forum provides a formal means of consulting with the above organisations, and other representatives across a wide range of other interest groups such as parents with infants, young persons, representatives from recognised organisations for minority ethnic groups and LGBT+.

The Accessibility and Inclusivity Forum promotes new ways of raising awareness, encouraging trial journeys and providing training in the wide range of customer needs, including hidden disabilities such as cognitive and intellectual impairments.

We provide reports on the quarterly Inclusivity Forum meetings, covering the agenda topics (such as prioritisation of accessibility improvements), key findings and actions taken. We consult with local authorities and local colleges in areas that our services run to, through or near. This is so we make sure the needs of local communities inform any decisions we make concerning service provision. We also promote customer participation in our Online Community to help test ideas around improving accessibility and inclusivity.

We actively promote the availability of assisted travel, with a particular focus on the customer leaflet, 'Making Rail Accessible'. As well as ensuring that this leaflet is available at staffed stations, in prominent locations where public services are provided, and online, we also advertise the leaflet on station posters, on train services and via social media. We make every reasonable effort to ensure that we meet and maintain the standards set out in our Accessible Travel Policy. If we believe that we are not meeting the commitments within our Accessible Travel Policy, we will consult with ORR. We will submit our Accessible Travel Policy to ORR and DfT for regular review from the date of approval.

We also provide an annual report to ORR on the activity and outputs of our work with disabled passengers, local communities and local authorities.

All employees receive updates on the company's policies and procedures relating to disabled customers, diversity and inclusion, through their regular briefing sessions.

Staff Training

Induction Training

As part of our induction training for all employees entering service, a disability awareness course is included, which has been created in partnership with a specialist disability consultant. It focuses on the knowledge, skills and tools that are necessary to enable our employees to assist our customers with disabilities in the best possible way. The course aim is to build delegates' knowledge and skills to enable them to best meet the needs of customers who have impairments; and do this in accordance with both the law, the Equality Act 2010 and EMR commitment to further improve current standards of accessibility to our services for all our passengers.

The course objectives are that by the end of the session delegates are able to:

- Explain how social factors (such as attitude and design) is 'disabling' people who have impairments
- Understand the requirements of customers with all types of disabilities, including those temporarily disabled through illness, injury or surgery and those with 'hidden' disabilities
- Explain how they can carry out their day-to-day duties in line with the Disability Discrimination and the Equality Act and explain that being in customer service roles, we have legal duties that impact on us
- Understand the requirements of customers with movement/mobility impairments and provide a service in accordance with our recommended methods
- Be able to demonstrate how to guide a visually impaired customers in accordance with our recommended guidelines
- Be able to describe a variety of techniques that they can use to aid communication with passengers who have communication-related impairments (such as learning difficulties and hearing impairments)
- Be able to explain both where to find and how to use the resources/ aids EMR provides to assist customers who have impairments.

In addition, our employees also undertake disability training as part of any safety critical training, competency management assessments and local safety briefings.

We ensure that staff receive the training relevant to their roles with regards to:

- The use of equipment provided to assist people with disabilities, such as ramps, wheelchairs and induction loops
- Communicating with people with different disabilities
- Communicating clearly by phone with people who may have difficulty speaking, hearing or understanding.

Customer Service Centre Employees such as Assisted Travel Advisors and Customer Service Executives also receive specific briefings relating to their job role. For example, using a text-phone and checking databases to ensure the best possible journey advice is given to customers with disabilities.

Frontline Staff Training

All EMR Frontline staff, including senior and key managers, will be trained in the nine mandatory training outcomes set out in the ORR's Guidance. Mandatory training outcomes:

1. Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion.
2. Equality Legislation: exploring and understanding the Equality Act 2010
3. Defining Disability: an introduction to the various definitions of disability and the appropriate

terminology.

4. Recognising passengers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance.
5. Railway Regulatory Framework: understanding regulations and policies that are relevant within the railway industry.
6. Passenger Assist: how it works for disabled passengers and the staff's role in delivering the service.
7. Communication: finding a way to communicate with disabled people with patience, respect and dignity.
8. Accessibility in stations: the identification of accessible features at the stations where staff work as well as at the key destination stations on the network.
9. Providing safe assistance: duties and process to ensure that both staff and passengers remain safe at all times.

Course content has been designed by consulting with disabled people and our Inclusivity Forum. Outcomes 1-7 will be covered in an online modular course and outcomes 8 and 9 will be delivered by trained professionals either on-train, at stations or in the classroom.

We will ensure agency staff and temporary staff receive a condensed version of the training course, including communication and providing safe assistance; this will also encompass drivers of rail replacement bus services and taxis with regards to providing assistance.

Also, anyone employed at a contact centre who provides information or advice directly to passengers on our behalf will receive a condensed version of the training course covering, as a minimum, the Passenger Assist service and customer communication.

All staff will receive refresher training within two years of the initial training, and as a minimum every two years thereafter. This is to ensure the mandatory training outcomes described above are maintained.

We will harness the experience and expertise of people with a range of disabilities in the development and delivery of our training courses.

Our Inclusivity Forum members have provided advice and resources to support this aim and will monitor performance on a yearly basis.

At the time of submitting our Accessible Travel Policy for review we ensured that all statistics, legislation and language used in training were up to date. This approach to training will ensure all of our staff have the skills and knowledge to enable them to best meet the needs of customers with a disability and to do this in accordance with both the law and EMR commitment to further improve levels of accessibility.