



Accessible Travel Policy

April 2024

A thick red line starts from the left edge of the page, curves downwards, and then continues horizontally to the right, ending at the LNER logo.

LNER

This booklet is available in other formats

If you would prefer a large print version or an electronic copy, call 03457 225 333 or visit LNER.co.uk/AssistedTravel

Contents

A Commitments to providing assistance 3

A1: Booking and providing assistance	4
A2: Passenger information and promotion of Assisted Travel	11
A3: Ticketing	16
A4: Alternative accessible transport	19
A5: Wheelchairs, mobility scooters and mobility aids	21
A6: Delays, disruption to services, and emergencies	22
A7: Station facilities	24
A8: Redress	26

B Strategy and management 29

B1: Strategy	29
B2: Management arrangements	32
B3: Monitoring and evaluation	33
B4: Access Improvements	34
B5: Working with disabled passengers, local communities and local authorities	35
B6: Training	37

A Commitments to providing assistance

London North Eastern Railway (LNER) is a long-distance train operator running services between London, Leeds, York, Newcastle and Scotland, as well as other destinations in between. LNER is a wholly owned subsidiary of the Department for Transport (DfT).

This policy document has been designed alongside our customer leaflet – titled “Making Rail Accessible”. This Accessible Travel Policy is available on our website and our Making Rail Accessible customer leaflet is available at all staffed stations as well as on our website. As all licensed train operators are required to do, this document explains our policies and our approach to providing assistance to disabled customers who may face barriers when travelling with us. This may include, for example:

- People with visual or auditory impairments or learning disabilities.
- Wheelchair users and people whose mobility is impaired as a result of temporary or long-term conditions.
- People with non-visible impairments which may not be immediately apparent to others.
- Older people.
- People accompanying disabled children in pushchairs or wheelchairs.
- Disabled customers requiring assistance with luggage.

The purpose of this document is to help you plan your journey when travelling with us, understand what services we offer and how we plan to meet your expectations when travelling with us. You will find information on a variety of areas including getting assistance with us and facilities that we have.

A1 Booking and providing assistance

Our Passenger Assist team

Our Passenger Assist team are available to help you book assistance as well as provide information on how your journey may be impacted due to changes such as engineering work. To book assistance or find out information about your journey, you can get in touch with the team by:

- **Phone:** 03457 225 225 (select option 3)
- **Text relay:** 18001 03457 225 225

You can book using the above methods between 08.00 – 22.00 Monday to Sunday, except Christmas Day and Boxing Day. Outside of these hours, we will redirect your call to our third-party provider who will be able to book assistance for you.

You can also book assistance on our website – **LNER.co.uk** – through our webform. This exists both on its own on our Assisted Travel page as well as in our ticket purchasing pages. You can book your assistance and a wheelchair space (on LNER trains) while you are buying your ticket. Once you do this, we will save your information (if you consent to us doing so) so that next time you book you can add assistance and wheelchair space bookings in seconds. While we cannot book wheelchair spaces for other train operators using our website, when you submit the Passenger Assist request our team will book this for you on your behalf or get in touch if there are any problems.

Passenger Assist System

We are part of Passenger Assist, a national system that all train operating companies are part of. This system allows operators to make arrangements as required at all points along the journey for anyone who has a disability or who has a non-visible impairment, or who is an older customer and requires assistance.

We are committed to using this system and will guarantee assistance to anyone who books in advance and do everything we can to deliver assistance to your desired train where we can for turn-up-and-go assistance that has not been booked. We will provide this assistance ourselves at all of our managed stations and also at London King's Cross and Edinburgh Waverley. At other stations, the train company who manages the station will provide the same assistance.

Regardless of whether you are making a simple journey or one that involves changes, we will book the assistance for you in one transaction – even if your journey involves more than one train company. Our team will check the station accessibility information, which will also be available on the National Rail Enquiries station web pages, as well as arrange assistance to directly connecting modes of transport (eg: buses, underground, metro and trams).

We will discuss your individual requirements when you get in touch to make sure we can provide assistance that best suits your needs. Once booked, we will give you a Passenger Assist reference number and send a confirmation email (or post on request when there is adequate notice to send in the post). You do not need to bring this with you when travelling, but feel free to bring this to help our staff on stations and trains find your booking easily.

When you book assistance, we can also sell you tickets for your journey. We will redirect your call to the team who sell tickets and then we can book your assistance in line with your journey.

You can also book assistance on our website when buying train tickets or at one of our travel centres at any LNER staffed station and at both London King's Cross and Edinburgh Waverley stations.

When getting off a train, particularly at a station where that train ends its journey, we will help you leave the train as soon as possible. Sometimes we cannot get to you immediately, but you will be assisted off the train within five minutes of the train's arrival time.

You do not have to book in advance to receive assistance. While we strongly encourage this, we understand that you cannot always plan in advance. Please arrive at the station as early as possible and let a member of staff know if you need assistance, and we will do everything that we can to get you on the train you wish to travel on where possible.

Whenever assistance has been requested (both booked in advance and turn-up-and-go) we have processes in place to ensure that we can assist you in the way that you require – as well as give you confidence that you will get the assistance you need. When your journey starts at one of our stations, one of our team will make sure that your assistance can be delivered at your destination. How we do this will vary slightly depending on where you are going to:

- **If you are travelling to a staffed station:** We will always contact the station you are travelling to, to make sure they have all the information they need to assist you. We will let them know of any changes to your assistance (such as where you are seated if it differs from your booking). If you have requested turn-up-and-go assistance, we will call ahead to the destination station to provide them with all the details they need to assist you. If your assistance is between two stations where LNER is responsible for providing the assistance and you have booked in advance, the team will not make a phone call but instead will use the Passenger Assist Staff app which communicates live updates to the status of your journey. The person assisting you will update your booking to 'on board' and confirm your location on the train which will be immediately communicated to the destination station through the Passenger Assist staff app.
- **If you are travelling to a station that is not staffed:** To make sure you can get assisted off the train, we will inform the train manager or conductor on the train you are travelling on when we help you to that train. If you are requesting turn-up-and-go assistance, and are travelling to an unstaffed station, our team will make sure that you can get the assistance you need and discuss your arrangements with you before assisting you onto the train.

To make sure that any calls that need to be made to our stations are answered in a timely fashion, ensuring your assistance can be delivered, we will appoint a phone number for each of our stations to be for the purposes of Passenger Assist – and this number will be made available to all train operators. A member of our team at each station will be responsible for ensuring the phone line is staffed and able to be answered at all times that trains are running.

LNER have received approval from the ORR to use the Passenger Assist Staff app in place of phone calls for assistance booked in advance when travel is between two stations where we are responsible for the provision of assistance. We continue to work with the rail industry to identify further technological solutions to make this process faster and give customers more confidence and will look to introduce this to replace the need to call ahead once available to us.

Recommended booking notice period

To make sure we can give you the assistance you need and inform you about any potential issues with your journey, we recommend booking in advance. To do this please let us know, where possible, as early as possible. We can process booking requests up to 2 hours before the departure of your train. You can book assistance with us

24 hours a day (except Christmas Day and Boxing Day). Our contact centre operates between 08.00 and 22.00 and outside of these times our third-party supplier will process your assistance booking. We are unable to make any Passenger Assist bookings on the 25 or 26 December, however our third party supplier will reopen for bookings at 00.01 on 27 December to allow bookings to be made for morning services.

Our team will only be able to process requests made through our website during the above operating hours so if you want to book assistance after 22.00 or on Boxing Day, for travel the next morning, you can get in touch by calling 03457 225 225 or text relay 18001 03457 225 225. Bookings made between 22.00 on the 24 December and 08.00 on the 27 December will be processed when our contact centre reopens at 08.00 on the 27 December.

We recommend that you book as far in advance as possible to guarantee a seat or wheelchair space as our trains can be very busy.

Assistance at part-staffed or unstaffed stations

All LNER managed stations are staffed whenever trains are running, and all our trains have staff onboard at all times. Sometimes, your assistance may involve leaving or joining one of our trains at a station operated by another train operating company that is not staffed. In these instances, our train crew will assist you on or off the train.

We can also book assistance for journeys that do not involve either our trains or stations and this may include journeys that involve unstaffed stations. For information on how another train operator will assist you in these circumstances, please see the relevant operator's Accessible Travel Policy or website.

If you do not have pre-booked Passenger Assist and wish to depart from an unstaffed station, the train crew can assist you onto the train. Our onboard train crew will look for customers on the platform who may require assistance.

Ramps

If you require a ramp to board one of our trains, we will be able to help you with this at all stations we stop at. If the station is staffed, there are platform ramps available that staff can deploy to help you board. If the station is not staffed the onboard ramp can be used by the train manager.

We will be able to provide a ramp whether you have booked in advance or are travelling without pre-booking. Please let our staff know as soon as you can that you need a ramp so that they can be prepared to assist you.

Changes in arrangements

When things change, such as during disruption, our staff will do everything they can to help you continue your journey. They will communicate news of any disruption, including (when known) information on alternative transport and where this can be found. They will look out for anyone that might need some additional support during disruption.

Our staff will help you transfer between platforms if the platform changes as soon as they can, taking into account other safety-critical duties, such as train dispatch.

At unstaffed stations operated by other train companies, our train manager will be able to assist you on or off LNER trains but will not be able to help you out of the station. You can find out more information about specific stations when booking assistance from one of our advisors.

Assistance with onwards travel – trams, buses and taxis

We'll help you between trains and other modes of transport, such as trams, buses, metro trains, underground trains and taxis, within the boundaries of our stations.

We specify in our contracts with taxi and bus companies that provisions are made for disabled customers whenever possible, and we prioritise companies with accessible vehicles in our negotiations. Staff at our stations can help disabled customers to arrange their own accessible taxi where necessary. We also have information posters at our stations that give details of other transport operators which serve the station.

Station facilities and services

We will keep information regarding our stations up to date at all times and customers requiring assistance will be able to find information on limitations or restrictions to access on our website. Our Service Delivery Team keep this information live and liaise with our Estates Team to ensure information is correct and up to date.

This information will also be provided and kept up to date on the National Rail Enquiries website, including the Station Journey Planner regarding accessibility, including:

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

This information is also available on our website at [LNER.co.uk/Stations](https://www.lner.co.uk/Stations), or National Rail Enquiries website at nationalrail.co.uk/find-a-station which also includes stations not served by LNER.

Station information on the National Rail Enquiries website is kept up to date at all times. When any planned work impacts a station we manage, we will update National Rail Enquiries accordingly before that work begins.

We will monitor live facilities changes and any outages are reported to our Service Delivery Team and updated on the National Rail Enquiries website as soon as is possible. We also commit to ensuring the information we provide on our stations through National Rail Enquiries is in the format set out in the Accessible Travel Policy guidance from the ORR, in relation to step-free access categories, assisted travel and staff help available.

Alterations to facilities

If facilities we operate become unavailable, such as due to a fault, we will update our system as soon as possible (and within 24 hours) of the fault being identified.

This information will also be included when planning a journey through the National Rail Enquiries website.

Where this impacts the ability to carry out assistance you have requested, and where we also have your contact details, we will aim to contact you in advance to let you know about the facility being out of order, and how we can best proceed.

If the availability of a facility onboard a train impacts your ability to travel, such as an accessible toilet, we will do everything we can to let you know. This information is displayed on our website and also through our channel on X formerly known as Twitter (@LNER) when known. Where possible, our team will proactively contact you to help rearrange your journey. This may not be possible as sometimes these facilities go out of use at short notice while the train is in service.

Where possible, we will give you an estimate of when the facility will be available again. This will not be possible for facilities on trains because trains operate many different services every day. However, our maintenance teams will always aim to not send trains into service with any facilities out of use.

Assistance with luggage

If you require assistance with your luggage we will be happy to help you. Please, where possible, book assistance in advance.

We do not have staff dedicated to carrying customers' luggage and if you have not booked assistance in advance our staff may need to attend to safety-critical duties before they can help you.

Please be considerate of the weight and size of your luggage, as well as how much luggage you bring with you. We ask that you refer to the National Rail Conditions of Travel luggage policy which sets out that luggage items should not exceed 30 x 70 x 90cm and you are allowed up to three bags.

Please note that space on some of our trains is limited so be considerate of what you bring with you.

Alternatively, and for larger items, LNER are partnered with Carry My Luggage who provide delivery services for luggage throughout the UK. This door-to-door service can remove the inconvenience of travelling with large or heavy items of luggage, meaning you can enjoy your journey.

Prices start from £30 and as an LNER customer you're entitled to a discount of 15% on your Carry My Luggage booking. To take advantage of this discount visit carrymyluggage.com or call 0845 009 0362 and quote LNER101 (T&Cs apply.)

Seats on trains

We strongly recommend booking a seat when travelling on LNER services as they can get very busy. You can reserve a seat or wheelchair space up to 5 minutes before you travel, and can do this by contacting us, using our website or visiting one of our Travel Centres. This will help us to ensure that everyone travelling on our trains can get a seat and travel comfortably.

Every carriage on all of our trains has priority seats for disabled people, those with reduced mobility, who are pregnant or less able to stand. These seats are identified by signage above the seats on our trains. These priority seats have additional legroom to make them easier to use.

We also have reservable wheelchair spaces on all of our trains. To reserve a wheelchair space, or a priority seat, please get in touch with our Passenger Assist team:

- **Phone:** 03457 225 225 (option 3)
- **Text relay:** 18001 03457 225 225

You can also book a wheelchair space as part of the 'Reserve a Seat' section on our website homepage – LNER.co.uk – or as part of purchasing your ticket.

The majority of our trains also have call for aid devices in the wheelchair spaces as well as in the accessible toilet.

You can press this if you need staff assistance and are unable to get their attention. The only wheelchair spaces that do not have these are our older electric trains in First Class. Where this is the case, there will be at-seat service frequently from staff so it will be easier to get staff attention.

Assistance Dogs

Assistance dogs are very welcome on all of our trains and stations free of charge and can travel in any part of the train. We will help you get access to the most suitable seating to make the journey comfortable for both you and your assistance dog – please give our Assisted Travel team a call to arrange this.

A2 Passenger information and promotion of Assisted Travel

We want all of our customers to be able to travel independently as easily as possible and understand that information provision is key to that. We will always aim to provide accessible, accurate, relevant, consistent, up to date and easy to understand information to ensure assurance and confidence at every stage of the journey – as well as planning your journey.

Our Accessible Travel Policy leaflet for customers – Making Rail Accessible

Our Accessible Travel Policy customer leaflet, entitled 'Making Rail Accessible: Helping Older and Disabled Passengers' will be available from the following:

- At travel centres/ticket offices at all staffed stations called at by our train services.
- Available online on our Assisted Travel page as a PDF.
- Available online on our Assisted Travel page as a Microsoft Word document.
- Provided in alternative formats on request which we aim to provide within seven working days.
- Available on request via our website, phone and text relay.

We will also work with local prominent areas where public services are provided to have this displayed to improve awareness of the accessibility of our service and our policies to the wider community. We intend to link this to our areas of promotion and marketing campaigns – such as where we are introducing new services – however we intend to determine the strategy for how we effectively

reach out to the public who do not currently travel as part of our customer panels.

Stations and train accessibility information

We will keep our rolling stock (train) accessibility information and our stations accessibility information up to date and available to customers. Our rolling stock information will be available on our Assisted Travel page on our website. It will be available as a PDF but you can request a copy in an alternative format to reach you within seven working days at no extra cost to you.

Our stations information will be available through our Stations pages on our website as well as from the National Rail Enquiries website. If you want to print this information, you will be able to do this by printing the website page which has been designed to conform with accessibility standards for websites (WCAG).

Alternatively if you contact our Customer Solutions team we will send you the information you need in a format that is accessible to you:

- **Phone:** 03457 225 333
- **Email:** customers@LNER.co.uk

We would encourage all customers to visit the dedicated station page on the National Rail Enquiries website for up-to-date information regarding all stations, including those not operated by LNER, at nationalrail.co.uk/find-a-station.

If you are at a staffed station, our staff will be able to access the National Rail Enquiries website for you on their mobile device (mobile signal, Wi-Fi coverage or network availability permitting).

We also offer a dedicated step-free map which shows each station on the network that our trains call at. This is available on our website, and at the back of our Making Rail Accessible leaflet.

Passenger journey information

All of our stations and the stations we stop at have Customer Information Screens which display details of the next train to depart the station, as well as its calling points. In addition, our stations have a public address (PA) system which provides audio details of the information displayed on the screens.

All our trains have Passenger Information System (PIS) which provides visual updates of the journey. All LNER trains have a train manager onboard who will provide audio updates, especially during disruption. On our older electric trains, information regarding calling points, next

stop and other standard journey information will be made by the train manager. On our Azuma trains, this information is linked to the PIS screens. If you are unable to hear the PA announcements from our onboard staff they will do their best to walk through the train to provide information to all passengers.

If there are any changes to working facilities at stations, this will be posted as an alert message on the corresponding National Rail Enquiries station page. We will do our best to display signage at stations that are affected, such as a lift being out of service, to make all customers aware. If you are on a station or train and notice that something is out of order, please make station or onboard staff aware in the first instance. Contact us via X formerly known as Twitter (@LNER) or our Customer Solutions Team if you are on a train and unable to get the train crew's attention.

If engineering works are taking place on part of your journey and alternative transport will be required, our team will discuss your requirements and make sure we can provide an alternative that is suitable for you.

LNER will always arrange for rail replacement vehicles that are compliant with relevant government requirements, which includes compliance with the accessibility requirements of the Public Sector Vehicle Accessibility Regulations (PSVAR) or operation under a special authorisation certificate granted by the Government. Where we are in a situation where none of the vehicles we are able to provide for a specific time of engineering works are compliant with the requirements of PSVAR, we will use our social media channels and station alerts on National Rail Enquiries to let customers know in advance. We are unable to provide information about which specific vehicles will be assigned to scheduled replacement transport services as this can vary due to changes on the day as well as unplanned disruption. You can get in touch with our team if you have any concerns or need to discuss your individual requirements.

If any facilities have been changed from what you expected or booked, our staff will work with you to find the best travel solution for you.

Information points, help points and contact centres

At many LNER stations, our Customer Information Points will be the meeting point for Passenger Assist, while a few others may use the Travel Centre as a meeting point. All stations have a designated meeting point that is marked that shows where you need to go to get Passenger Assist. We have invested in large signs that are black with clearly contrasting yellow text on them – to make them easier to use for people with a visual impairment – that clearly mark the “Assistance meeting point”.

For most of the day our Customer Information Point and/ or Travel Centre will be open, and it will be easy to find a member of staff if you need any assistance or information. Outside of those times, information will be available at the Customer Information Point on how to get hold of a member of staff should you need assistance. This information will be accessible at a height that is suitable for wheelchair users.

Information on the services LNER operate and services operated by train companies that run through stations we manage can be found in our Travel Centres and Information Points on our stations. Information about fares, timetables and connections can also be found here. You can also book Passenger Assist at one of our Travel Centres face to face.

If you need information about the accessibility of other forms of transport from the station (such as the underground, metro, trams or buses), our staff will do the best they can to help you. Our station staff have smartphones and will be able to help you find this information to help you plan your journey (mobile signal, Wi-Fi coverage or network availability permitting). Should you want to plan this in advance, you can visit the National Rail Enquiries station pages where there is information on connecting transport options and how to find out more about their services. Our Contact Centre team can help you look up this information if you need any help.

We will make sure that information regarding the services we provide is kept up to date and continuously made available to other train companies and station operators – including information regarding delays, diversions or other events that may impact your journey.

If you require live train running information on the day of travel then please:

- Speak to a member of station staff.
- Follow us on X formerly known as Twitter: @LNER, or
- Visit our website: **LNER.co.uk**

At the station, you can find out information relating to our services and those of other train operators.

We also provide posters on our stations which give you information about local services/transport available from that station.

Websites

We have developed our website considerably and have achieved the industry-recognised Web Content Accessibility Guidelines (WCAG), which define how to make web content more accessible for disabled people;

we are continuing to enhance this service to the best standard to make our website as easy as possible to use. The full LNER website has been designed to work with screen readers, magnifiers, voice over software and in-browser accessibility functions.

To help you find the information you need we also provide a link on the homepage of the LNER website to our Assisted Travel page, which explains the Passenger Assist service in a clear and concise manner, using plain English and avoiding the use of industry jargon.

Our Assisted Travel page contains everything you need to help with the process of booking assistance and purchasing a ticket to travel (including details of any national discounts available to disabled passengers or persons with reduced mobility), including the opening hours of our Customer Contact Centre.

This page has information on what we offer onboard and at our stations to make your journey easier, including accessibility information, staff availability, opening hours of our Customer Contact Centre and blue badge parking spaces. This and is directly linked to our stations pages which include accessibility information, staff availability, and information on blue badge parking spaces. Our stations pages which will also inform you of any disruption to facilities that may impact your journey.

It also informs you of any restrictions on the use of wheelchairs, power chairs and mobility scooters. 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.

We also provide 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 of our website.

Information regarding all national train services is also available by contacting National Rail Enquiries

- **Call:** 03457 48 49 50
- **Online:** nationalrail.co.uk
- **Text Direct:** 0345 60 50 600
(for people who are hard of hearing or deaf).

A3 Ticketing

We sell tickets for a variety of journeys including different ticket types and different train operators.

We are committed to providing you with information on tickets and journeys both accurately and impartially, regardless of the train operators involved in your journey.

The types of train we operate and how accessible they are is known to both our travel centre teams on our stations and our Passenger Assist team at our contact centre. They have information to ensure that will make sure you are not offered a ticket you cannot make use of (for example, due to no wheelchair spaces in First Class).

If you are unable to buy a ticket at your starting station because you are unable to access ticket selling facilities, you are able to purchase your ticket onboard our trains or at the destination station. You will still be able to use your Disabled Persons Railcard or receive relevant discounts.

Discounts

We participate in a number of national schemes offering discounted fares as follows:

If you are visually impaired

Visually impaired customers travelling with a companion who do not have a railcard are entitled to the following discounts on Anytime/Day tickets:

First Class or Standard Anytime Single or Return	34% off
First Class or Standard Anytime Day Single	34% off
First Class or Standard Anytime Day Return	50% off

These concessions do not apply if you are travelling alone and do not have a railcard.

To get these discounts you will need a document confirming your disability issued by a recognised body such as social services, local authority, guide dog ownership certificate, RNIB or Blind Veterans UK.

These discounts are only available from staff at our travel centres or onboard and cannot be purchased online or from Ticket Vending Machines.

If you are a wheelchair user and remain in your wheelchair for a rail journey

If you remain in your wheelchair throughout the journey and do not have a railcard, you are entitled to the following discounts on Anytime/Day tickets:

First Class or Standard Anytime Single or Return	34% off
First Class or Standard Anytime Day Single	34% off
First Class or Standard Anytime Day Return	50% off

This discount also applies to one companion travelling with you.

These discounts are only available from staff at our travel centres or onboard and cannot be purchased online or from Ticket Vending Machines.

Disabled Persons Railcard

If you have a disability, you may be eligible for a Disabled Persons Railcard. There are two types of this railcard – a one-year and a three-year. You are entitled to a discount of up to a third on most rail tickets. As well as that, one adult travelling with you can get the same discount. You can find details about this railcard and how to get one at:

- **Website:** disabledpersons-railcard.co.uk
- **Email:** disability@raildeliverygroup.com
- **Call:** 0345 605 0525
- **Minicom/Textphone:** 0345 601 0132 (for people who are hard of hearing).

Senior Railcard

If you are aged 60 or over you are eligible for a Senior Railcard. There are two types of this railcard – a one-year and a three-year railcard. You are entitled to a discount of up to a third on most rail tickets. You can find details about this railcard and how to get one at:

- **Website:** senior-railcard.co.uk
- **Email:** railcardhelp@railcards-online.co.uk
- **Call:** 0345 300 0250
- **At stations:** You can use your birth certificate as proof of age.

Please be aware that Freedom Passes and the associated discount to London Boundary Zone 6 are not valid on LNER services.

Ticket machines

LNER stations have self-service Ticket Vending Machines which will allow you to purchase a variety of tickets.

These machines follow the Department for Transport joint code of practice. Tickets can be purchased including those with a Disabled Persons Railcard or Senior Railcard discount (this includes companion tickets for people booking tickets with a Disabled Persons Railcard).

Ticket gates

Some stations on our network have ticket gates which can only be opened with a valid ticket for travel. When these gatelines are in operation, there will always be a member of staff present who you can speak to if you require assistance getting through the gates.

When no staff are available to operate the ticket gates at any station, gates will be locked in the open position so that customers can pass through.

All of our ticket gate lines have at least one wider accessible gate for wheelchair users and customers using other mobility aids.

Purchase of advance tickets

Where advance tickets are available for purchase, whether that be from a website, ticket office/travel centre or other method, we always suggest that you check with the operator in terms of the accessibility of any facilities which you may require on their trains.

This may relate to things such as the provision of wheelchair spaces in First Class which not all trains offer.

If you are travelling on a train not operated by LNER, please check this information before purchase.

All LNER trains offer wheelchair spaces in First Class. Our 5 coach and 10 coach Azuma trains do not offer wheelchair spaces in Standard; but your Standard ticket will be valid and you will be upgraded to First Class at no extra cost. You will be entitled to the full First Class complimentary offer as part of this upgrade and may bring one companion with you automatically.

If you are travelling with more than one person, we may upgrade more than one companion, but this will depend on the individual situation and will be at the discretion of

either the booking team or staff on the day. Companions will also be entitled to the full offer.

Booking assistance when purchasing tickets

When you buy a ticket from one of our Travel Centres, our staff will be able to book assistance for you over the desk at the same time.

If booking tickets online, our website will remember your details (if you consent for it to do so) and will remember if you previously requested Passenger Assist and/or a wheelchair space and will add these to your journey automatically, unless you opt out, when logged in to your account on **LNER.co.uk**

A4 Alternative accessible transport

All stations that LNER manage are accessible but some other stations we call at may not be. This may be due to:

- The station itself is inaccessible, for example because of a physical constraint.
- Where for any reason, substitute transport is provided to replace rail services, for example due to planned engineering works; or
- Where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

Further details of station accessibility is available on our website at **LNER.co.uk/Stations**

Even if the station you wish to use is inaccessible to you, we will ensure you are able to travel to and from that station at no extra cost. We will do what we can to make as much of that journey by rail, however for parts of the journey where that is not possible, we will arrange alternative accessible transport (such as a taxi).

We will take individual requirements into consideration as well as the journey time, accessibility of trains and stations used and staffing of those stations to best meet your requirements. Wherever possible we will do what we can to give you an alternative that most closely offers the experience of those who do not require assistance.

We will discuss your requirements at the time of booking assistance which you can do by contacting us:

- **Call:** 03457 225 225 (option 3)
- **Text relay:** on 18001 03457 225 225

If services become inaccessible to you because of disruption, you can contact us using these numbers or speak to a member of station staff.

Where no staff are available on stations that are not managed by LNER, you can use the station help points where available or call our customer services team. We will then arrange suitable transport to get you to your destination.

When there are delays, disruption or emergencies and we provide rail replacement services or taxis, we will ensure these are as accessible as possible. For taxi operators licensed by LNER and replacement bus companies, we will liaise with them to ensure their drivers have undertaken disability awareness where possible and outline this in our training section towards the end of this policy.

When we need to provide rail replacement vehicles during disruption, we will always provide vehicles that are compliant with relevant government requirements. This includes compliance with the accessibility requirements of the Public Service Vehicle Accessibility Regulations or operation under a special authorisation certificate granted by the Government. We will provide vehicles that are accessible wherever possible and will only use vehicles that are not accessible (while still complying with government requirements) when no more accessible vehicles are available in the relevant geographic area. We will annually review our contracts with our rail replacement provider to consider any changes necessary to improve the accessibility of rail replacement services.

Our rail replacement provider will arrange vehicles as far as in advance as possible to ensure that as many accessible vehicles can be sourced as are available. In situations where accessible vehicles are unavailable or limited, we will endeavour to provide alternative accessible transport (such as taxis) for customers who require them – making sure that, during planned disruption, wait time for these alternative vehicles is similar to the wait time for other vehicles.

A5 Wheelchairs, mobility scooters and mobility aids

We provide wheelchair spaces on all our trains for wheelchair users. You are welcome to use these spaces if your wheelchair fits within the following dimensions:

Width	700mm
Length	1200mm

If your wheelchair does not fit within these dimensions, then unfortunately you will not be able to travel on our trains.

Our trains have a different number of wheelchair spaces depending on the type of train. We currently operate Electric trains and Azuma trains.

The space provision is as follows:

Train type	Standard wheelchair spaces	First Class wheelchair spaces
Electric	2	1
Azuma 5 coach	N/A	2
Azuma 9 coach	2	2
Azuma 10 coach	N/A	4

On our Azuma 5 coach and 10 coach trains, there are no wheelchair spaces in Standard. Any customer travelling on these services with a Standard ticket will be upgraded to First Class at no extra cost.

Customers using mobility scooters do not require a permit to travel on LNER trains. Our restrictions for mobility scooters are the same as those for wheelchairs in terms of dimensions. You may travel on your scooter by travelling in the wheelchair space on our trains but this is the only place scooters can go on our trains and must not be stored in vestibules or obstructing aisles as these are emergency exit routes.

If your mobility scooter is not within those measurements but will fold, then you are permitted to store this item as luggage. Please speak to station staff about arranging this upon arrival at the station. If taken as luggage, these can only be stored in the luggage rack of bulk luggage cupboards on our train and only if folded. The above policy is only applicable to trains operated by LNER. We ask that you transfer from your scooter to a seat where possible as this is safer however this depends on what will be more suitable for your individual requirements.

Please be aware that other train operators may require a permit to use a scooter on their trains. Please ensure you check with all operators whose trains you are using, through their website and/or Accessible Travel Policy and what their policy is on mobility scooters before travelling.

A6 Delays, disruption to services, and emergencies

We understand that disruption to both facilities and services can have a huge impact on both accessibility and confidence when using the railway and we do everything we can to minimise this. When disruption does happen, we will make sure that you can continue your journey wherever possible and we will not leave you 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. We have staff onboard all of our trains and they will do their best to help you plan your adjusted journey if things do go wrong.

Our staff are trained to help all customers, including those with non-visible impairments, as much as possible and will agree with you how best they can assist. 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 provision of information includes providing you with audio and visual information when you need it. If you then require any additional assistance (for example, changing platforms) or you could not understand the information, our staff will be happy to help. Taking their other safety-critical duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist you.

Sometimes a train's departure platform must be changed, and often at short notice. Such a change will be shown on the customer information screens and will be announced as soon as possible. At staffed stations when a platform change occurs, our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as quickly, safely and comfortably as possible.

When significant disruption occurs, local managers will be informed and help at the stations to make sure there is a visible staff presence and plenty of people there to help. These staff will be able to help with providing information and offering help with luggage, among other tasks.

If we have to alter or cancel your train because of disruption, we will provide you with accessible substitute transport where applicable. This will be done without additional charge to you. Our rail replacement team has contractual arrangements with bus and taxi operators across the LNER network, including securing (wherever possible) the provision of accessible vehicles. This team deals with both planned and unplanned disruption.

When train services are replaced with replacement road 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 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 (for example as a result of a breakdown, alteration or removal of facilities) we will aim to provide you, wherever possible, with equivalent replacement facilities. If we have your contact details we will do our best to contact you by telephone or email to make you aware of the disruption to facilities and to assist you with making alternative arrangements (such as re-booking or re-routing assistance).

We will also provide you with information of the disruption to facilities through our website and advise our staff at stations, on trains, in travel centres and at our contact centre to provide you with an estimated time for when the facilities will be functioning again, where known.

Emergency procedures

In the event of an emergency, station and/or train staff will supervise and co-ordinate any action needed. They will identify the quickest route for evacuating their location. They will also identify alternative routes and contingency arrangements if predetermined routes are not available.

All of our staff have received disability awareness training and in the event of an incident will discuss with any customer who requires additional assistance what action is most appropriate. In accordance with the nature of the incident our staff are trained to take into account your needs, especially if you have reduced mobility, a visual

impairment, are deaf/hard of hearing, or require some additional support.

Every 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 at staffed stations) to await rescue by a member of the emergency services. All local station emergency plans are shared with the local emergency services.

A7 **Station facilities**

We operate a number of stations along the East Coast Mainline at Peterborough, Grantham, Newark Northgate, Retford, Doncaster, Wakefield Westgate, York, Darlington, Durham, Newcastle and Berwick-upon-Tweed.

For more information about major stations we call at such as London King's Cross, Leeds, Edinburgh Waverley or Glasgow Central, please contact Network Rail.

Additionally, we call at stations operated by Northern, Govia Thameslink Railway (GTR), East Midlands Railway (EMR), TransPennine Express and ScotRail.

We provide information on all these stations and the facilities they provide on our website: [LNER.co.uk/Stations](https://www.lner.co.uk/Stations)

If you want any more information about a station we do not operate or the company's policy, please visit the website of the operator who manages the station you are using for more information.

Left luggage

Accessible Left Luggage facilities are available at London King's Cross, Leeds, York, Edinburgh Waverley, Glasgow Central, Aberdeen and Inverness.

Blue Badge Parking Spaces

We want it to be as easy as possible for customers to travel to our stations by car and information on our car parks can be found on our website.

Most stations have a tarmac or concrete surfaced car park with designated parking spaces available for Blue Badge holders (although charges apply).

We have done what is reasonably possible to locate these spaces as close to the station as possible, providing easy

access. These spaces are marked with the International Symbol for Access on the ground.

We enforce railway byelaws accordingly ensuring that nobody who does not have a Blue Badge uses these spaces. Our station teams will monitor the use of these spaces and we will issue penalty notices accordingly for misuse of these spaces by making frequent checks of the car parks. If you wish to report abuse of Blue Badge parking, please report it to the station team.

Third-party provided facilities

We will do all that is in our power to ensure services and facilities provided by a third party on our network are as accessible as possible. This requirement is included in relevant contracts and enforced by our Estates Team. Our station teams will monitor the services and facilities provided by third parties to ensure that they are not located where they will cause an obstruction.

We will work with our tenants and third parties to ensure that beyond their own responsibilities under the Equality Act, we make reasonable efforts to provide as accessible a facility as possible.

Replacement facilities

We will provide reasonable replacement facilities for you that are accessible, where possible, when the level of accessibility of facilities at a station is less than that normally provided. This may be due to a breakdown, alteration or removal of facilities, for example.

Station entrances

We understand the importance of easy access to stations and as such our Estates Team will always consider the impact to accessibility if there is a need to restrict or temporarily close access to a station by a certain entrance. We will comply with the Code of Practice regarding mandatory standards for unobstructed progress during building works.

We are committed to ensuring that all station entrances are kept in use and not permanently closed during times that the station is open. When necessary, due to refurbishment or security for example, we may have to close these points of access. We will consult with the DfT, London TravelWatch, Transport Focus and local disability groups, as applicable, and any such changes to access will not be made until approved by the DfT. If the closure is semi-permanent, then alternative arrangements will be put in place for the duration of any required works.

A8 Redress

When you have booked assistance and it has not been delivered, we will provide you with compensation for your journey. When your assistance was booked for travel on one of our trains, we will offer you a full refund for the cost of the journey. If you were travelling on another train company's service, please contact that company who will arrange for appropriate redress.

To make a claim for redress, please contact our Customer Solutions team. You can get in touch with us by email, phone or your other preferred contact method as listed below. Please do let us know as soon as possible if something has gone wrong so that we can quickly investigate this and understand what went wrong.

- **Call:** 03457 225 333
- **Text Relay Service:** 18001 03457 225 333
- **Email:** customers@LNER.co.uk
- **Post:** LNER, Freepost RTUH-TUGH-GCLZ, Cramlington, NE23 1WG

We are happy to assist you with your claim as much as we can. We will coordinate the response to your complaint if there are multiple train companies involved and provide you with a full explanation, including why it happened and what mitigating actions we intend to take as a result. We will coordinate the response between all operators involved, including if this was a multi-leg journey.

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

Your feedback is invaluable in helping us to improve our services in the future here at LNER. If you're not happy in any way, we'll take your comments or complaints very seriously and do everything we can to make things right. We aim to resolve all complaints to your satisfaction, quickly and effectively, without the need for involvement for third parties.

If you are not happy with the response you have received from us, you can appeal to the Rail Ombudsman.

You can appeal to the Rail Ombudsman if:

- You are unhappy with our final response to your complaint which will be contained in a letter or email (this is sometimes known or called a 'deadlock letter');

or

- We have not resolved your complaint within 40 working days of receiving it;

and

- No more than 12 months have passed since we sent you a final response.

If you wish to find out more about the Rail Ombudsman, please see details below.

- **Website:** railombudsman.org
- **Call:** 0330 094 0362
- **Textphone:** 0330 094 0363
- **Email:** info@railombudsman.org
- **Twitter:** @RailOmbudsman
- **Post:** FREEPOST - RAIL OMBUDSMAN

There are some complaints that the Rail Ombudsman will not be able to look into, for example if it is about the way one of our services has been designed, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established.

If that is the case, they will contact you to let you know.



B Strategy and management

B1 Strategy

LNER are continuously developing our ongoing strategy on Accessibility, Inclusion and Integrated Travel that sets out how we intend to improve the provision of all aspects of our services to disabled customers and create overall easier and seamless end-to-end journeys for our customers.

Using customer and colleague feedback we identified where the biggest opportunities for improvement existed. Since the first LNER Accessibility strategy was developed, our key priorities have and continue to be:

- **People empowerment and awareness:** Making sure our staff have the knowledge and skills to deliver amazing customer experience to everyone.
- **Passenger Assist:** Creating seamless end-to-end journeys for customers who require additional assistance.
- **Customer engagement:** When things go wrong we learn from our mistakes and listen to our customers and use their feedback and ideas to drive improvements.

As well as these priority areas, we are committed to continually improving our service provision for disabled customers in all aspects of our service. In line with feedback from customers, including our Accessibility Forum, we will identify projects that can reduce barriers faced by disabled people when travelling with us, as well as processes to ensure high standards are followed across our business for the accessibility of both physical and digital projects. We will also work across LNER to become a 'social model of disability' centric business, focussing on how we can reduce the barriers our customers face and be customer-centric in all we do.

We work closely alongside industry colleagues including Rail Delivery Group (RDG), the Office of Rail and Road (ORR), Network Rail, local authorities, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Community Rail Partnerships and the Rail Ombudsman, as well as other stakeholder organisations to further improve our service provision. We also work closely with other Train Operating Companies to encourage partnership working and the sharing of best practice to create a consistent journey experience for all.

Our Accessible Travel Policy fulfils our obligations under our Passenger and Station Licenses, 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 including the Human Rights Act 1998 and the Equality Act 2010.

We ensure that new facilities are designed to meet the standards of the PRM-NTSN, as will all projects which replace and/or renew existing facilities.

Whilst we will do everything in our power to meet these standards as a minimum, we shall consult with the DfT at the earliest stage should this not be possible so we can consider alternatives that are suitable and seek dispensation from The Code of Practice.

Improving access to LNER services

LNER are committed to maintaining the current standards of accessibility and continually seeking ways to further improve accessibility to our services for all. We will do this by engaging with our customers and stakeholders as well as organisations representing disabled people so that we can identify areas of improvement and anticipate customers' needs. As part of the annual review of our Accessible Travel Policy we will review our policies that impact customers with disabilities and incorporate customer feedback as applicable.

Some of the ways over the next year that we will improve our service are:

- **Station wayfinding improvements:** We will continue to act on the results of wayfinding audits of our stations by installing new signage at our managed stations to improve overall ease of navigation of the stations.
- **Assistance waiting lounges:** Following the launch of the Passenger Assist Lounge at Newcastle station we will continue working on plans to deliver more of these across our other major stations to give customers requiring assistance a quieter place to wait plus confidence that a member of staff is nearby. We will use customer feedback and engagement to apply learnings from our first lounge in Newcastle to the development of these plans.
- **Sunflower Ambassadors:** We launched an ambassador programme following the successful launch of sunflower lanyards a number of years ago. As the ambassadors programme was paused throughout the Covid-19 pandemic, we will look to re-launch this programme this year to give our staff the best resources available and have champions to support culture change in our organisation.

- **Passengers Assist Improvement Programme:** Following the successful rollout of the Passenger Assist Staff App to the 13 stations where we deliver assistance, we will continue to engage with the national passenger assist improvement programme, managed by Rail Delivery Group, to further improve the tools our staff have to manage Passenger Assist and improve the reliability of the service we offer.
- **Customer Forums:** LNER will take part in the formation of a new customer panel working in partnership with four other train operators (TransPennine Express, Hull Trains, Northern and Grand Central) - this forum will be known as the Rail Accessibility & Inclusion Forum for the North (RAIFN). This will support the LNER route wide Customer Panel that we introduced in 2020 to ensure our wider route is considered when engaging with customers on potential future improvements.
- **Accessibility team:** LNER will take part in the formation of a new accessibility focused panel working in partnership with other train operators in the North of England. This forum will be known as the Rail Accessibility & Inclusion Forum for the North (RAIFN). This will support the LNER route wide customer Accessibility Forum that we introduced in 2020 to ensure our wider route is considered when engaging with customers on potential future improvements.

B2 Management arrangements

Ensuring that accessibility to all aspects of our operation are continued and further enhanced forms part of our Accessibility and Integrated Travel Strategy which is fully supported by the LNER Executive team and Board.

The accountability for ownership and development of our Accessible Travel Policy is with our Customer Experience Director. Our Customer Experience Director will act as a sponsor to the development of accessibility projects and has overall accountability for compliance to this policy.

Our Accessible Travel Policy forms part of our Passenger Licence (Condition 6: Provision of Services for Disabled People) and Station Licence.

To ensure the Accessible Travel Policy is incorporated into business and project planning, all new projects must assess the impacts on disabled people and whether the opportunity to improve accessibility has been considered during project conception. If a project does not satisfy these criteria then a recommendation will be made that the project is revised or that it is not taken forward. All major projects that do not go through a business approval process will involve our Accessibility and Integrated Travel Manager as a stakeholder to give relevant sign-off to the project. This process forms part of the measurements and data we use to assess return on investment and allows us to also assess the project for improvements for disabled people.

Our Accessibility and Integrated Travel Manager, as part of our Customer Experience Directorate, is responsible for ensuring the implementation and delivery of the Accessible Travel Policy across the business as well as ensuring ongoing compliance.

All management level staff at LNER go through our corporate induction which includes our disability equality training. This training includes informing all staff about their responsibilities to disabled people, LNER's policies and the law relating to accessibility.

All projects relating to stations and facilities must meet certain criteria before being approved. This includes that the project must be in line with the Joint Code of Practice as well as comply with the Equality Act 2010.

B3 Monitoring and evaluation

To ensure that we maintain performance against our Accessible Travel Policy and deliver everything that we commit to, we will monitor against several Key Performance Indicators every period, including:

- Total number of customers who booked assistance over the period.
- Total number of customers who requested turn up and go assistance over the period.
- Ratio of customers who booked assistance versus customers who requested turn up and go assistance.
- Total number of no-show customers who had booked assistance.
- Total number of assistance failures over the period.
- Total number of complaints relating to Passenger Assist over the period.
- Total number of complaints relating to general accessibility over the period.

We will use our customer panels to receive feedback about the services we provide and where these can be improved, as well as any issues with what we currently deliver. This engagement will allow us to build action plans to implement changes in line with stakeholders' feedback.

Our Customer Solutions Centre will handle any complaints and/or feedback received from customers in relation to both Passenger Assist and the general accessibility of our trains or stations. They will provide a detailed response to the customer and ensure that any assistance failure is investigated. Information on this investigation will be used to inform the customer what went wrong and what we are doing to address this. As required, the Accessibility and Integrated Travel Manager may be consulted to provide information to support this response. When assistance has failed as the result of LNER, local managers will take action accordingly to prevent such an incident recurring.

We will regularly review this policy and a report on findings will be sent to the DfT and the ORR. This will include details of the achievement of objectives, new initiatives to improve our service to disabled customers and any challenges we faced in implementing this policy.

B4

Access Improvements

We are committed to ensure compliance with PRM-NTSN and the Joint Code of Practice when refurbishing our trains or installing or refurbishing facilities at our stations. Where compliance is not achievable after every effort has been made, we commit to applying for derogations against PRM-NTSN and/or the Joint Code of Practice.

We have several projects completed and ongoing to improve access to our services:

Trains

Following the implementation of our Azuma fleet, we are developing new signage to provide improvements to the priority seats, wheelchair spaces and other facilities throughout the train.

LNER have also announced the introduction of 10 new trains with the train design process currently underway. This process will involve our Accessibility Forum and other stakeholders to ensure we incorporate user experience and insight into the design of our new trains to ensure they are as accessible as possible.

Stations

LNER manage 11 stations along our route and we have done lots of work to make these as accessible as possible. The majority of our stations are fully step free and accessible and we have done work to improve this.

The only exception to this rule is Newcastle which is step-free but has a steep ramp to the footbridge which leads to some platforms (though access to all LNER platforms is accessible).

In addition to work improving the physical access to train services on our stations, we have also undertaken:

- Improvements to the announcements at stations to have clearer wording choices and use less railway jargon, as well as provide information when lifts are out of order at stations a train stops at and whether accessible toilets are out of order on that service.
- Introduction of braille and tactile signage on handrails across our network to help blind and partially sighted customers have a better understanding of where stairs may take them to.
- Work to introduce lift maps on our stations to help customers have a clearer understanding of the layout of lifts around our stations and where they take you to.

- Work to replace the help points across our stations as well as review the locations of where these are to offer the best experience for customers and support in the journey when arriving at a station.
- The introduction of a new assistance waiting area at York station to provide a dedicated space for customers with assistance to wait with easy access to staff.
- The introduction of a new assistance waiting area at York station to provide a dedicated space for customers with assistance to wait with easy access to staff.
- The installation of the first phase of station wayfinding improvements to improve customer confidence when navigating our stations. We have completed York, Newark Northgate and Retford stations, and Grantham station is underway with more to follow this year.
- The introduction of a new Passenger Assist Lounge at Newcastle station to provide customers using the Passenger Assistance service a quiet, warm, and comfortable place to wait. The space is staffed, has flexible seating, facilities to serve hot drinks, and a quiet area for customers who may benefit.
- The introduction of British Sign Language (BSL) videos across our Customer Information Screens (CIS) at Doncaster station communicating the departure time of services, the train operator, destination, calling points and platform number. Any changes to departure times or platforms will also be signed, along with updates in the event of delays or cancellations.

B5

Working with disabled passengers, local communities and local authorities

We understand the importance of involving disabled people in decision making in all aspects of what we do. We are working towards several ways in which we engage with customers with disabilities to do this which includes:

- We are continuing to develop the LNER Accessibility Forum which comprises customers with different accessibility needs from across our route. This allows our customers to be involved in reviewing upcoming projects, providing valuable insights and suggesting areas of focus to help drive accessibility improvements across LNER.
- LNER will be participating in the Rail Accessibility and Inclusion Forum for the North (RAIFN) which is a cross-operator forum jointly run with other operators in the North such as TransPennine Express, Northern,

Hull Trains, Grand Central, Cross Country and Avanti West Coast. This panel will comprise of specialists in different areas of expertise and will focus on improving the travel experience of disabled customers in the North and aiming to provide a consistent experience for customers across the region.

- LNER gathers customer feedback about the Passenger Assist service and insight regarding opportunities for general accessibility improvements via our LNER post-journey customer satisfaction survey.

We will work on the promotion of the accessibility of our services and Passenger Assist across our route. This will include:

- Promotion of the Passenger Assist service, as well as new accessibility initiatives, in our stations, on our trains and on our social media accounts. We will continually review and improve our Assisted Travel website page to provide better information around our projects and, additional Q&A sections, aligning to the most common questions searched by our customers. We will also attend local events across our route and engage with user groups to promote the Passenger Assist service and LNER's accessibility features with the aim of increasing confidence to travel.

We will continue to do the above while also promoting our Accessible Travel Policy – specifically the “Making Rail Accessible” customer leaflet – in prominent public locations across our route as well as on our stations.

LNER plans to develop a “Try a Train” scheme allowing customers who may have not travelled by train before, or feel apprehensive about doing so, to experience an end to end journey and the accessibility features and schemes LNER offers with the aim of increasing confidence to travel by train. LNER plan to research the options for accompanied journeys or travel training as part of the previously used ‘Try-a-train’ events that other train operators have run.

LNER continues to participate in the Sunflower Lanyard initiative, that LNER participate in is a national scheme that spans wider than the railway. We chose this scheme to encourage seamless end-to-end journeys for our customers on the basis that the lanyard is also recognised in major UK airports, supermarkets, shopping centres and by a variety of other industries. We are delighted that all other train operators joined us in 2020 in recognising the sunflower lanyard to help customers have more comfortable journeys regardless of who they travel with.

We will report to the Office of Rail and Road (ORR) on the work that we have undertaken in this area and the progress that this has led to.

B6 Training

Staff training is a key part of ensuring customers with disabilities can access our services. As part of this policy, LNER are committed to the following:

- All new staff, including all management staff, receive disability equality training as part of their induction. This will be in a classroom based setting and delivers the following outcomes:
 - Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion.
 - Equality Legislation: exploring and understanding the Equality Act 2010.
 - Defining Disability: an introduction to the various definitions of disability and the appropriate terminology.
 - Recognising passengers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance.
 - Railway Regulatory Framework: understanding regulations and policies that are relevant within the railway industry.
 - Passenger Assist: how it works for disabled passengers and the staff's role in delivering the service.
- Additionally, all frontline staff who interact directly with passengers at any time as part of their duties, will receive training as part of their induction that covers:
 - Communication: finding a way to communicate with disabled people with patience, respect and dignity.
 - Accessibility in stations: the identification of accessible features at the station where staff work as well as at the key destination stations on the network.
 - Providing safe assistance: duties and process to ensure that both staff and passengers remain safe at all times.
- Everyone who joined the business before 2022 received refresher training through a variety of mediums depending on their role – either e-learning or face-to-face classroom sessions.

- We then provide refresher training within 2 years of receiving disability equality training and a minimum of 2 years thereafter. This will be provided through e-learning that will assess the knowledge level of the employee and then deliver additional training based on the knowledge gaps.
- We have, and will continue to, involve disabled people in the creation of our disability equality training. We have done this through the creation of videos and lived-experiences being presented. We will use our customer panels to approve our training content on a recurring basis.
- Where we reasonably can, agency staff and contracted staff who are working on a temporary basis that have direct interaction with customers will receive a version of disability awareness training that will cover Passenger Assist, Communication and Providing safe assistance as a minimum. This will be delivered as part of their existing inductions.
- Our Customer Solutions Centre staff who provide information or advice directly to customers will receive disability awareness training as part of their induction which covers a minimum of Passenger Assist and Communication. This will be delivered as a combination of their all-business “Welcome to” induction as well as Contact Centre specific induction training.

We will update the ORR frequently throughout the delivery of this training to keep them informed on our progress against these commitments.

At the time of submitting our Accessible Travel Policy we have verified that any statistics and terminology used in the training of our staff are up to date and appropriate.

We understand that the importance of disability equality training during disruption spans wider than just our own business and how well the drivers of alternative accessible transport are trained can impact their ability to interact with our customers. It is important to us that as they are providing a service, they have received as much training as possible to be able to do that.

To do this we have engaged with all our existing contracted taxi operators that use our station taxi ranks and our replacement coach providers and asked them what the training they provide consists of.

- **Replacement coaches:** At the time of submitting this policy we have received a response from the majority of our coach operators. Our findings have been that the majority of companies we use have drivers who have received some standard of disability awareness

training. The main source of this training across these companies forms part of the drivers' qualification card (also known as CPC course) which includes refresher training on a number of modules. Further to this, a number of our operators are instructing drivers to partake in online courses to widen their awareness.

It is therefore highly likely that the driver of a replacement coach provided for us will have had some level of disability awareness training.

Coordinators for pre-planned Rail Replacement are instructed to check with each driver that they are able to deploy their ramps along with the removal of any seats to carry wheelchair users.

We will continue to seek this information from the operators that we have not heard from and commit to it forming part of our procurement process for new operators as a requirement.

- **Taxis:** At the time of submitting this policy, we received a response from taxi operators licensed at 6 of our 11 managed stations.

From the information received, we have been able to collate the following:

- All drivers received safeguarding training which incorporated disability awareness as part of local authority training licensed to use the station rank at York, Retford, Doncaster and Grantham.
- Drivers of wheelchair accessible vehicles at the above locations as well as Peterborough and Wakefield have received training on assisting customers who require the use of these vehicles.
- All vehicles used at Peterborough and Doncaster are accessible vehicles and these drivers have been trained as above.

We will continue to source data for stations not included above that we license taxi operators at to ensure that we can provide accurate information to customers.

Our services



London North Eastern Railway Limited

LNER.co.uk

Registered in England No.04659712
Registered Office: West Offices, Station Rise, York, YO1 6GA

LNER2761