

Network Rail

Making Rail Accessible:
Guide to Policies and Practices

November 2017

Operator's Strategy

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

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

To help us do this Network Rail has formed the Built Environment Accessibility Panel (Network Rail BEAP) who assist Network Rail, to deliver a better railway for a better Britain. The BEAP members provide technical and experiential advice on the design and management of Network Rail built environment proposals and plans.

We endorse and will adopt the standards and guidance in the Code of Practice for Accessible Train Station Design (the code) and in the Persons with Reduced Mobility, Technical Specification for Interoperability. We will meet all of the code's standards for new, renewed or enhanced facilities at our stations. Where this is not possible we will seek other options as soon as possible. Only when these have been exhausted will we seek dispensation and consider suitable alternatives.

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

Management Arrangements

Providing services to disabled people is an integral part of how we deliver rail services. We integrate the policies and practices outlines in this document fully into our day-to-day activities. We have set up managed station project teams to develop, modernise and maintain stations without compromising their historical importance.

We will integrate our Disabled People's Protection Policy (DPPP) objectives into business plans and project planning. During our projects' design phase, we employ access consultants to advise us on how the project will affect stations' accessibility, both during and after the construction work. For major projects and programmes the plans will be presented to the Network Rail BEAP.

All Network Rail managed stations have a 24 hour, seven days a week management presence. We carry out regular general inspections to make sure services and facilities are in place. If there is a temporary failure of a service or equipment breaks down, we will make alternative arrangements for disabled passengers.

Monitoring and Evaluation

How we deliver services and facilities to disabled passengers is continuously monitored and evaluated to make sure we meet both the standards outlined and our commitment to constant improvement. These are the mechanisms we use:

We undertake mystery shopping exercises at all of our managed stations every two months. These audits monitor and assess our customer service, station environment and facilities.

We record statistics on the percentage of assistance bookings that we meet on time, and we use these figures to track our performance.

The industry carries out an annual passenger satisfaction survey at our managed stations. This asks over 5,000 customers to give feedback on issues from staff availability and passenger facilities, to how we provide information. We have tracked and monitored our managed stations' performance with this survey since 2001.

We encourage passengers to provide feedback on their personal experience of our facilities and service levels at our stations. It is important to us to both recognise good service and to provide an effective means of communicating and resolving any problems as quickly as possible. Full details of how our customers can contact us with their feedback can be found at the back of this document.

Access Improvements

We will provide an accessible public transport system, which gives disabled people the same opportunities to travel as other members of society. Network Rail is responsible for 18 managed stations, and we are constantly undertaking schemes to improve access at these stations.

We will comply with Technical Specification for Interoperability for Persons with Reduced Mobility (PRM TSI) and the code when we are installing or refurbishing station facilities. This means we will make every effort to comply, and if it is not possible then we will apply for derogation against the PRM TSI and/or dispensations against the Code.

Working with Others

Network Rail consults with various organisations to make decisions on accessibility issues, including ways to improve and prioritise access. You can find out the criteria and guidance we use when considering which groups to consult at Annex 1 of the

Department for Transport's (DfT) document 'Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – Code of Practice'.

Consultation response is sought from key organisations including Department for Transport (DfT), Transport Focus and the Disabled Persons Transport Advisory Committee, London TravelWatch and Transport Scotland.

Staff Training

To implement our DPPP we need to train our management and staff properly. We give all our frontline station employees a two-day intensive customer service course, which emphasises treating everyone as an individual, and to communicate with people to find out their particular needs. We also brief retail employees on our DPPP as part of a wider induction programme. All our managed station employees also receive specific inclusive service training co-delivered by disabled trainers.

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

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

We have also introduced inclusive service training for our station customer service and mobility assistance employees. All our new employees participate in this training within two months of joining us.

We will encourage third parties, such as retailers, whose employees work on our station to instigate training programmes for their own employees.

Emergency Procedures

Network Rail has an emergency plan at every managed station which sets out the procedures for evacuating the station in an emergency. Station employees have

assigned responsibilities to evacuate all our customers in the event of an emergency. These include employees with specific responsibilities for helping disabled passengers to leave the station safely.

These arrangements comply with the individual station's fire certificate, as well as providing refuge places according to British Standard BS9999.

Communications Strategy

Many disabled rail users only travel infrequently. Some of the important information that we can easily communicate to regular rail users might be less likely to reach disabled people.

This is why we work closely with our industry partners to make sure that we make customer information available in alternative formats to meet our passengers' needs. For example, we have installed display boards to make train departure and arrival information more readable. We have also fitted induction loops at most of our managed stations' booking offices.

Network Rail also works with industry partners to provide customers with the best possible information including the 'Stations Made Easy' website which includes:

1. Schematic maps of all managed stations
2. Photos of every possible route through and around the stations
3. Photos of station entrances and the range of facilities at managed stations. This includes car parks, station entrances, lifts, stairs, ticket counters, accessible toilet facilities and the various retail and catering offerings.

Telephone

Network Rail will provide good quality telephone services for disabled passengers. We have installed textphones connected to a good quality printer at all our managed stations and telephone numbers are provided for each station where customers can talk to a human operator.

This commitment also includes recorded telephone information. We will make the information clear and give callers the chance to connect to a human operator. Where this is not possible, we will give a telephone number where a human operator can be contacted. We list the telephone numbers on all station specific literature and our stations website. All our textphones also have their own dedicated telephone number.

Websites

Network Rail is actively working towards achieving the industry-recognised W3C standards. W3C is the World Wide Web consortium, made up of member organisations which maintain full-time staff and work together to improve standards across the web. We monitor and improve our website to make it more accessible for everyone.

Signage

In addition to our station travel plan process, we also routinely review our access points signage at all our managed stations.

When installing new signage, we take into account the guidance and standards for signage at stations found in the code. We also consider the good practice guide published by the Railway Safety and Standards Board on 'Wayfinding at Stations' when we consider how and where to put signs and give information at stations.

Car Parking

Because of their inner-city locations, not all of our managed stations have car parks. You can find these details in the 'Station Accessibility Information' in appendix A.

Where station car parks are provided, we have stipulated an appropriate number of spaces for blue badge holders, also set out in appendix A. We regularly review the number of blue badge spaces at our managed stations. We will provide more spaces where they are full for more than 10% of car parking hours. Where our parking ticket machines are not accessible, we will ensure that any future replacement is.

We employ Apcoa Parking (UK) Ltd as our car park operator. As part of their contract, they enforce our car parks' terms and conditions. This includes misuse of designated disabled bays and the appropriate action detailed for each station for this, such as imposing parking fines.

Review Timescales

We will keep this guide up-to-date by reviewing it annually, and updating it as necessary. Any updates will be submitted to Office of Rail and Road (ORR) for approval,

This is the latest version of the guide as of November 2017 and the information contained within it is accurate as of the last review.

Appendix A: Station Accessibility Information

Information on the services and facilities available at our stations is shown below. A map of the facilities can also be found on the [Network Rail Stations](#) websites.

	Station staffed?	Location of step free entrances	Designated disabled parking	Seating	Standard toilets	Changing places toilets	Baby change facility	Accessible toilet	Accessible ticket machines	Accessible ticket counter	Induction loop at ticket counter	Visual and audio announcements	Secure station accreditation	Wheelchair available	Ramps for train access	Induction loops at information and meeting points	Accessible pick-up and drop-off	Automatic doors/ Open entrance	Waiting rooms	Accessible Catering	Designated meeting point
Birmingham New Street	Full time	Stephenson Street, Victoria Square, Hill Street.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	Mobility assistance point opposite main ticket office
Bristol Temple Meads	Full time	Station Approach, Temple Quay.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Customer Helpdesk - Platform 3

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Edinburgh Waverley	Full time	New Street car park, Market Street, Princes Street, Calton Road, North and South ramps.	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Mobility assistance lounge (small groups) Opposite Platform 2 (large groups)
Glasgow Central	Full time	Gordon Street, Hope Street,	✓	✗	✓	✓	✗	✓	✗	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	Main Concourse
Leeds	Full time	Aire Street, City Square, New Station Street, Southern entrance.	✓	✓	✓	✗	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	South Concourse customer information point

	Station staffed?	Location of step free entrances	Designated disabled parking	Seating	Standard toilets	Changing places toilets	Baby change facility	Accessible toilet	Accessible ticket machines	Accessible ticket counter	Induction loop at ticket counter	Visual and audio announcements	Secure station accreditation	Wheelchair available	Ramps for train access	Induction loops at information and meeting points	Accessible pick-up and drop-off	Automatic doors/ Open entrance	Waiting rooms	Accessible Catering	Designated meeting point
Liverpool Lime Street	Full time	Lime Street, Skelhourne Street, Lord Nelson Street.	✓	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	Main Concourse customer information point
London Bridge	Full time	Tooley Street, Bridge above Tooley Street, St Thomas Street, London Bridge Road.	✗	✓	✓	✗	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✓	Information desk - Southern Concourse
London Cannon Street	Full time	Middle entrance on Cannon Street.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✗	✓	✗

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London Charing Cross	Full time	North Kent Passage, Centre Passage, Cab Road Passage.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✗
London Euston	Full time	Euston Rd/Melton St, Euston Rd/Eversholt St, Cardington St.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Mobility Assistance Reception

London King's Cross	Full time	New Concourse Main, King's Cross Square A and B, Pancras Road Entrance 1 and 2, Platforms 9-11 Entrance.	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	Mobility Assistance Reception
	Station staffed?	Location of step free entrances	Designated disabled parking	Seating	Standard toilets	Changing places toilets	Baby change facility	Accessible toilet	Accessible ticket machines	Accessible ticket counter	Induction loop at ticket counter	Visual and audio announcements	Secure station accreditation	Wheelchair available	Ramps for train access	Induction loops at information and meeting points	Accessible pick-up and drop-off	Automatic doors/ Open entrance	Waiting rooms	Accessible Catering	Designated meeting point

London Liverpool Street		
Full time	Broadgate main, Broadgate link, Platform 10 entrance, Sun Street passage, Bishopsgate West A and B.	
	×	Designated disabled parking
	✓	Seating
	✓	Standard toilets
	×	Changing places toilets
	×	Baby change facility
	✓	Accessible toilet
	×	Accessible ticket machines
	✓	Accessible ticket counter
	×	Induction loop at ticket counter
	✓	Visual and audio announcements
	✓	Secure station accreditation
	✓	Wheelchair available
	✓	Ramps for train access
	×	Induction loops at information and meeting points
	✓	Accessible pick-up and drop-off
	✓	Automatic doors/ Open entrance
	✓	Waiting rooms
	✓	Accessible Catering
	At front of ticket office	Designated meeting point

	Station staffed?	Location of step free entrances	Designated disabled parking	Seating	Standard toilets	Changing places toilets	Baby change facility	Accessible toilet	Accessible ticket machines	Accessible ticket counter	Induction loop at ticket counter	Visual and audio announcements	Secure station accreditation	Wheelchair available	Ramps for train access	Induction loops at information and meeting points	Accessible pick-up and drop-off	Automatic doors/ Open entrance	Waiting rooms	Accessible Catering	Designated meeting point
London St Pancras	Full time	Midland Road taxi rank, Midland Road, Car park entrance, Eurostar taxi drop off, Kings Cross underground, Pancras Road.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✗
London Victoria	Full time	Bridge Place, Victoria Street entrances 1, 2, 3, 4 and 5, Buckingham Palace Road.	✓	✓	✓	✗	✓	✓	✗	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✗

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London Waterloo	Full time	Waterloo Road (A and B), Station Approach, Taxi Rank Entrance, Westminster Bridge.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	Main Concourse customer information point
Manchester Piccadilly	Full time	All Entrances.	✓	✓	✓	✗	✗	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
Reading	Full time	Main entrance, Underground car park, North entrance, Platform 7 entrance, Blagrove Street.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗

Appendix B: Access Improvement Schemes

Delivered Improvement Schemes

Birmingham New Street

We have transformed Birmingham New Street station into a major transport and shopping hub, stimulating economic growth and regeneration in Britain's second city. The first half of the new station was completed in April 2013 and the full redevelopment opened in September 2015.

We have improved accessibility throughout the station with lifts and escalators to every platform:

- 15 new lifts
- 36 new escalators
- Clearer platforms with more space for passengers

Glasgow Central

We have completed an upgrade to the accessible toilets at Glasgow Central station, including installing a changing places toilet. Changing Places toilets are different to standard accessible toilets as they have extra features and more space to meet the needs of people who use them.

Edinburgh Waverley

In a £130 million investment programme, Edinburgh Waverley Station has been transformed to create an environment that meets passengers' 21st century needs while preserving Waverley's rich heritage.

All entrances are step free and lifts connect the concourse to the footbridge and platforms 1, 8, 9, 10 and 11. The ticket offices have induction loops and all platforms except 4, 7, 8 and 9 have tactile warning strips.

Leeds

Leeds station - Britain's third busiest outside London - now has a new, direct link to the city's south bank area that will save passengers time on their daily journeys.

Up to one fifth of the station's 100,000 daily users are expected to benefit from the new entrance relieving congestion at the existing tickets gates.

The new pedestrian entrance will be a great benefit to people living and working south of the river, and will open up new travel opportunities providing a further stimulus to redevelopment and expansion of the city centre, and will support the continued regeneration of the southern quarter of the city.

London Liverpool Street

A project at Liverpool Street station to build a new and improved ticket office and waiting room, improved toilet facilities and new retail units is now complete.

The ticket office is now located at platform 10 and the previous space has been converted into a new café and retail area on the main concourse and at street level, providing a better mix of retail and food and beverage offers for passengers.

London Paddington

We have restored the roof and improved facilities at Paddington station, ready for the Great Western route upgrade and the arrival of Crossrail.

The improved facilities include:

- Better retail choices and more food and drink outlets.
- Better waiting facilities and more seating areas.

We have created a new retail and dining hub in the area at the back of the station known as the Lawn. This area was originally the lawn of the Victorian station master's cottage – hence its name. The Lawn redevelopment gives passengers and visitors to the station a much wider choice of shops and restaurants.

Reading

Reading station is one of the busiest rail hubs in Britain, used by nearly 20m passengers a year. Starting in 2011, we have rebuilt the station and upgraded the railway in the Reading area, including redesigning the complicated track layout. This has removed one of the worst bottlenecks on the rail network.

We have added five new platforms, new retail facilities and a new footbridge three times the size of the original, with escalators and lifts providing step-free access to all platforms.

Upcoming Improvement Schemes

London Bridge

We are transforming London Bridge station, creating new platforms for more trains, building a new concourse, and creating a bigger and better station for passengers.

London Bridge is the fourth busiest station in the country, bringing around 56 million passengers into the city each year. The changes we are making will allow us to introduce more Thameslink trains every day – up to 18 trains an hour through London Bridge – offering better connections than ever before.

Timeline:

January 2015 – August 2016 - Charing Cross services are not stopping at London Bridge

January 2015 – 2018 - Cross-London Thameslink trains are not stopping at London Bridge

August 2016 – January 2018 - Cannon Street services will not stop at London Bridge

Spring 2018 – Station redevelopment complete

London Euston

At London Euston we are installing automatic ticket gates and updating our signage to make navigating the station easier in preparation for HS2. Engineering work has begun for HS2 which will affect some platforms and entrances to the station at specified times.

London Waterloo

The railway from London Waterloo is the UK's busiest, carrying more than half a million passengers every day and more than 98 million every year, an increase of more than 100% in the last 20 years. London Waterloo is also the UK's busiest station with almost 100 million passengers a year and a train arriving or departing almost every minute during peak times.

With passenger numbers continuing to rise, we have spent time developing a programme of improvement works that will help more people travel on trains into and out of London Waterloo.

Timeline:

September 2017 – Platforms 21-24 close to passengers to allow the remaining station construction to take place.

December 2018 – Platforms 21-24 re-open permanently and will be included in the December 2018 timetable, with additional train services provided.