

Network Rail

Making Rail Accessible:
Helping older and disabled
passengers

November 2017

Introduction

Accessibility is about making things available to all. It is about ensuring that products, services and environments are available to as many people as possible. The rail industry is committed to improving its accessibility and Network Rail understands its role in allowing individuals to fulfil their potential as part of society. The Equality Act 2010 is at the heart of the Government's strategy to achieve equal opportunities in our society.

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

We also operate 18 of Britain's largest and busiest stations. These stations (known as 'managed stations') are:

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

The station is where a train journey begins; the gateway to the

rail network. The organisations responsible for operating railway stations produce a 'Disabled People's Protection Policy' (DPPP). Our DPPP is made up of this document and 'Making Rail Accessible: Guide to Policies and Practices', available on our website. This document also explains how we are working to make our station services more accessible and how we support the interests of people who are disabled or may have difficulty accessing services or facilities at railway stations. It has been produced in accordance with guidance produced by the Department for Transport (DfT) 'How to Write your Disabled People's Protection Policy: A Guide for Train and Station Operators' and approved by the Office of Rail and Road (ORR).

We will review this policy annually with ORR. We will update the station facilities information as required, but at least once a year at the annual review.

We encourage passengers to provide feedback on their personal experiences of service levels at our stations, including during times of disruption. Full details of how to communicate feedback can be found on page 10.

Helping our Passengers

Our vision is to provide world-class facilities and service to everyone who uses our stations. We aim to make all of our stations:

- safe
- accessible and inclusive

- efficient in the way we use natural resources and manage our waste
- focussed on the needs of all our customers
- staffed by a competent, high quality team.

We want to make travelling by train as easy as possible for everyone who uses the rail network, irrespective of age, pregnancy, disability, race, religion or belief, sex, gender, or sexual orientation.

We recognise that some passengers may need additional support at a station or to board or alight from a train. It may be difficult to simply turn up and travel as some stations may not be fully accessible to all our customers.

To help address this, the rail industry operates a reservation system for booking assistance, called Passenger Assist.

Passengers can book assistance through the Passenger Assist system by contacting the train operating company (TOC) they are travelling with. If assistance is booked at a Network Rail managed station, our trained employees will work with TOC colleagues to provide assistance. Passenger assistance includes any help a passenger needs in a station, boarding or alighting from a train, luggage assistance, entering and leaving the station and assistance for any onward journey from the station.

A full list of TOCs together with their contact details for Passenger Assist can be found on the [Network Rail Stations](#)

website. These details can also be found in the DPPP of each individual TOC.

In excess of 30 per cent of assisted journeys are not pre-booked. We will work with TOCs at our managed stations to do everything we can to give assistance in a timely manner. There may be a wait while we arrange it, but our policy is to make it happen.

We can provide assistance at all our managed stations during the hours they are open to the public. All managed stations are staffed 24 hours a day.

We will:

- provide sufficient resource to maintain Passenger Assist and improve our performance
- not require more than 24 hours' notice from passengers using Passenger Assist
- give assistance, when booked in advance through Passenger Assist, at any Network Rail managed station during the hours that trains serve that station
- where someone has arranged for assistance in advance, help them off the train at their destination as quickly as possible, and within five minutes at terminus stations
- help passengers who arrive at a station and need assistance, but who have not booked in advance, as soon as practicable
- make fit for purpose ramps available at all of our stations, which are staffed for use 24 hours a day, to assist wheelchair users on and off of trains

- promptly update changes to the accessibility of services and facilities at stations available to passengers via the [Network Rail Stations](#) website and Knowledgebase to ensure that other operators can access up to date information. [Stations Made Easy](#) also provides information about station facilities which we will provide updates for, however the [Network Rail Stations](#) website provides the most up to date information.

All of the commitments made above include these circumstances:

- where stations have a physical constraint preventing some people from using them
- where significant temporary work that affects station accessibility is being carried out
- where there are changes to stations that would make them temporarily inaccessible, like when facilities such as lifts and toilets are out of order.

Passenger Information

We want passengers to be confident that the information we give them is accurate and consistent. This is particularly important if a journey involves changing trains as this will give people confidence that they can make the whole journey without undue difficulty.

We provide up-to-date information about the accessibility of facilities and services at stations through the [Network Rail Stations](#) website. [Stations Made Easy](#) also provides information

about station facilities which we will provide updates for, however the [Network Rail Stations](#) website provides the most up to date information.

Station managers will update this information within 24 hours of finding out about changes, as well as completing a weekly review and update of accessibility.

At the Station

The Entrance to the Station

We will always try to avoid permanently closing station entrances or gates where this will lead to a reduction in accessibility for disabled passengers to any of the station's platforms or facilities. If this proves unavoidable, we will consult with the DfT, Transport Focus (and London TravelWatch, where appropriate) and local access groups. Before we make any changes we need approval from the DfT.

When we need to restrict or temporarily close station access points, we will consider the needs of disabled people. We will update the [Network Rail Stations](#) website with accessibility information, and offer alternative assistance when it is required. We will take steps to protect the safety of our passengers during building works at our stations by using warning stripes, additional lighting and appropriate barriers.

Announcements and Visual Information

When we make announcements these will be clear and consistent. Visual information of train departures and other relevant messages, particularly about delays or disruption, will

be clearly displayed. Accessible customer information screens, help points, leaflets and posters will be displayed across all our stations.

We will work with our colleagues and industry partners to inform all parties of platform information and alterations.

Information Points and Displays

We recognise that passengers should be able to get all the information they need to plan their journey from one source at a station. We train our employees to find information from another source if they cannot answer a question immediately.

To ensure passengers can get information when they need it and to comply with the standards and guidance set out in the code of practice for accessible train station design, we will:

- provide information points at all our stations. We will open them whenever the booking office is open, signpost them clearly and put them in an obvious position on, or close to, the main concourse
- provide clearly marked designated meeting points at our stations, where people who have booked assistance can meet station employees
- clearly mark information points as the best place for our customers to seek advice
- design and equip information points so that they are easy for everyone to use
- make it easy for passengers to get information about our stations' facilities, services and accessibility. We will do this using information points, station ticket offices, a

telephone helpline (National Rail Enquiries 08457 484950) and on the National Rail Enquiries [website](#)

- use information points to share information on timetables, fares, connections and confirmation of any help arrangements that have been made through Passenger Assist
- put information, such as leaflets and timetables, at a height that is accessible to all passengers
- make sure that our employees at information points are giving the most up-to-date information to all passengers including
 - information about TOCs' services and facilities
 - information about the accessibility at the station
 - information about other transport near the station
- give real-time information at stations and through our helpline as soon as reasonably practicable. This includes timetables and information about delays, diversions and any other events that may affect passengers' journeys.

Ticket Machines

We will work with TOCs to ensure that any automatic ticket machines at our stations are accessible, unobstructed, well lit and have the facility to issue the appropriate tickets to disabled passengers and their travelling companion.

For information about fare concessions and Disabled Persons Railcards, please ask our station employees to provide the 'Rail Travel Made Easy' leaflet.

Ticket Gates

Where a station has automatic or manual ticket gates and there are no employees attending, we will lock the gates open. Our stations will offer an alternative accessible gate to any passenger for which the standard gate is inappropriate.

Luggage

Luggage can be difficult to manage for many disabled people. When a request has been made through Passenger Assist, we will help disabled passengers with their luggage from all main access points of the station to and from their trains. This is a free service, which we will still provide if passengers have not booked in advance.

The [National Rail Conditions of Carriage](#) provide information on the amount of luggage passengers are permitted to travel with on a train service.

Left Luggage

Details of Left Luggage facilities at each station and their location can be found on the stations section of the [Network Rail Stations](#) website.

Where they are provided, the Left Luggage facilities are available to all passengers. Where lockers are provided, we will offer a variety of sizes.

Employees will be available to help use any Left Luggage facility and all luggage will be screened for security reasons before being put in a locker.

Ramps

We will provide suitable ramps at our stations to help wheelchair users board or get off trains. Whilst we encourage passengers who need assistance to book in advance whenever possible, employees will also be available to help, whether assistance has been booked in advance or not.

Facilities provided by third parties

Where retail and catering facilities are on our stations, we endeavour to make these accessible to all passengers, and we will work with our retailers to consider the needs of all customers when designing their internal layout.

Emergency Procedures

Each managed station has an emergency plan for evacuating the station in an emergency. Employees take specific responsibilities for helping disabled passengers evacuate the station. Evacuation arrangements comply with the individual station's fire certificate, as well as providing refuge places according to the most up to date British Standard (BS9999).

Making Connections

Connections to Other Train Services

We will work with train operators to ensure that any of our customers requiring assistance make their connections. Our mobility assistance employees will also help when platform changes are made at short notice.

Connections with Other Forms of Transport

We will provide information at our stations about using

accessible transport from the station, such as accessible taxis. Additional information concerning the location of interchanges and specific access points for disabled passengers can be found on the [Network Rail Stations](#) website.

Station employees will be happy to assist passengers to taxi ranks at the station and also to other forms of transport where these are within the vicinity of the station.

Accessible taxis operate from all our managed stations' ranks. When we negotiate new contracts with taxi companies, we stipulate that all permit holders must carry working wheelchair ramps, and be familiar with their use.

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.

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 per cent 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.

Disruption to Facilities and Services

Disruption to facilities and services can have a big impact on both the accessibility of rail services to disabled people, and on disabled people's confidence in travelling by rail.

Where disruption happens, we will ensure that disabled passengers can continue their journey. We will never leave disabled passengers stranded with no accessible route to their destination.

Reduced Accessibility at Stations

When one of our stations has a reduced level of accessibility, we will put up notices at the station entrance and information points. We will also include a project timetable, and keep it up-to-date. We will publish the relevant information on the [Network Rail Stations](#) website.

Problems with Access Equipment

When there are problems with access equipment, such as a platform lift breakdown, we will restore operation as soon as we can. We will also relay information about the breakdown including what we are doing to restore operation and how long this may take to those who may be affected. If this affects disabled passengers' journeys, we will provide an alternative solution to get them to their destination.

Train Service Disruption

We ask our employees to help during disruptions and we train

our people to be flexible so they can help out as circumstances demand. In the case of major disruption, we have trained all our management employees to help the station teams.

We appreciate that late changes of platforms impact on all our passengers and can cause problems for onward journeys. Whilst unfortunately there are times when we cannot avoid late notification of platform changes, we will give our mobility assistance employees advanced radio warning of any changes whenever possible so that they can help passengers to the new platform.

We give priority to accessible information of any variations from the standard timetable. Where our customer information systems allow, we will highlight any numbers that deviate from the usual booked platform.

We will work with our colleagues and industry partners to assist disabled passengers when difficulties arise from late platform information and alterations.

From time to time, planned engineering works might mean changes or cancellations to train services. When this happens, alternative transport, such as a rail replacement bus service, will be provided. We will work with the train operators to make sure that disabled passengers have suitable alternative transport, whether they have pre-booked assistance or not.

You can find information about current and future engineering works on the National Rail Enquiries [website](#).

Individual train operators publish information about planned

engineering works on their respective websites. We also make this information prominent at our managed stations. We will offer information available in accessible formats to help passengers find the right substitute service.

Building Works

From time to time, and particularly during redevelopment works, we may need to change the facilities available to customers at our stations' facilities. If this happens, we will provide reasonable replacement facilities that are accessible.

Similarly, where building works disrupt the usual access route to and from a station, we will provide appropriate alternative routes. We will also make sure third parties who are undertaking works near our stations maintain an appropriate access route to the station.

Contact Us

We ask passengers to tell us about any problems they encounter on their journey through our managed stations.

We welcome your feedback on the facilities and service levels you find at our stations. Often the best way to resolve problems or issues as soon as possible is by talking to station managers or the Network Rail Community Relations team. You can do this, as well as request to see a copy of 'Making rail accessible: guide to policies and practices', using any of the following:

1. in person at any managed station's reception
2. by post - Network Rail

The Quadrant
Elder Gate
Milton Keynes
MK9 1EN

3. via the Network Rail website - [Contact us - Network Rail](#)
4. by telephone - 03457 11 41 41
5. by email - CRHQ@networkrail.co.uk

We hold regular 'Meet the Manager' events at most managed stations. They are a chance for customers to meet our station managers and senior employees from both Network Rail and TOCs. You can find the dates on station information posters or by calling the relevant station. If you give us advance notification, we can provide a British Sign Language interpreter at these events.

Alternative Formats

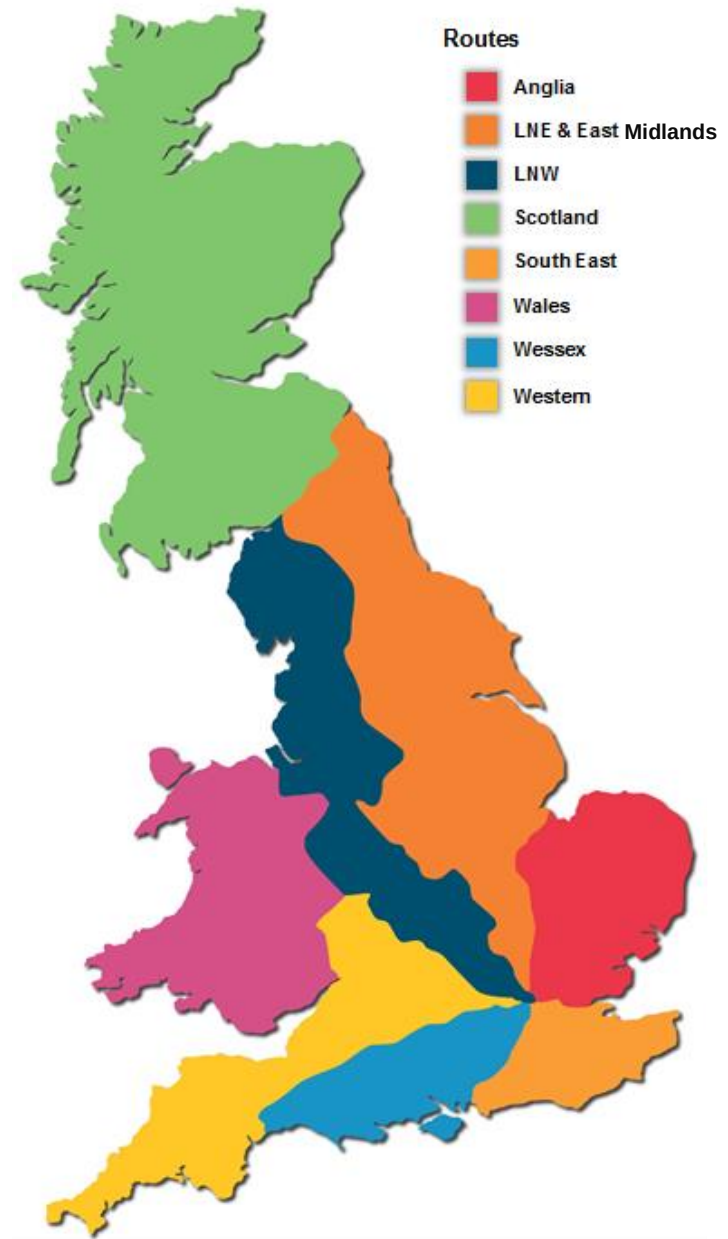
We will provide copies of all the documents referred to in our DPPP, including alternative formats of audio and large print, free of charge within seven working days of receiving a request.

Both parts of the Network Rail DPPP can be obtained from all station receptions. You can find the location of our receptions in appendix A.

Routes and Responsibility

Network Rail operates in ten devolved routes. The responsible directors for our station facilities and employees, and a route boundary map, are shown below.

Anglia	Meliha Duymaz
London North East and East Midlands	Rob McIntosh
London North Western	Martin Frobisher
Scotland	Alex Hynes
South East	John Halsall
Wales	Andy Thomas
Wessex	Becky Lumlock
Western	Mark Langman



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.	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✗	✓	✗

	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 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

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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.	✓	✓	✓	✗	✓	✓	✗	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✗

	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 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.