

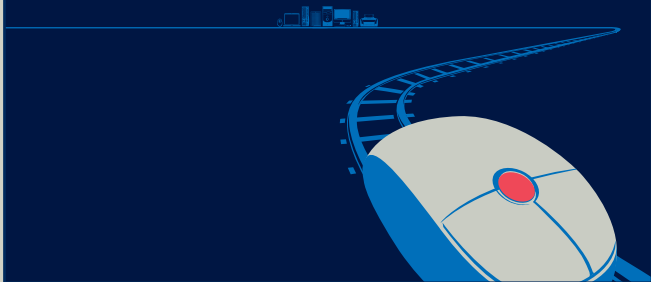
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DISABLED PEOPLE'S PROTECTION POLICY

WINTER 2009

GET ON BOARD.
EAST MIDLANDS TRAINS

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INTRODUCTION

This Disabled People’s Protection Policy (DPPP) sets out how we will protect the interests of passengers with disabilities who use our trains and stations.

We have written it in accordance with the requirements of both our Passenger’s Licence and Station Licence. It sets out how we will comply with our responsibilities under the legislation relevant to this area of our business.

This legislation includes:

- The Railways Act 1993 Section 71B
- The Disability Discrimination Act 1995
- The Human Rights Act 1998
- Technical Specification for Interoperability: Persons With Reduced Mobility (2008)
- The Transport Act 2000
- The Disability Discrimination Act 2005
- DETR Transport 2010 Section 6.5.

Our DPPP is rooted in the principles set out in the Department for Transport (DfT) publication Accessible Train and Station Design for Disabled People – A Code of Practice (2008). We have produced it with guidance and consultation with:

- Passenger Focus (PF)
- London Travelwatch (LTW)
- The Department for Transport
- Disabled Person’s Transport Advisory Committee (DPTAC).

The networks known as East Midlands Mainline and East Midlands Connect are operated by East Midlands Trains Ltd.

This document gives a detailed and accurate description of the services and facilities our passengers with disabilities can expect to receive from us. It provides details on how to book assistance and how to contact East Midlands Trains. Information on the facilities available at our stations is shown in Appendix A. It also outlines our proposals and strategies for continuously improving these services and facilities. It is a “live” document, and as such we will review it internally every twelve months. Additionally we will update it in light of any relevant developments in policies, practices, facilities or changes to regulations as and when they occur.

We have produced our DPPP so that it begins with a statement of our policy (containing a summary of our policies and practices), followed by a detailed body of arrangements, procedures, services and other benefits we will either implement or provide.

A concise consumer version of this document is contained within the leaflet 'Our Service for Passengers with Impairments', which can be obtained free of charge from Customer Relations – see page 5. This leaflet is available in large print, audiotape, CD, Braille and on our website. Contact details are shown on the station information posters that are on display at every station on our network and in our derivative timetables.

STATEMENT OF POLICY

We are committed to meeting the travelling needs of our passengers with disabilities and providing excellent customer service.

We are committed to adopting the services, standards, and guidance contained in the DfT Code of Practice (2008).

We recognise that there are a wide range of disabilities that affect our passengers and that these disabilities require us to adjust the way we provide our service. Where practicable we will provide equipment at our stations to enable staff to make these reasonable adjustments and to offer excellent customer service to our passengers with disabilities.

In partnership with both Rolling Stock Leasing Companies (ROSCOs) and the DfT, with regard to trains and both Network Rail and the DfT, with regard to our stations, we will work to improve access to our services for passengers with disabilities. Until this is achieved we will make reasonable adjustments to our existing practices to make sure that passengers with disabilities can get to and from every station on our network, though this may mean using alternative means of transport where appropriate.

We will ensure that new facilities are designed to meet the standards of the DfT Accessible Train and Station Design for Disabled People – A Code of Practice (2008) and Technical Specification for Interoperability: Persons With Reduced Mobility (2008), with regards to:

- The refurbishment of existing rolling stock
- New, renewed or enhanced facilities at stations and transport interchanges
- Services provided at stations and on trains.

Whilst we will exhaust every possible avenue, should we not be in a position to meet these standards on stations we will consult the DfT at the earliest stage in the design process so that suitable alternatives can be considered and dispensation from the DfT Code of Practice (2008) sought.

As a service-based business that relies heavily on the actions of the people we employ, there will be occasions when we fail to reach the standards set out in our DPPP. In recognition of this, we monitor our service so that we are aware of any such failures and can take appropriate action to guard against their recurrence.

SUMMARY OF DETAILED ARRANGEMENTS

Trains

In future, all new trains introduced on our network will be built in accordance with the principles set out in the current Technical Specification for Interoperability: Persons With Reduced Mobility (2008) and the DfT Accessible Train and Station Design for Disabled People – A Code of Practice (2008).

All trains that have entered service on our network since 1998 are accessible to passengers with disabilities.

A matrix of the facilities currently available on our trains can be found in the Appendix B on page 36.

Stations

At present the quality of access to our network is variable, depending on the levels of staff available at stations and the existing design of station buildings. We operate 87 stations. There is limited access for mobility-impaired people at a significant number of our stations due to factors relating to station design such as steps being the only means of getting to or between platforms.

In accordance with the DfT's Railways for All strategy and in partnership with the DfT, Network Rail, local authorities and businesses we will work to secure funding for and develop an ongoing strategy to improve the accessibility of our network in accordance with the standards required by the DfT Accessible Train and Station Design for Disabled People – A Code of Practice (2008).

A matrix detailing the accessibility at each individual station can be found on the National Rail website, nationalrail.co.uk.

The information regarding the facilities for disabled people on East Midlands Trains Ltd's network can be supplied in alternative formats (Braille, large print, audio) on request from Customer Relations (see page 5 for details).

Passenger assistance

Passengers in need of assistance can book it by contacting our Assisted Travel team. We will arrange station to station travel if given 24 hours' notice of a passenger's journey plans. On occasions this may involve arranging alternative transport such as taxis to facilitate this. If less than 24 hours' notice is given, we will do our best to provide the necessary assistance but cannot guarantee this will be possible, especially if the journey involves another train-operating company's services.

Monitoring

We regularly review our policies and procedures to make sure that they take account of the needs of our passengers with disabilities. We endeavour to ask them about their journey experience either by our customer travel survey (sent to every passenger that books more than four days in advance of their journey and returnable by freepost) or by phone (in the case of visually-impaired passengers that book with us). We will continually monitor all customer correspondence on this issue.

Consultation

We will consult with organisations that represent the interests of passengers with disabilities – including DPTAC, the DfT, London TravelWatch, Passenger Focus, RNIB, Scope, RNID and Age Concern to make sure that we stay informed of the needs of passengers with disabilities, and that these needs are considered in all of our plans.

We will adhere to the ‘Passengers with Disabilities’ section in the ATOC Good Practice Guide.

We will strive to comply with the content and the spirit of the DfT Accessible Train and Station Design for Disabled People – A Code of Practice (2008).

We will make every reasonable effort to ensure that we meet and maintain the standards set out in our DPPP. Most of the commitments detailed here are to maintain current policies and practices. However, some of these commitments, specifically relating to our plans for train and station design will be implemented when trains and stations are refurbished or replaced.

Some of these commitments are dependent on funding being secured in partnership with the DfT and/or other parties.

If we believe that we are not meeting the commitments within our DPPP we will consult with the DfT Accessible Train and Station Design for Disabled People – A Code of Practice (2008).

We will submit our DPPP to the DfT for review annually from the date of approval.

PRE-TRAIN INFORMATION AND ASSISTANCE

Customer Service Centre

We advise passengers who would like assistance to contact Customer Relations in advance.

ENQUIRIES: 08457 125 678 (local rate) press 3

ASSISTED TRAVEL BOOKINGS: 08457 125 678 (local rate) press 3

FAX: 01332 263 895

TEXTDIRECT: 18001 08457 125 678 (For people with hearing impairments)

ADDRESS: Customer Relations, East Midlands Trains, FREEPOST DY940, Derby DE1 9BR

WEBSITE: eastmidlandstrains.co.uk (to book tickets and obtain service and station information).

While arranging assistance through the Customer Service Centre, we offer passengers the facility to buy their tickets and make reservations. Tickets can be posted to the caller’s home address or collected from any staffed East Midlands Trains’ station. Four days are required for the posting of tickets.

As not all of our stations are staffed for the whole of a day’s service, we request that passengers book 24 hours in advance so we can make sure that assistance will be available.

If a passenger books four days in advance of their journey, we will endeavour to post written confirmation of their booking for assistance to them. If they give less than four days notice we can supply written confirmation by email or fax if it is requested.

Customer Relations can advise passengers with disabilities on the nearest station with access suited to their needs or arrange alternative transport (i.e. taxi) to get to/from an inaccessible station at no extra charge.

In consultation with a passenger, they will always advise on the most suitable route to take between destinations. They have access to facilities that enable them to give the best possible advice on travel arrangements for passengers with disabilities. These facilities include the Assisted Passengers Reservation Service (APRS – see page 7) and in-house databases relating to EMT stations, services and products. Customer Relations can also directly contact frontline employees and on-call managers when necessary.

Publicising our services

The services and facilities East Midlands Trains offers passengers with disabilities will be promoted in the leaflet ‘Our Service for Passengers with Impairments’, our publication ‘Guide to Services’, and on our website.

We will endeavour to advertise the services we offer passengers with disabilities in selected publications used by people with disabilities and notify selected organisations representing passengers with disabilities.

Customer Relations will supply key literature (Our Service for Passengers with Impairments; Passengers’ Charter; Railway Byelaws; Disabled Peoples’ Protection Policy) in large print, audiotape, CD and Braille free of charge. We also have the capacity to supply any of our marketing literature in large print on request.

The leaflet entitled 'Our Services for Passengers with Impairments' contains an overview of our service, a map of access to our network, and the Statement of Policy from our DPPP.

On the internet

Our website is designed to be compatible with browsers and add-on devices used by a wide range of people with disabilities. This website is in the process of being audited by the Royal National Institute for the Blind (RNIB) and AbilityNet 'See it Right' standard.

It is the aim to provide a website that conforms to level Double A of the Web Content Accessibility Guidelines 1.0, as defined by World Wide Web Consortium (W3C).

Station facilities website

The facilities, services and accessibility at all our stations are available on eastmidlandstrains.co.uk and details of all stations on nationalrail.co.uk. This information includes our solutions for travelling to and from stations that are currently inaccessible to wheelchair users and some passengers with mobility-impairments.

In accordance with the DfT's Railways for All project we will, in partnership with the DfT and/or other parties, endeavour to secure funding to improve station access for disabled people.

Databases of access information

The full text of our DPPP Summary, Detailed Arrangements and Appendix B (train facilities) is available on our website and in hard-copy in a full range of alternative formats from Customer Relations.

We update and maintain the information contained on the National Rail Website and on the Rail Journey Information Service (RJIS) national station database. This information is available on the internet from nationalrail.co.uk and to other railway employees through both the national RJIS Station Information Database and the Assisted Passenger Reservation System.

Every staffed station with a ticket office has direct access to the new APRS system on RJIS. Other employees with no access to RJIS or APRS can access the information by calling Customer Relations or a station with network access.

Assisted Passenger Reservation System (APRS)

APRS is a national system that allows passengers with disabilities who require assistance to plan their journey in advance so that all train operators can make the necessary arrangements.

APRS bookings are processed by the Assisted Travel team and can be taken at all stations with access to the Rail Journey Information System (RJIS).

Employees using APRS have the facility to reserve spaces for wheelchair users on reserveable services that have designated wheelchair spaces.

We are committed to using APRS.

We contact at least 80% of passengers who have booked travel assistance with us to ensure we gain essential feedback.

Updating information

The Information and Security Manager is responsible for updating APRS with data concerning the accessibility of our stations and details of the times assistance is available at stations. The Information and Security Manager receives this information from a number of channels including managers, frontline employees, or passengers who inform us. This is so that employees of all train operating companies and National Rail Enquiries (NRE) can access this information on request.

Should the facilities that affect a disabled passenger's journey become temporarily unavailable on a train or at a station we will, whenever reasonably practicable, update RJIS and APRS with this information within 24 hours of notification of a problem, together with an estimated timescale for when the facility will be functioning again. This information will be available to the public through our website (via a link with nationalrail.co.uk, station ticket offices, Customer Relations and platform Help Points).

Once local station managers are aware that the facilities affecting the accessibility at the station are temporarily unavailable, they will endeavour to put up a poster at the main station entrance notifying passengers of this. An estimated timescale for when the facility will be functioning again will also be given.

When the facilities affecting the accessibility at a station become temporarily unavailable we will endeavour to send out the information to the relevant staff so that an announcement can be made alerting passengers to any difficulties at their destination station.

Tickets

We will endeavour to sell tickets to passengers accurately and impartially and to provide passengers with accurate information and advice on journey and ticket options – irrespective of which train-operating company provides the service.

We participate in a number of schemes offering discounted fares to certain categories of passengers with disabilities. These are detailed below:

PEOPLE REGISTERED AS VISUALLY IMPAIRED

When a registered visually impaired person travels with a companion for any purpose and does not hold a railcard, the following discounts on full-fare tickets apply for both people:

SINGLE 34%
FIRST CLASS/STANDARD DAY RETURN 50%
FIRST CLASS/STANDARD OPEN RETURN 34%

No concession applies if the passenger is travelling on their own and does not hold a railcard.

To obtain these discounts a document confirming their disability, issued by a recognised institution, for example, Social Services Dept., Local Authority, Royal National Institute for the Blind (RNIB), St. Dunstons, and so on, should be presented when buying tickets.

Season Tickets – blind and partially sighted people can be issued with one adult season ticket to cover two persons; the two travelling for the price of one. A different companion may travel on different days.

PERSONS REMAINING IN THEIR OWN WHEELCHAIR FOR A RAIL JOURNEY

Persons travelling in their own wheelchairs who do not hold a railcard will be given the following discounts on full fare tickets:

SINGLE 34%

FIRST CLASS/STANDARD DAY RETURN 50%

FIRST CLASS/STANDARD OPEN RETURN 34%

The same discount will apply to one companion.

Disabled Person's Railcard

There are two types of Disabled Person's Railcard available. The one-year railcard costs £18 and the three-year card costs £48. Both entitle the holder to discounts of up to a third on a range of rail tickets. If an adult is accompanying the railcard holder, they too can travel at the same reduced fare.

Full details on how to get a Disabled Person's Railcard can be found on the website disabledpersons-railcard.co.uk or in the leaflet Rail Travel for Disabled Passengers available at major stations or from Customer Relations.

You can also call the application helpline on **0845 605 0252** (textphone **0845 601 0132**).

On East Midlands Trains services when there are no seats available in Standard Class, assistance dog users travelling with their dogs are permitted to sit in First Class at no extra charge.

CAR PARKING

Provision of spaces

At every station that has a tarmac or concrete surfaced car park for passengers, designated parking spaces will be available for blue-badge holders. We will locate these spaces in the most suitable place to ensure drivers with a disability have easy access to our stations. Usually these spaces will be located as close to the main station entrance as possible.

Many of our spaces for disabled badge holders in tarmac or concrete surfaced car parks are marked with the International Symbol for Access on the ground. At stations where this is not currently the case, we will mark the spaces with the symbol at the next scheduled relining. When we redevelop our car parks we will ensure that the bays for drivers with disabilities are compliant with the guidelines given in the DfT Code of Practice (2008).

We are satisfied that the present number of spaces for blue-badge holders meets current demand at all of our car parks.

Customers who participate in the blue-badge parking scheme and who hold a valid ticket for rail travel do not have to pay to park in our car parks.

Monitoring and enforcement

Our staff monitor the occupancy of our spaces for blue-badge holders on a monthly basis.

We will forward these figures to the DfT in our annual report on the DPPP. Where the demand for spaces requires us to provide the percentage of spaces specified in the DfT Accessible Train and Station Design for Disabled People – A Code of Practice (2008) we will endeavour to do this.

Our car park contractors enforce car park regulations on our behalf. Any non-disabled drivers who occupy spaces for disabled drivers will be treated as being in violation of the parking byelaws and dealt with accordingly.

STATION ACCESS

Physical accessibility

At present the quality of access to our network is variable, depending on the levels of staff available at stations and the existing design of stations. There is limited access for mobility-impaired people at a significant number of our stations due to factors relating to station design, such as steps being the only means of getting to platforms. Details of the level of access and facilities at all of the 87 stations we manage can be found on our website: eastmidlandstrains.co.uk or the National Rail website: nationalrail.co.uk.

Within the franchise we have ring-fenced an amount of money for developing small-scale disability-related access schemes. The Local Stations and Access Manager will work with local organisations and disability groups, including DPTAC, to make sure that the schemes are targeted to benefit disabled people and remove barriers to access.

Station staffing

Our ticket office opening hours are detailed the National Rail website and are available from Customer Relations. During these opening hours staff are available to assist passengers with disabilities both during and outside of these hours our on board staff are also available to assist with boarding and alighting. Information will also be available through NRE which is available 24 hours a day.

Network access

Some of our stations may not be fully accessible to our passengers with disabilities either because of the way these stations are constructed or because there are times of the day when there are no station staff available to assist.

We will make sure that passengers with disabilities who want to travel to and from stations which prove to be inaccessible to them, are able to do so at no extra cost. We will often do this by arranging alternative transport – see page 6.

If a passenger with a disability wants to travel to an inaccessible station we will:

- Advise them to travel by train from their station of origin to the accessible station which is nearest to their destination;
- And then arrange for a suitable taxi to take them from the accessible station on to their station of destination at our cost.

The passenger must have purchased the appropriate rail ticket for the entire journey.

If a passenger wants to begin their journey at an inaccessible station we will:

- Book them a taxi from their inaccessible station of origin to the nearest accessible station at our cost;
- Then advise them to continue their journey from the accessible station by train.

The passenger must have purchased the appropriate rail ticket for the entire journey.

Manual and automatic gates

When no staff are available to operate the automatic gates at stations we will lock the automatic gates in the opened position and unlock the manual side gate leaving it in the open position.

Station entrances and gates

During normal opening times the entrance to most of our stations is through the booking hall. When the booking hall is closed a side entrance is available. If a passenger with a disability needs to use the side entrance whilst the booking hall is open assistance will be provided. When it is necessary (for example, due to

refurbishment, security and so on) to close off accessible entrances permanently which would make the station not accessible we will consult with the DfT, London TravelWatch, Passenger Focus and local disability groups. If the closure is of a semi-permanent nature, then alternative arrangements will be put in place for the duration of any required works.

Ticket vending machines

All of our ticket vending machines (TVMs) have the capacity to issue tickets using the Disabled Person's Railcard.

We have 27 ticket vending machines, built in compliance with the requirements of the DfT Accessible Train and Station Design for Disabled People – A Code of Practice (2008), installed at stations across our network.

In training provided to on board staff, they are advised to use their discretion with disabled customers who, due to their disability, have been unable to buy a ticket before boarding the train and, to allow them to use their Railcard to secure appropriate discounts.

BOARDING AND ALIGHTING FROM THE TRAIN

Trains

In future, we will work to ensure that all new trains introduced on our network are compliant with current Technical Specification for Interoperability: Persons With Reduced Mobility (2008).

All trains that have entered service on our network since 1998 are accessible to passengers with disabilities.

Ramps

Ramps to allow easier boarding and alighting from our trains are available at all station platforms (both staffed and unstaffed) with step-free access or on island platforms where interchange between services is likely to be necessary. These ramps are fit for purpose and are regularly inspected. These ramps can be used by customer-facing employees to assist wheelchair users whether they have booked assistance or not.

Ramps are carried on all of our trains: HST, Meridian, Class 158, Class 156 and Class 153. These ramps are specifically designed for the trains on which they are carried and facilitate safe boarding and alighting at every station with step-free access or platform with interchange access.

Wheelchairs can be carried on all of our trains so long as they fit within the following dimensions.

Width	700mm
Length	1200mm
Weight (including passenger)	230kg

ON THE TRAIN

Catering

Catering may be provided from a counter, an at-seat trolley service or a combination of both according to the route and time of day. Some services have no catering. When there is only a counter service our on board staff will liaise with catering staff to enable passengers who cannot access the counter service to buy refreshments.

Catering staff receive disability awareness training. They are able to assist passengers for example, in both reading menus and opening packaging should the need arise – see page 19.

Reserving Wheelchair spaces

On East Midlands Mainline services, reservations are available to passengers with disabilities on all of our reservable services.

Reservations are not available on some East Midlands Trains services because they are short-distance, high-frequency services. Despite the absence of reservations on such services, their frequency and the provision of wheelchair space aboard means it is highly unlikely that wheelchair users will experience any inconvenience or delay when using them.

Assistance boarding and alighting

Should a passenger with a disability wish to travel on a service where reservations are unavailable, staff assisting them to board will endeavour to secure them a seat. However, it should be noted that our employees do not have the authority to make non-disabled passengers give up their seats for passengers with disabilities.

During busy periods or during times of disruption our platform staff may not be able to accompany passengers with disabilities on board to their seat, however assistance will be given by staff on the train. Nevertheless, in all circumstances we will make sure that passengers are safely on board a service before it departs.

Our staff will provide assistance with the carriage of luggage, if required, free of charge. It is recommended that the assistance is pre-arranged.

When a train terminates at an East Midlands Trains station we will provide assistance to alight as soon as possible and in any event within ten minutes of the trains arrival time, for all passengers who have booked assistance in advance.

Audible and visual information

We are committed to providing important travelling information in a variety of means so that it can be accessed by as wide a group of passengers as is possible. All on board staff are issued with a standard for announcements.

Our on board staff are trained to give announcements and will do so on all services that do not have pre-recorded announcements.

All of our trains are equipped with public address systems to provide audible announcements to hearing passengers.

Some trains are equipped with a passenger information system that uses visual displays to enable hearing-impaired passengers to access information.

Where these systems are installed we will strive to ensure that they comply with the standards set out in the Rail Vehicle Accessibility Regulations (1998) and the Technical Specification for Interoperability, Persons with Reduced Mobility (2008)

We recognise that good announcements are essential to visually-impaired passengers.

Our staff are trained to speak slowly and distinctly in a clear, concise and confident manner. When possible they will make their first announcement five minutes before the train departs, and repeat it one to two minutes before departure.

When possible, two minutes before arriving at each station (unless it is shown as 'pick-up' only in the timetable), an announcement will be made. Any unscheduled station stops will be announced to reassure passengers and when a train has been delayed for two minutes a brief announcement providing reassurance and the reason (if known) will be given.

We encourage on board staff to walk through trains to make sure that all passengers are aware of information.

Powered scooters

Because powered scooters are designed for the about-town environment and come in different shapes and sizes, many of them are unsuitable for rail travel. A number of problems can affect scooters on trains, including:

- The scooter is not manoeuvrable enough to either get onto or move around easily aboard a train
- The scooter tips over backwards when going up the ramp onto the train
- The scooter exceeds the safe-working load of the ramp when carrying its user.

Because we have different types of train with differently designed interiors, scooter using passengers must own a vehicle that meets our standards of manoeuvrability, size and stability. We therefore require scooter users to supply our Customer Relations Team with the technical details of their scooter so their vehicles can be assessed.

A permit to travel, known as a Scooter Card, can then be issued if appropriate. For safety reasons, only passengers who hold a Scooter Card will be allowed to bring scooters onto our services.

SERVICE DISRUPTION

Operational arrangements

At times when facilities fail that affect a disabled passenger's use of our services, we will give notice on our website and internal databases in accordance with our commitments detailed on page 8.

When there is such a failure and original arrangements are no longer valid, staff will do their best to rebook any required assistance through APRS.

Our on board staff are issued with PDAs. This gives them the opportunity to rearrange onward assistance during times of disruption.

Making connections

Our staff are trained to anticipate the needs of our passengers. They will communicate news of any service disruption and provision of alternative transport via the Customer Information Systems or, where possible, in person. This entails audible and visual notice being given to awaiting passengers. They will then endeavour to check to see if there are passengers who either seem not to have understood the announcements or are likely to have difficulties in light of the announcements (for example, changing platforms). Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist these passengers.

Passenger assistance

Once local managers have been told that disruption is occurring, they have the ability to relocate staff to stations affected by disruption. Along with our employees already at the scene, they will have the capacity to assist passengers (for example, helping with luggage or guiding visually-impaired people).

Information

We will produce posters detailing the nature of any major ongoing disruption. We will display these posters at stations likely to be affected by disruption.

Replacement services

When disruption leaves services for passengers with disabilities effectively altered or removed we will provide a reasonable alternative wherever possible. This will be done without additional charge to passengers.

When train services are replaced with buses we will endeavour to secure wheelchair accessible buses from local operators. When this is not possible we will book a wheelchair accessible taxi. Frontline employees are given the authority to do all that is reasonably practicable to arrange suitable substitute services in such circumstances.

Emergency procedures

Details appropriate for assisting passengers with disabilities in emergencies can be found in the Health and Safety Manual. A summary of our policies and practices in assisting disabled passengers in such circumstances follows.

Our staff will supervise any action that needs to be taken in the event of an emergency either at a station or on a train. Our staff will identify the most expedient route and method for evacuating the location they are responsible for. They will also identify alternative routes and contingency arrangements if predetermined routes are not available.

Should an incident occur, frontline employees will use their disability awareness skills and judgement to anticipate the needs of passengers with disabilities and communicate any instructions.

In accordance with the nature of the incident, our staff are trained to take into account the need to identify and deal safely with:

- Passengers with mobility/visual/hearing impairments, including those in wheelchairs
- Passengers who are older or infirm.

This will involve communicating with passengers with disabilities to ascertain what their capabilities are.

In the event of an incident on a train, except when the train is at a station platform, we will not detain wheelchair users during an evacuation, unless there is a life-threatening situation. This is because there is always a risk of causing injury to people with physical disabilities in an evacuation.

Whenever possible we will move the passenger to a safer part of the train until arrangements can be made to move the train to the nearest station. We will endeavour to make sure that they are accompanied at all times.

If it becomes absolutely necessary to evacuate a train between stations, we will endeavour to make arrangements for the Emergency Services to attend and provide expert assistance with the evacuation.

LOCAL TRANSPORT INTERCHANGES

Integration with other methods of local transport

We recognise that many of our passengers need to use other means of transport to get to their departure station and continue their journey after reaching their destination station. Our station staff are provided with information to advise passengers on how to make connections with other modes of transport.

When planning our services, we consult with all local authorities that our services run to, through or near. This is so we make sure the needs of local communities inform any decisions we make concerning service provision.

We provide the majority of bus operators with advance notice of our plans for train services so that they can accommodate these in any decisions they make concerning connecting services.

Taxis

We have an “open-to-all” policy for companies wishing to use our ranks (except in the old London metropolitan area where only licensed London taxis are permitted to serve our ranks). We do place restrictions on the number of companies allowed to serve ranks at our stations. Any company whose vehicles are licensed Hackney Carriages can purchase a permit to serve our stations.

Local council taxi licensing officers are responsible for ensuring that taxi companies in their area provide wheelchair accessible vehicles. We endeavor to provide wheelchair accessible vehicles if required. However, we cannot guarantee that such taxis will be available at all times.

We ask all companies that apply for taxi permits to detail whether or not they provide wheelchair accessible vehicles. We will encourage taxi companies operating in our area to provide wheelchair accessible vehicles and will raise the issue with local firms when renegotiating contracts. Should it come to our attention that there is a local company providing wheelchair accessible vehicles we will inform them of the process for applying for a license to use the ranks at our stations.

We equip our staff with the means to contact the nearest company with accessible taxis.

The telephone number of Customer Relations, who can contact local firms that own accessible taxis is displayed on our station information posters at all of our stations.

MANAGEMENT ARRANGEMENTS

Passenger licence

Establishing and maintaining our Disabled People’s Protection Policy is a condition of our Passengers’ licence (Condition 6: Provision of Services for Disabled People) and Station Licence.

Accountability

For compliance purposes the Customer Service Director is currently accountable for both the Passengers’ Licence and the Station Licence.

Accountability for owning and developing the Disabled People’s Protection Policy rests with our Customer Service Director (working closely with the Commercial Director). Acting as a Sponsor, he/she will liaise with the relevant managers working on the specific tasks that compliance with the DPPP necessitates. Compliance will be a feature of East Midlands Trains’ management review process.

The principal vehicle for achieving this will be via the Customer Service Business Plan 2008–2009, which will include a priority work-stream dedicated to improving the service we offer disabled passengers.

The Head of Customer Service and Head of Estates (working closely with Local Stations and Access Manager) are responsible for the day-to-day implementation and compliance with our DPPP. This will largely be achieved through communication with the relevant managers and their teams.

The implementation of developments in train and station design will be achieved by close liaison with the respective project teams.

Consultation

The Local Stations and Access Manager will attend the ATOC Disability Group, which takes a lead in formulating policy on this subject for the rail industry. He/she will also maintain relationships with the DfT, DPTAC, London Travelwatch, DRC, Passenger Focus and organisations representing the interests of disabled passengers. These relationships will enable East Midlands Trains to invite comment on ongoing initiatives and also respond to suggestions that may arise from different organisations.

East Midlands Trains has direct membership of the Employers’ Forum on Disability, an organisation that helps companies remain informed about the latest developments in employment and customer service practices relating to employees and customers with disabilities.

We will develop a twice-yearly East Midlands Trains Disability Forum to:

- i. Expose the root causes of problems presented to disabled passengers using our services
- ii. Explore options to remove, resolve or mitigate these problems
- iii. Examine these preferred options and recommend practical means of implementation
- iv. In certain cases to steer the execution of those actions and solutions
- v. Evaluate the effectiveness of measures taken to ensure they are delivering the expected benefits to customers and the business.

This forum will include our employees who have an interest in disability. We will actively promote and recruit representatives of disabled people who use our network. The Local Stations and Access Manager will be responsible for organising the Disability Forum.

The Local Stations and Access Manager will establish a Disability Network of organisations and customers with an interest in rail travel for disabled people. He or she will produce a twice-yearly newsletter, detailing the company's progress and performance on disability issues to both build stronger links with customers and to harvest feedback on ongoing issues.

Internal Communication

To make sure that the provision of services to passengers with disabilities is not overlooked, a quarterly report is submitted for discussion at the Customer Relations Director's monthly team meeting. The report contains an analysis of the passenger feedback, initiatives, and relevant issues.

The Key Performance Indicators are:

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

The progress the company makes on current issues related to disabled travel will be discussed in a report to the monthly Executive Directors' Group attended by all of the company's directors.

Regular briefings on the subject are given to frontline managers. Customer-facing employees receive updates on the company's policies and procedures relating to disabled passengers through their regular briefing sessions and training. This training is detailed on page 20.

DISABILITY AWARENESS TRAINING

Commitment

The Academy Training Team is committed to delivering training, which gives our front line employees the skills, tools and knowledge so as to provide exceptional care and customer service to all our passengers.

All existing customer-facing employees from the London side of the business received Disability Awareness training from Summer 2003 to Autumn 2005, the course was thereafter incorporated into the Corporate Welcome for all new entrants. We continue to deliver this in our Corporate Welcome.

In 2007 we started delivery of a half-day booster to refresh training for our Station and On-Train staff through to the end of the last Franchise. Our plans for the future are to aim to run a Disability Awareness Refresher late in 2009 or the beginning of 2010 to deliver to everyone in the new business.

Disability awareness course

As part of our Corporate Welcome course for all employees entering service, a four hour disability awareness course is included. It focuses on the knowledge, skills and tools that are necessary to enable our employees to assist our passengers with disabilities in the best possible way.

The course aim is to build delegates' knowledge and skills to enable them to best meet the needs of passengers who have impairments; and do this in accordance with both the law and East Midlands Trains' commitment to give our customers the best service they have ever had.

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

- Explain how social factors (such as attitude and design) can be seen as 'dis-abling' people who have impairments
- Explain how they can carry out their day-to-day duties in line with the Disability Discrimination Act – being in customer service roles we have legal duties that impact on us
- Understand the requirements of passengers with movement/mobility impairments and provide a service in accordance with our recommended methods
- Be able to demonstrate how to guide a visually-impaired passenger in accordance with our recommended guidelines
- Be able to describe a variety of 'invisible' impairments (such as degenerative conditions, long-term illness, mental illness, incontinence) and the appropriate techniques to assist passengers who have them
- Be able to describe a variety of techniques they can use to aid communication with passengers who have communication-related impairments (such as learning difficulties and hearing impairments)
- Be able to explain both where to find and how to use the resources/aids East Midlands Trains provides to assist passengers who have impairments.

Customer Service Centre Employees

Assisted Travel Advisors and Customer Relations Officers also receive the disability awareness training. They also receive specific briefings relating to their specific job role for example, using a text-phone and checking databases to ensure the best possible journey advice is given to passengers with disabilities.

Management

All managers of customer-facing employees receive the disability awareness training.

These managers, and others who are not in a customer-facing role but who perform duties which might impact on passengers with disabilities, also receive written or verbal briefings on disability issues from the Local Stations and Access Manager.

Reporting

Every four weeks the Academy Training team produce a report for all staff groups regarding the nomination and attendance of our front-line staff on relevant disability awareness training courses.

We will provide the DfT with an annual report on the employee disability awareness training.

Ongoing briefing

Briefings on disability issues, on either new matters of policy (for example, a change in the law) or as refreshers of core issues (for example, our policy with regard to customers in urgent need of the toilet) are inserted into the briefing cycles of all customer-facing employees.

APPENDIX A – STATIONS

Stations to which this DPPPP applies, and a guide to their accessibility and ticket issuing facilities.

Station ticket office Assisted Travel facilities

Station	Ticket office opening hours	Self service machine	Collection of pre-purchased tickets	Staffing hours availability for assistance	Induction Loops	Low-level ticket counter	Help points
Alfreton	Mon – Sat 0645 – 1800 Sun 1030 – 1800	No	Yes via ticket office during office opening times only	Mon – Sat 0645 – 1800 Sun 1045 – 1800	No	Yes	Yes
Alsager	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Ambergate	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Ancaster	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Aslockton	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Atterborough	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Barrow Upon Soar	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Beeston	Mon – Sat 0610 – 1945 Sun 1110 – 1830	No	Yes NB Via ticket office during office opening times only	Mon – Sat 0610 – 1945 Sun 1110 – 1830	No	No	No
Belper	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Bingham	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Blessby	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Blythe Bridge	Unmanned Station	No	No	No Staff Unmanned	No	No	Yes

Station	Ticket office opening hours	Self service machine	Collection of pre-purchased tickets	Staffing hours availability for assistance	Induction Loops	Low-level ticket counter	Help points
Boston	Mon – Sat 07:40 – 1520 Sun Closed	No	No	Mon – Sat 07:40 – 1520 Sun Closed	Yes	No	No
Bottesford	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Bulwell	Unmanned Station	No	No	No Staff Unmanned	No	No	No
Burton Joyce	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Burton-on-Trent	Mon – Sat 06:10 – 1930 Sun 08:45 – 1715	Yes	Yes	Mon – Sat 05:45 – 2355 Sun 0800 – 1200	No	No	No
Carlton	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Chesterfield	Mon – Fri 05:15 – 1900 Sat 06:15 – 1800 Sun 08:30 – 2100	Yes	Yes from ticket machine	Mon – Sat 05:00 – 0130 Sun 0800 – 0100	Yes	Yes	No
Collingham	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes on both platforms
Creswell	Unmanned Station	No	No	No Staff Unmanned	No	No	No
Cromford	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Derby	Mon – Sat 04:55 – 2245 Sun 06:20 – 2300	Yes	Yes	Mon – Sun 04:45 – 0243	Yes	No	No
Duffield	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Elton & Orston	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Fiskerton	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Gainsborough Lea Road	Unmanned Station	No	No	No Staff Unmanned	na	na	No

Havenhouse	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Heckington	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes on both platforms
Hinckley	Mon – Sat 06:40 – 1300 Sun Closed	No	Yes from ticket office	Mon – Sat 06:40 – 1300 Sun Closed	No	No	No
Hubberts Bridge	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Hucknall	Unmanned Station	No	No	No Staff Unmanned	No	No	No
Hykeham	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes on Lincoln platform only
Kettering	Mon – Sat 06:00 – 2030 Sun 0800 – 2100	Yes	Yes	Mon – Fri 05:00 – 0045 Sat 0530 – 2359 Sun 0700 – 0040	Yes	No	No
Kidsgrove	Mon – Sat 06:10 – 1230 Sun Closed	No	No	No help available	Yes	No	Yes
Kirkby in Ashfield	Unmanned Station	No	No	No Staff Unmanned	No	No	No
Langley Mill	Unmanned Station	No	No	No Staff Unmanned	No	No	Yes
Langwith-Whaley Thorns	Unmanned Station	No	No	No Staff Unmanned	No	No	No
Leicester	Mon – Sat 05:20 – 2230 Sun 07:15 – 2230	Yes	Yes	Mon – Sun 24 hours	Yes	Yes	No
Lincoln	Mon – Fri 05:15 – 1930 Sat 05:35 – 1930 Sun 10:30 – 2115	Yes	Yes	Mon – Fri 05:00 – 2345 Sat 05:00 – 2245 Sun 10:30 – 2345	Yes	No	No station manned first to last train
Long Eaton	Mon – Sat 06:05 – 1715 Sun 08:45 – 1600	Yes	Yes	No help available	No	No	Yes
Longport	Unmanned Station	No	No	No Staff Unmanned	No	No	Yes

Station	Ticket office opening hours	Self service machine	Collection of pre-purchased tickets	Staffing hours availability for assistance	Induction Loops	Low-level ticket counter	Help points
Longton	Unmanned Station	No	No	No Staff Unmanned	No	No	Yes
Loughborough	Mon – Fri 0600 – 1900 Sat 0600 – 1900 Sun 0815 – 2100	Yes	Yes	Mon – Fri 0500 – 0200 Sat 0500 – 0030 Sun 0700 – 0100	Yes	No	No
Lowdham	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Mansfield	Mon – Fri 0600 – 1245 Sat 0600 – 1245 Sun Closed	No	Yes via ticket office during office opening times only	Mon – Fri 0600 – 1245 Sat 0600 – 1245 Sun Closed	No	Yes	No
Mansfield Woodhouse	Unmanned Station	No	No	No Staff Unmanned	No	No	No
Market Harborough	Mon – Fri 0600 – 1900 Sat 0600 – 1900 Sun 0830 – 1930	Yes	Yes	Mon – Fri 0530 – 0100 Sat 0600 – 2359 Sun 0700 – 0030	Yes	No	No
Market Rasen	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Matlock	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Matlock Bath	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Melton Mowbray	Mon – Sat 0645 – 1730 Sun 1215 – 1730	No	No	Mon – Sat 0645 – 1730 Sun 1200 – 1730	No	No	No
Metheringham	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Narborough	Mon – Sat 0640 – 1300 Sun Closed	No	No	Mon – Sat 0640 – 1300 Sun Closed	No	No	No
Neithfield	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes

Newark Castle	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Newstead	Unmanned Station	No	No	No Staff Unmanned	No	No	No
Nottingham	Mon – Sat 0500 – 2200 Sun 0700 – 2200	Yes	Yes	24 hours NB From 2300 to 0500 only supervisor on duty	Yes	Yes	No
Oakham	Mon – Fri 0630 – 1245 Sat 0745 – 1410 Sun 1200 – 1900	No	No	Mon – Fri 0630 – 1245 Sat 0745 – 1410 Sun 1200 – 1900	No	No	No
Peartree	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Roadcliffe	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Rauceby	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Rolleston	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Ruskington	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Saxilby	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Sheffield	Mon – Sat 0500 – 2250 Sun 0745 – 2300	Yes	Yes from ticket machine	24 hours	Yes	Yes	Yes
Shirebrook	Unmanned Station	No	No	No Staff Unmanned	No	No	No
Sileby	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Skegness	Mon – Sat 0810 – 1630 Sun Closed	No	Yes from ticket machine	Mon – Sat 0600 – 2130 Sun 1200 – 2000 (Winter) 0900 – 2100 (Summer)	Yes	No	No
Sleaford	Mon – Sat 0700 – 1330 Sun Closed	No	Yes from ticket machine	Mon – Sat 0700 – 1300 Sun Closed	No	No	No
South Wigston	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Spalding	Mon – Sat 0545 – 1430 Sun Closed	No	No	Mon – Sat 0545 – 1430 Sun Closed	Yes	No	Yes

Station	Ticket office opening hours	Self service machine	Collection of pre-purchased tickets	Staffing hours availability for assistance	Induction Loops	Low-level ticket counter	Help points
Spondon	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Sf Pancras International	Mon – Sat 0645 – 2200 Sun 0900 – 1900	Yes	Yes	24 hours	Yes	Yes	Yes
Stamford	Mon – Sat 0620 – 1230 Sun 1145 – 1810	No	No	Mon – Fri 0605 – 1329 Sun 1145 – 1810	No	No	No
Sutton Parkway	Unmanned Station	No	No	No Staff Unmanned	No	No	No
Swinderby	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Swineshead	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
System	Unmanned Station	No	No	No Staff Unmanned	na	na	No
Thorpe Culvert	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Thurgarton	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Tubury and Hutton	Unmanned Station	No	No	No Staff Unmanned	No	No	Yes
Uthweter	Unmanned Station	No	No	No Staff Unmanned	No	No	Yes
Wainfleet	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Wellingborough	Mon – Sat 0610 – 2215 Sun 0745 – 2215	Yes	Yes	Mon – Fri 0500 – 0035 Sat 0545 – 2335 Sun 0730 – 0020	Yes	No	No
Whatstandwell	Unmanned Station	No	No	No Staff Unmanned	na	na	Yes
Whitwell	Unmanned Station	No	No	No Staff Unmanned	No	No	No
Willington	Unmanned Station	No	No	No Staff Unmanned	No	No	No

Station platform Assisted Travel facilities

Station	Platform accessibility	Accessible platform seating	Accessible weatherproof waiting facilities	Wheelchair available	Ramp for train access	Disabled toilets
Alfreton	Step free access to ticket office and level access to Platform 1 for northbound services only (Sheffield/Manchester). There is a footbridge to Platform 2 for southbound services. The track crossing is no longer in use and customers should use the footbridge. As there are no lifts available and you are unable to use the bridge whilst travelling southbound, please travel to Nottingham, catch a train northbound and this will stop at Alfreton on the opposite platform	Yes	Yes	Yes	Yes	No
Alstager	Yes ramped access from level crossing	Yes	Yes	No	Yes on train staff will provide	No
Ambergate	Yes step free access	Yes	Yes	No	Yes on train staff will provide	No
Ancaster	Level access to Skegness – bound platform, via foot crossing to Grantham – bound platform	Yes	Yes	No	Yes on train staff will provide	No
Aslockton	Suitable for wheelchair access, ramp dimensions not stated	Yes	Yes	No	Yes on train staff will provide	No
Attenborough	Access from level crossing	Yes	Yes	No	Yes on train staff will provide	No
Barrow Upon Soar	Both platforms only accessed via stepped footbridge	No	Yes	No	Yes on train staff will provide	No
Beeston	Step free access to ticket office and level access to Platform 1 for Nottingham-bound services only. There is a footbridge to Platform 2 for Derby/Leicester-bound services. There are no lifts available and if you are unable to use the bridge whilst travelling southbound, please travel to Long Eaton, catch a train northbound and this will stop at Beeston on the opposite platform. Platform 1 is on level to Nottingham-bound services and a footbridge to southbound services is available	Yes	Yes	No	Yes on train staff will provide	No

Station	Platform accessibility	Accessible platform seating	Accessible weatherproof waiting facilities	Wheelchair available	Ramp for train access	Disabled toilets
Belper	Yes step free access	Yes	Yes	No	Yes on train staff will provide	No
Bingham	Level access to Nottingham – bound (Platform 1). Footbridge only to Grantham – bound platform	Yes	Yes	No	Yes on train staff will provide	No
Bleasby	Yes step free access	Yes	Yes	No	No	No
Blythe Bridge	Access to both platforms is via ramp access from level crossing	Yes	Yes	No	Yes on train staff will provide	No
Boston	Level to Grantham – bound platforms. Footbridge to Skegness bound – platform (access to Skegness platform available via ramp and foot crossing at certain times only when staff are available)	Yes on Grantham Platform only	Yes	Yes	Yes	No
Botolphford	Level access to Nottingham – bound platform. Footbridge crossing only to Grantham – bound platform	Yes	Yes	No	Yes on train staff will provide	No
Bulwell	Step free access whole station	Yes	Yes	No	No	No
Burton Joyce	Suitable for wheelchair access, ramp dimensions not stated	Yes	Yes	No	No	No
Burton-on-Trent	Suitable for wheelchair access, lift available, no interchange between platforms 0545 – 2300 staffed (roadbridge)	Yes	No	No	Yes	No
Carlton	Suitable for wheelchair access, ramp dimensions not stated	Yes	Yes	No	No	Yes
Chesterfield	Yes step free access whole station lift to platform 2	Yes	Yes	Yes	Yes	No
Collingham	Suitable for wheelchair access, ramp dimensions not stated	No	Yes on both platforms	No	No	No
Creswell	Ramp access to both platforms	Yes	Yes	No	No	No
Cromford	Low platform	Yes	No	No	Yes on train staff will provide	Yes

Derby	Yes plus subway and lifts	Yes	Only on platform 1 at present until building work is completed	Yes	Yes	No
Duffield	Platforms only accessible via steps and footbridge no access for wheelchairs, nearest station either Derby or Belper	No	No	No	Yes	No
Elton & Orston	Level to Nottingham – bound platform. Foot crossing only to Grantham – bound platform	Yes	Yes	No	No	No
Fiskerton	Ramps from the road, ramp dimensions not stated	Yes	Yes – 1 Platform only	No	No	No
Gainsborough Lea Road	Suitable access to and between platforms	Yes	Yes	No	No	No
Havenhouse	Level to Skegness – bound platform. Foot crossing to Grantham – bound platform	No	No	No	No	No
Heckington	Level access to Skegness – bound platform. Foot crossing only to Grantham – bound platform	Yes	Yes on Grantham Platform only	No	No	No
Hinckley	Whole station	Yes	No	No	No	No
Hubberts Bridge	Ramps from road to station and platforms. Ramp dimensions not stated	Yes	Yes	No	No	No
Hucknall	Ramp access to single platform	Yes	Yes	No	No	No
Hykeham	Ramps from road to station and platforms	No	Yes on both platforms	No	No	Yes
Kettering	Lifts to all platforms	Yes	Yes	Yes	Yes	No
Kidsgrove	Level to Manchester to Stoke on Trent – bound platform only. Access to all other platforms via footbridge only. No access for wheelchairs on to other platforms	No	No	No	Yes on train staff will provide	No
Kirkby in Ashfield	Access to platforms only via stepped footbridge	Yes	Yes	No	No	No

Station	Platform accessibility	Accessible platform seating	Accessible weatherproof waiting facilities	Wheelchair available	Ramp for train access	Disabled toilets
Langley Mill	Step free access to Platform for northbound services only (Chesterfield/Sheffield/Manchester) via ramp. There are steps to Platform 2 for southbound services. There are no lifts available and if you are unable to use the bridge whilst travelling southbound, please travel to Nottingham, catch a train northbound and this will stop at Langley Mill on the opposite platform	Yes	Yes	No	No	Yes
Langwith-Whaley Thorns	Ramp access to both platforms	Yes	Yes	No	No	Yes
Leicester	Via main entrance and lifts to all platforms	Yes	Yes	Yes	Yes	No
Lincoln	Suitable means of access to and between platforms – passenger lifts available	Yes	Yes	Yes	Yes	No
Long Eaton	Please note the ramps, in part, are steep and although powered wheelchair users and some other wheelchair users are able to use the ramps, some users may find them difficult. There is limited staff assistance available, please contact East Midlands Trains for further assistance (page5)	Yes	Yes	No	Yes on train staff will provide	No
Longport	Step free access to both platforms from two different access points – footbridge with steps over platforms	No	No	No	Yes on train staff will provide	Yes
Longion	Access to both platforms only via steps	Yes	Yes	No	Yes on train staff will provide	No
Loughborough	Platform 1 (north) no steps from car park. Platform 2 and Platform 3 are not accessible without the use of the barrow crossing which requires staff assistance	No	Yes	No	Yes	Yes

Lowdham	Ramp from road to Nottingham – bound platform. Steps only to Lincoln – bound platform. Ramp dimensions not stated	Yes	Yes	No	No	No
Mansfield	Ramped paths to station and platforms but dimensions not stated	Yes	Yes	No	No	Yes
Mansfield Woodhouse	Ramped access to both platforms via ramped footbridge	Yes	Yes	No	No	No
Market Harborough	Ramp to platform 2 northbound. Staff assistance via foot crossing to platform 1 southbound	Yes	Yes	Yes	Yes	No
Market Rosen	Level access to Grimsby platform. Foot crossing access to Lincoln Platform	Yes	Yes	No	No	No
Matlock	Yes step free access	Yes	No	No	Yes on train staff will provide	No
Matlock Bath	Yes step free access	Yes	No	No	Yes on train staff will provide	No
Melton Mowbray	Level to Peterborough – bound platforms only. Footbridge or barrow crossing only to Leicester – bound platform	Yes	No	No	Yes	No
Metheringham	Level access to Lincoln – bound platform. Foot crossing to Peterborough – bound platform	No	Yes	No	No	No
Narborough	Level access to Leicester – bound platform. Ramp from road to Birmingham – bound platform. No interchange between platforms	Yes	No	No	No	Yes
Netherfield	Steps from road	Yes	Yes	No	No	No
Newark Castle	Level to Nottingham – bound platform. Ramp to Lincoln – bound platform	Yes	Yes on both platforms	No	No	Yes
Newstead	Ramp access to single platform	Yes	Yes	No	No	No

Station	Platform accessibility	Accessible platform seating	Accessible weatherproof waiting facilities	Wheelchair available	Ramp for train access	Disabled toilets
Nottingham	Lifts to platforms from station front. Wheelchairs available	Yes	Yes	Yes	Yes	No
Oakham	Level access to Peterborough – bound platform. Ramp from the road to the Leicester – bound platform. Restricted access between the platforms. Limited assistance is available	Yes	No	No	No	No
Pearree	Step free access	Yes	No	No	Yes on train staff will provide	No
Rodcliffe	Level access and ramps to platform	Yes	Yes	No	No	No
Rouceby	Level access to station and platforms	Yes	Yes	No	No	No
Rollston	Level access to station. Ramps to platforms but dimensions not stated	Yes	Yes	No	No	No
Ruskington	Level access to Lincoln – bound platform. Foot crossing only to Peterborough – bound platform	No	Yes	No	No	Yes
Soxilby	Level access to Lincoln – bound platform. Foot crossing only to Doncaster – bound platform	No	Yes	No	No	No
Sheffield	Lifts to all platforms	Yes	Yes	Yes	Yes	No
Shirebrook	Ramp access to both platforms	Yes	Yes	No	No	Yes
Sleiby	Stepped access only	No	Yes	No	No	No
Skegness	Level access to station and platforms. There is suitable access to and between platforms	Yes	Yes	Yes	Yes	Yes

Sleaford	Station access: level Easy access to platform 1 (Peterborough/Skegness – bound). Steps and bridge to platforms 2/3 (Lincoln/Nottingham – bound) however at certain times staff can be made available by prior arrangement to assist customers across a foot crossing	Yes	Yes	No	Yes	No
South Wigston	Both platforms are accessed via footbridge with ramped access	No	Yes	No	No	No
Spalding	Level to Peterborough – bound platform. Footbridge or with staff assistance via foot crossing to Sleaford – bound platform (station is staffed mornings only)	Yes	Yes	Yes	Yes	Yes
Spondon	Level ramped access to both platforms from level crossing	Yes	Yes	No	Yes on train staff will provide	No
St Pancras International	Escalators and lifts to all	No	Yes	Yes	Yes	No
Stamford	Level access from car park to Peterborough – bound platform. Footbridge only to Leicester – bound platform (i.e. no suitable access). Barrow crossing closure therefore Stamford to Leicester passengers to travel via Peterborough and return back	Yes	No	No	No	No
Sutton Parkway	Level access to one platform, but steps to the other	Yes	Yes	No	No	No
Swinderby	Ramps from level crossing to station and platforms	Yes on Lincoln Platform only	Yes on Lincoln Platform only, step down to room on Nottingham platform	No	No	No
Swineshead	Level access to Skegness – bound platform. Foot crossing only to Grantham – bound platform	Yes	Yes	No	No	No
Syston	Ramp access to single platform	No	Yes	No	No	No

Station	Platform accessibility	Accessible platform seating	Accessible weatherproof waiting facilities	Wheelchair available	Ramp for train access	Disabled toilets
Thorpe Culvert	Ramps to both platforms	No	Yes on Boston Platform	No	No	No
Thurgarton	Ramps from road to station and platforms but ramp dimensions not stated	Yes	Yes	No	No	No
Turbury and Hatton	Access to both platforms from level crossing with ramp access	Yes	Yes	No	Yes on train staff will provide	No
Uthoxteter	Platform one accessible. Platform two over foot crossing but not step free	Yes	Yes	No	Yes on train staff will provide	Yes
Wainfleet	Level access to station and platforms. There is a suitable means of access to and between the platforms (via a public-roadway)	Yes	On Skegness Platform only	No	No	Yes
Wellingborough	Level to platform 1 northbound. Staff assistance via foot crossing to platform 2 southbound	Yes	Yes	Yes	Yes	No
Whatstandwell	Yes step free access	Yes	Yes	No	Yes on train staff will provide	No
Whitwell	Both platforms have ramped access via footbridge	Yes	Yes	Yes	No	No
Willington	Access to both up and down platforms is via stairways	No	No	No	No	No

APPENDIX B – TRAINS

Under current law, all new trains introduced into service should be built in compliance with the Rail Vehicle Access Regulations (RVAR). These regulations set the standard for disabled access to services. The RVAR status of our trains is given below along with any derogations granted for areas in which these trains have not complied with RVAR standards.

Please note that the information here only refers to the physical facilities provided on our trains. Staff procedures (such as writing down information for hearing-impaired passengers on trains where there are no screens) are not detailed.

CLASS 158 DIESEL MULTIPLE UNITS

Non compliant with RVAR

Number of units in service

25 two-car units

Routes operated

Liverpool – Norwich

Wheelchair and scooter accessible

Partial – ramp on board

Other facilities

Wheelchair accessible toilet (not fully compliant)

Passenger information

Public address

Plans

None at present

CLASS 156 DIESEL MULTIPLE UNIT

Non compliant with RVAR

Number of units in service

11 two-car units

Routes operated

Nottingham to Worksop, Nottingham to Leicester, Nottingham to Lincoln, Nottingham to Skegness, Derby to Matlock

Wheelchair and scooter accessible

Partial – ramp on board

Other facilities

Wheelchair accessible toilet (not fully compliant)

Passenger information

Public address

CLASS 153 DIESEL MULTIPLE UNIT
Non compliant with RVAR
Number of units in service 16
Routes operated Peterborough to Doncaster via Sleaford and Lincoln
Wheelchair and scooter accessible Partial – ramp on board
Other facilities None
Passenger information Public address
Plans None at present

EIGHT COACH HIGH SPEED TRAINS
Not compliant with RVAR. All internal and external doors are accessible to wheelchair users and seating space is provided in both First and Standard Class accommodation. Wheelchair accessible toilets are provided in First Class accommodation. If the Standard class wheelchair space is not available, wherever possible, a wheelchair user and a companion will be upgraded to First Class, free of charge
Routes operated Currently Sheffield to London services. From December 2008, will operate Nottingham to London services
Wheelchair and scooter accessible Yes
Other facilities Wheelchair accessible toilet in First Class accommodation
Passenger information Public address
Plans Any future modifications will be carried out in partnership with the trains' owners

EIGHT COACH MERIDIANS
Compliant with RVAR
Routes operated Currently operate Nottingham – London routes. From December 2008 will operate Sheffield to London services
Wheelchair and scooter accessible Yes
Other facilities Wheelchair accessible toilet
Passenger information Visual display and public address
Plans None at present

FOUR COACH MERIDIANS
Compliant with RVAR
Routes operated Currently semi fast services between Derby, Nottingham and London
Wheelchair and scooter accessible Yes
Other facilities Wheelchair accessible toilet
Passenger information Visual display and public address
Plans None at present