



Making rail accessible

Policies and procedures

Valid from 1 October 2016

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1 Introduction

Welcome to East Midlands Trains. We operate main line services to London St Pancras International, regional rail services in the East Midlands area and inter-regional services between Norwich and Liverpool.

Our promise is:

- Make your journey as easy as possible;
- Be there when you need us;
- Always listen and be willing to help you;
- Provide a fair outcome when things go wrong and
- Continue to invest and improve our services for disabled customers.

We are committed to running safe, punctual and reliable services whilst continuing to offer a consistently high level of customer service to all of our customers.

We have invested in our customer service provision by introducing our award winning UK based 24/7 customer contact team. We want to make it as easy as possible for all customers to access our services. You will find in this document details of our policy in relation to disabled customers, and a guide to the detailed arrangements and services we provide. Further information regarding the arrangements in place to assist older, vulnerable and disabled customers is contained in the document 'Making Rail Accessible – helping older and disabled customers'.

2 Operator strategy

We are committed to meeting the travelling needs of our customers with disabilities that require assistance. We recognise the challenges faced by disabled customers and that these may 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 to ensure excellent service for our customers with disabilities.

We will work in partnership with the Department for Transport (DfT), The Office of Rail and Road (ORR), Rolling Stock Leasing Companies (who own the trains) and Network Rail to improve access to all of our services for customers with disabilities or those that require assistance. Until this is achieved we will make reasonable adjustments to our existing practices to ensure that customers with disabilities or those requiring assistance can get to or from every station on our network, although this may mean using alternative means of transport where appropriate.

Our policy fulfils our obligations under our Passenger and Station Licences, the DfT's Design Standards for Accessible Railway Stations: A Code of Practice 2015 (The Code of Practice), the Office of Rail and Road Guidance; How to write your Disabled People's Protection Policy (DPPP) and the requirements of legislation such as the Disability Discrimination Act (DDA) 2005, Human Rights Act 1998, and takes into account the provisions within the Equality Act 2010.

We will ensure that new facilities are designed to meet the standards of the Code of Practice and Technical Specification on Interoperability: Persons with Reduced Mobility 2014 (TSI/PRM).

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 Code of Practice 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. One of the actions we take is to issue a guide to our staff called "Doing the Right Thing", which helps them to make the right decision for our customers and this is reviewed on two occasions each year.

Protecting and improving access to rail services for disabled customers is an integral part of the East Midlands Trains business strategy and is supported by the East Midlands Trains Board of Directors. Accountability for owning and developing the DPPP rests with our Customer Experience and 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.

3 Management arrangements

Establishing and maintaining our DPPP is a condition of our Passengers' licence (Condition 6: Provision of Services for Disabled People) and Station Licence.

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

The principal vehicle for achieving this will be via the East Midlands Trains Annual Business Plan, which will include a priority work-stream dedicated to improving the service we offer disabled customers.

The Head of Sales & Customer Service Centre (working closely with local managers) is 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, alongside quarterly customer satisfaction surveys, post travel research and periodic reports.

The implementation of developments in train and station design will be achieved by close liaison with the respective project teams. Their success will be monitored via customer feedback, relevant passenger survey results and the return on investments in the case of ticket sales.

4 Monitoring and review

To make sure that the provision of services to customers with disabilities is not overlooked and to monitor and evaluate our commitment within the DPPP, a quarterly Customer Satisfaction survey is sent out to approximately 1000 customers who have contacted our Passenger Assistance team in the last 3 months. A report is then produced from the results of the survey and submitted for discussion at the Head of Sales & Customer Service Centre management team meeting. The report contains an analysis of customer feedback, initiatives, and relevant issues. Customers are also welcome to join our 'Customer Voice' forum, this is a forum for our customers to meet our Senior Management team to discuss their views of our service and help us to develop a service for all of our customers. These happen all over our network, and the resulting actions from these sessions are displayed on our website. To take part in a Customer Voice forum, please get in touch at:

customervoice@eastmidlandstrains.co.uk

The Key Performance Indicators are:

- Total number of customers who have booked assistance over the period;
- Total number of customers who have booked assistance and were satisfied/dissatisfied over the period;
- Total number of complaints we received about issues relating to disabled travel over the period;
- Total number of complaints received as a percentage of the booked journeys over the period; and
- 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 Board of Directors.

The Customer Service Centre team will review and investigate any complaints or feedback from our disabled customers and provide a detailed response. This will ensure that any failures in our commitments are identified and resolved as quickly as possible. The Customer Service Centre Analyst Manager will provide monthly (or more frequently if required) reports on feedback from our disabled customers. These are reviewed by the area management teams to ensure all business areas can assess how well the policies are working in practice and make any necessary adjustments.

We will continue to work with a specialist, external disability consultant to ensure that we are meeting the needs of our customers with disabilities and the requirements of Equality Act 2010 across our business.

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

5 Access arrangements

Trains

In future, all new trains introduced on our network will be built in accordance with the principles set out in the current Rail Vehicle Accessibility Regulations/The Technical Specification for interoperability for persons with reduced mobility and the Code of Practice.

All trains that have entered service on our network since 1998 conform to government accessibility requirements.

A matrix of the facilities currently available on our trains can be found in Appendix A on page 18.

Stations

Access varies across all 89 stations we operate. This is due to a combination of station design and the level of staff employed at each station.

In accordance with the DfT's Access for All programme and in partnership with the DfT, Network Rail, local authorities and businesses we will work to secure funding for and develop an ongoing strategy to improve the accessibility of our network in accordance with the standards required by the Code of Practice.

Details of the accessibility at each individual station can be found on the National Rail website, nationalrail.co.uk

5.1 Continuous future improvement

East Midlands Trains have delivered a number of schemes, since the start of the franchise, to improve the facilities for disabled customers. We will continue to work and consult with colleagues across the industry, including other train operating companies, Network Rail, the Association of Train Operating Companies

(ATOC) and representatives of disabled passengers such as the Disabled Persons Transport Advisory Committee (DPTAC) or successor, to identify and implement improvements to access across our business, the national rail network and the wider transport network for disabled customers.

Details of schemes are shown in the following tables.

Schemes we have already delivered between May 2014 and October 2015	
Ambergate	Replaced stairs to provide uniform steps with contrasting nosings. Resurfaced road and footpaths to provide even surfaces and a new handrail along the footpath.
Ancaster	New waiting shelters with accessible seating.
Attenborough	New accessible ticket vending machine.
Belper	New waiting shelters with accessible seating.
Bleasby	New customer help point.
Blythe Bridge	Re-marking of disabled parking bays.
Boston	Lighting improvements on overbridge.
Bottesford	Provision of accessible bridge.
Burton Joyce	New customer help point.
Carlton	New customer help point.
Chesterfield	Installation of Braille tactile map.
Collingham	New station car park with 3 disabled spaces.
Derby	Intercom at Pride Park station entrance and additional station wheelchairs. Improvements to station directional signage, parking and access points and improvements to station.
Duffield	New accessible Ticket Vending Machine.
Fiskerton	New accessible ramp between car park and the platform and new waiting shelter on the Lincoln platform.
Hinckley	New power assisted doors into station building, new accessible ticket office counter with improved lighting and new ramped night access onto the platform.
Hucknall	Improvements to stairs.
Hykeham	Resurfaced station car park to provide even surface with new disabled parking spaces.

Kettering	Installation of Braille tactile map, accessible platform seating and additional station wheelchairs.
Kidsgrove	New accessible waiting shelter on platforms 2/3.
Langley Mill	Improvements to stairs.
Leicester	New accessible toilets on station concourse and additional station wheelchairs.
Lincoln	New accessible ticket office and step free access to waiting room.
Long Eaton	New accessible ticket vending machine.
Loughborough	Installation of Braille tactile map.
Matlock	New accessible ticket vending machine.
Nottingham	Multi-Storey Car Park Level access.
Radcliffe	New accessible waiting shelters on both platforms and new customer help points.
Ruskington	New step-free access route avoiding barrow crossing.
Saxilby	New ramped-access footbridge and new customer help points with live train running information.
Sheffield	Improved pick up and drop off area with new disabled parking provision including customer help points. New Accessible information help desk and additional customer wheelchairs.
Sileby	Improvements to stairs.
Spondon	Upgraded customer help points.
Stamford	New accessible platform seating.
System	New ticket vending machine.
Uttoxeter	New ramped-access footbridge and new accessible seating.
Wellingborough	New accessible seating and additional customer wheelchairs.

We aim to deliver the following schemes within the next 12 months

Alfreton	New step-free access across the station, improvements to platform surfaces, car parking and accessibility to the station building.
Attenborough	New accessible waiting shelter.
Chesterfield	New customer help points.
Derby	Improvements to station directional signage, parking and access points and improvements to station.
Heckington	New accessible waiting shelter.
Hykeham	Improved bus interchange at the station.
Langley Mill	Improved station lighting.
Long Eaton	New platform canopy to provide weather protection on the platforms from the lifts.
Newark Castle	New customer facilities including ticket-buying.
Peartree	Installation of accessible waiting shelters.
Sheffield	Improvements to station directional signage and new station audio guide.
Stamford	Improvements to station car park.
All stations	Customer Help Points with Hearing Loops.

We will be working with Network Rail on the following planned station improvement schemes

Beeston	Improved station access.
Bingham	Provision of accessible bridge.
Bottesford	Provision of accessible bridge.
Gainsborough Lea Road	Improvements to reduce the step between the train and the platform, plus improved passenger waiting facilities.
Kettering	Improved station car parking including accessible parking provision.
Kidsgrove	Major upgrade including a new footbridge across the station, upgraded customer facilities, new station car park and multi-modal transport interchange.
Lincoln	Major upgrade including a new footbridge across the station, upgraded customer facilities, new station car park and multi-modal transport interchange.
Market Harborough	Provision of step-free access across the station.
Sleaford	New accessible footbridge across the station.
Wellingborough	Major upgrade including additional access points, upgraded customer facilities, improved station parking provision.

6 Working with others

We will consult with organisations that represent the interests of customers with disabilities – including DPTAC, DfT, London TravelWatch, Transport Focus, Office of Rail and Road (ORR), Royal National Institute of Blind People (RNIB), Scope, Action on Hearing Loss and Age Concern to make sure that we stay informed of the needs of customers with disabilities, and that these needs are considered in all of our plans.

We will also consult with all local authorities and local colleges in areas that our services run to, through or near. This is so we make sure the needs of local communities inform any decisions we make concerning service provision.

We 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 Code of Practice.

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.

We will submit our DPPP to the DfT and ORR for regular review from the date of approval.

7 Training

We aim to provide regular briefings on the subject which are given to frontline managers and safety critical employees. Staff who may deal directly with disabled customers will receive communication training and equipment familiarisation training. All employees receive updates on the company's policies and procedures relating to disabled customers, diversity and inclusion through their regular briefing sessions and training.

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

The course aim is to build delegates' knowledge and skills to enable them to best meet the needs of customers who have impairments; and do this in accordance with both the law, Equality Act 2010 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;
- Understand the requirements of customers with all types of disabilities, including those temporarily disabled through illness, injury or surgery and 'hidden' disabilities;
- Explain how they can carry out their day-to-day duties in line with the Disability Discrimination and Equality Acts and that – being in customer service roles we have legal duties that impact on us;
- Understand the requirements of customers with movement/mobility impairments and provide a service in accordance with our recommended methods;
- Be able to demonstrate how to guide a visually-impaired customers in accordance with our recommended guidelines;
- Be able to describe a variety of techniques they can use to aid communication with passengers who have communication-related impairments (such as learning difficulties and hearing impairments); and
- Be able to explain both where to find and how to use the resources/aids East Midlands Trains provides to assist customers who have impairments.

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

Customer Service Centre Employees

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

This training ensures all of our staff have the skills and knowledge to enable them to best meet the needs of customers with a disability and to do this in accordance with both the law and East Midlands Trains commitment to give our customers the best possible service.

8 Emergency procedures

Our internal Health and Safety Manual details our policies and procedures for assisting disabled customers in emergency situations. A summary to those policies and procedures is given here.

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. 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 customers 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:

- Customers with mobility/visual/hearing impairments, including those in wheelchairs;
- Customers who are older or infirm; and
- Customers with hidden disabilities and learning difficulties.

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

Every East Midlands Trains station has a Local Station Emergency Plan detailing evacuation routes for all customers, stating whether the route is suitable for wheelchair access. For areas where no safe evacuation route exists for wheelchair users, a place of safety has been pre-identified for customers (accompanied by a member of staff) to await rescue by a member of the emergency services. All local station emergency plans are disseminated to the local emergency services.

In order to minimise the risk of causing injury to people with physical disabilities in an evacuation, in the event of an incident on a train, except when the train is at a station platform, we will only evacuate wheelchair users during an emergency if the situation is life threatening.

Based on the type of incident and the risks involved, we will move the customer 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 work closely with the Emergency Services to attend and provide expert assistance with the detraining.

9 Communication

Copies of our DPPP are available, free of charge, from our ticket offices, Customer Service Centre and Assisted Travel teams, and are available to download from our website:

eastmidlandstrains.co.uk

We can also provide copies in alternative formats such as large print, audio, CD and Braille on request from the Customer Service Centre.

We will work with our rail industry partners, local and national representatives for disabled travellers and key stakeholders in our local communities, to promote our services and policies in relation to disabled customers. This includes direct communication with our disabled customers to obtain feedback on our services and to highlight any service improvements made.

We will ensure all telephone services for disabled people have a dedicated free phone number. When recorded information is provided, an option will be given to speak to one of our team within our UK based Customer Service Centre.

You can contact East Midlands Trains by:

Call: 0345 712 5678*
(local rate) press option 3, open 24 hours 7
days a week (except 25 & 26 December)

* Calls cost no more than calls to standard UK landlines and must be included in inclusive minutes and discount schemes in the same way. Calls from landlines are typically charged up to 10p per minute; calls from mobiles typically cost between 10p and 40p per minute. Calls from landlines and mobiles are included in free call packages (check with your provider).

Assisted Travel: 08000 11 33 23

Visit: eastmidlandstrains.co.uk/information
(to complete an online request form)

Text Direct: 18001 08000 11 33 23
(for people with hearing impairments)

Write: Customer Service Centre
1 Prospect Place
Millennium Way
Pride Park
Derby
DE24 8HG

Email: getintouch@eastmidlandstrains.co.uk

Website

Our website is designed to be compatible with browsers and add-on devices used by a wide range of people with disabilities. We have committed 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).

Signage

We will work with local authorities and Network Rail, following customer feedback to ensure that our stations are clearly and consistently signposted and the standards within the "RSSB wayfinding at stations: a good practice guide"; are followed. With reference to the guide, signage at our stations will be upgraded to ensure consistency and ease of reference.

10 Car parking

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

We are satisfied that the present number of spaces for Blue Badge holders meets current demand at all of our car parks. However we will continue to monitor the number of designated blue badge bays in our station car parks, when the provision is not compliant with the ATOC Code of Practice and forward these figures to the DfT every six months.

We enforce car park regulations and any non Blue Badge holders who occupy designated Blue Badge spaces will be treated as being in violation of the parking byelaws and dealt with accordingly.

11 Appendix A Details of our fleet

Class 158 Diesel Multiple units

Not compliant with Rail Vehicle Accessibility Regulations

Number of Units:	26 two-car units (although can be used to cover other routes)
Routes operated:	Liverpool - Norwich (also can operate on other routes)
Wheelchair and scooter accessible (please view our website for further details):	Partial - ramp on board
Other facilities:	Wheelchair-accessible toilet (not fully compliant)
Passenger information:	Public address

Class 156 Diesel Multiple units

Not compliant with Rail Vehicle Accessibility Regulations

Number of Units:	15 two-car units
Routes operated:	Nottingham to Worksop Nottingham to Leicester Nottingham to Lincoln Nottingham to Skegness Nottingham to Matlock Derby to Crewe Leicester to Cleethorpes
Wheelchair and scooter accessible (please view our website for further details):	Partial - ramp on board
Other facilities:	Wheelchair-accessible toilet (not fully compliant) No priority seating
Passenger information:	Public address

Class 153 Diesel Multiple unit

Not compliant with Rail Vehicle Accessibility Regulations

Number of units:	17
Routes operated:	Peterborough to Doncaster via Sleaford and Lincoln Nottingham to Worksop Nottingham to Lincoln Nottingham to Skegness Nottingham to Matlock Derby to Crewe Leicester to Cleethorpes
Wheelchair and scooter accessible	Yes
Other facilities:	None. No priority seating
Passenger information:	Public Address

Seven/Five/Four Coach Meridians

Not compliant with Rail Vehicle Accessibility Regulations

Number of units:	27
Routes operated:	Predominantly Sheffield to London Nottingham to London Corby to London
Wheelchair and scooter accessible	Yes
Other facilities:	Wheelchair-accessible toilet Priority seating and WiFi
Passenger information:	Visual display and public address

Eight Coach High Speed Trains

Not compliant with Rail Vehicle Accessibility Regulations

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 wheelchair space is available, a wheelchair user and a companion will be upgraded to First Class, free of charge

Number of units:	10
Routes operated:	Nottingham to London Sheffield to London
Wheelchair and scooter accessible	Yes
Other facilities:	Wheelchair accessible toilet in First Class accommodation Priority seating and WiFi
Passenger information:	Public Address

12 Network map

This route map gives more information about each of our stations – including details about Penalty Fare stations*.



Airport



Tram



Plusbus ticket available



Timetable number



Limited services on this route



East Midlands Trains Penalty Fare station



East Midlands Trains managed station



Other operators Penalty Fare station



Other operators managed station



Fully accessible station with full-time staff assistance

*This map is updated from time to time, please see our website for the latest version.



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