



# Contents

03	Get in touch
04	Providing Passenger Assist
07	Booking seats
08	Onward travel
09	Station facilities and services
10	Assistance dogs
10	Our accessible travel policy leaflet for customers – ‘Making rail accessible’
11	Information about accessibility at our stations and on our trains
12	Our website
13	Tickets and fares
14	Railcards
15	Wheelchairs and mobility scooters
16	Delays, disruptions and emergencies
17	Emergency procedures
18	Station facilities
19	Strategy and management
22	Working with disabled passengers, local communities and local authorities
24	Staff training

## Welcome to East Midlands Railway (EMR)

### This is our commitment towards accessibility and assistance to all passengers

This is our Accessible Travel policy. It provides more details about our policies, processes and plans, around accessibility. You can also read our ‘Making rail accessible – helping older and disabled people’ leaflet, which explains what assistance is available to customers.

You can read both of these documents on our website at [eastmidlandsrailway.co.uk](http://eastmidlandsrailway.co.uk). Or, we can send them to you for free. You can also get these documents in other formats (such as large print and Braille) from our Customer Service Centre. Our Customer Service Centre team are available 24 hours a day, seven days a week (except for Christmas Day and Boxing Day).

### How to get in touch:



#### Phone:

Call us on **0345 712 5678**. Lines are open 24 hours a day, seven days a week. Our lines are closed on Christmas Day and Boxing Day.



#### WhatsApp:

Message us on WhatsApp. You can scan the QR code using the camera on your smartphone or another device, or use the number **0750 133 0988**



#### British Sign Language (BSL):

To contact us using British Sign Language (BSL), visit: [eastmidlandsrailway.co.uk/british-sign-language-interpreter](http://eastmidlandsrailway.co.uk/british-sign-language-interpreter)



#### Email:

You can contact our Customer Service Centre team via webchat or email us at [contact@eastmidlandsrailway.co.uk](mailto:contact@eastmidlandsrailway.co.uk)



#### Social media:

Get in touch on X at [@eastmidrailway](https://twitter.com/eastmidrailway). Our social media team is online 24 hours a day.



#### Write to:

Freepost  
EMR Customer Service Centre



# ACCESSIBLE TRAVEL POLICY

## PROVIDING PASSENGER ASSIST

You can contact us at any time of the day to ask for Passenger Assist. If your journey involves another train company, we will need to confirm part of your journey with them.

To make sure that our staff are ready to help you and understand your specific needs, we recommend booking assistance up to two hours before you travel.

### Booking Passenger Assist

This service is for any customer who needs help, whether it's because of a physical disability, a problem with sight or a non-visible (hidden) disability.

You can book assistance with our Customer Service Centre team 24 hours a day, seven days a week (except for Christmas day and Boxing Day). If part of your journey involves another train company, we will need to confirm this part of your journey with them and we will discuss this with you.

You can book Passenger Assist up to two hours before your journey. You can do this on the Passenger Assistance app, by calling us, messaging us on WhatsApp, or through our website. A member of our Customer Service Centre team will review and respond to your request.

Visit [booking.passengerassistance.com](http://booking.passengerassistance.com) to book Passenger Assist online.

Visit [passengerassistance.com](http://passengerassistance.com) to download the national Passenger Assistance app.

All our contact details are on page three of this policy document.

If you are travelling without booking Passenger Assist, you can ask a member of staff for help. You can contact our Customer Service Centre team on WhatsApp or phone on the day you are travelling and we will do all we can to help you by letting the relevant stations know that you need assistance.

If you have not booked Passenger Assist before you travel, you may have to wait while platform staff carry out their safety duties before they can help you.

### Booking assistance when buying tickets

Our Customer Service Centre can arrange Passenger Assist and sell you tickets. The ticket booking section on our website will also remind you about the Passenger Assist service. There are more details about this on page 12 of this document.

We will make sure you get the help you need with your train journey. We may be able to arrange alternative accessible transport for you at no extra cost, if this is necessary. Please bear in mind that it may take some time to arrange help if you have not booked Passenger Assist before you travel.

We will help you get off the train as soon as possible. Sometimes we may not get to you immediately, but we will help you off the train within five minutes of the train arriving.

If you are travelling from a station that is not accessible, we may provide alternative transport to the nearest accessible station.

## Passenger Assistance to or from an Unstaffed Station

If you are travelling from or to a station that does not have staff, staff on the train will help you on and off the train. If you need more assistance, please speak to our Customer Service Centre team. Their contact details are on page three of this document.

All our stations (except Lincoln) have help points. You can speak to staff through the intercom to let them know you need help boarding the train.

You can find information about our stations on our website at [eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information](http://eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information). Or, you can visit the National Rail website at [nationalrail.co.uk/stations](http://nationalrail.co.uk/stations)

### Passenger Assist meeting points

Some of our stations have Passenger Assist meeting points so our staff can see you and provide the help you need. In 2026 we will add Passenger Assist meeting points to more of our stations.

When the train arrives at the platform, staff on the train will help you get on or off. Please remember staff on the train or platform can only help you get on or off the train.

## Compensation – what to do if Passenger Assist fails

If you booked Passenger Assist but did not receive the support you needed, we will provide you with appropriate compensation for your journey. This may include an apology, another journey or goodwill gesture, financial compensation or a combination of these. We will be happy to support you with your claim, and we will consider each claim individually. You can read details of the claim process in our 'Making rail accessible' leaflet and on our website at [eastmidlandsrailway.co.uk/help-manage/manage/contact-us](http://eastmidlandsrailway.co.uk/help-manage/manage/contact-us)

For each claim, we will provide you with a full explanation, including why you didn't receive the assistance you were expecting and what action we will take so it doesn't happen again.

You only need to make one claim if your journey involved more than one train company, and we will ask your permission to send your claim to another company if this is in your best interest. This may be because you were travelling with another operator when the assistance failed and they will provide compensation with a full explanation, including steps being taken.

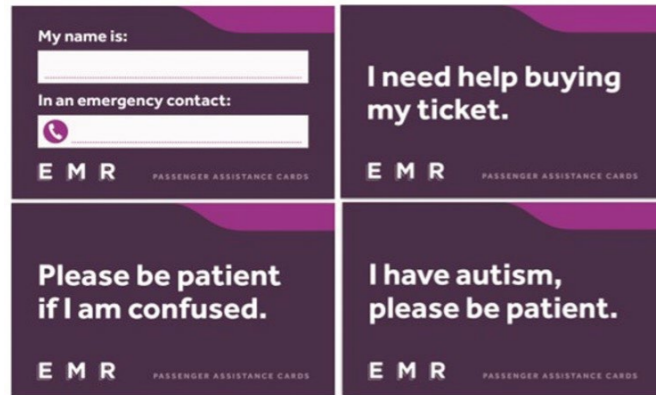
Under the National Rail Conditions of Travel, we will consider all compensation claims for any losses or extra costs caused by a service failure. This will not affect your legal right to make claims under the Consumer Rights Act 2015, which also applies to us. You cannot claim compensation for the same losses twice, for example under both our claims process and the Consumer Rights Act 2015.





# ACCESSIBLE TRAVEL POLICY

## Talk Cards



We have proudly created TALK cards to support people and make travelling on our network even easier. TALK cards help our staff communicate with you at our stations and on our trains. Cards are available in physical and digital formats and are also available as wrist bands.

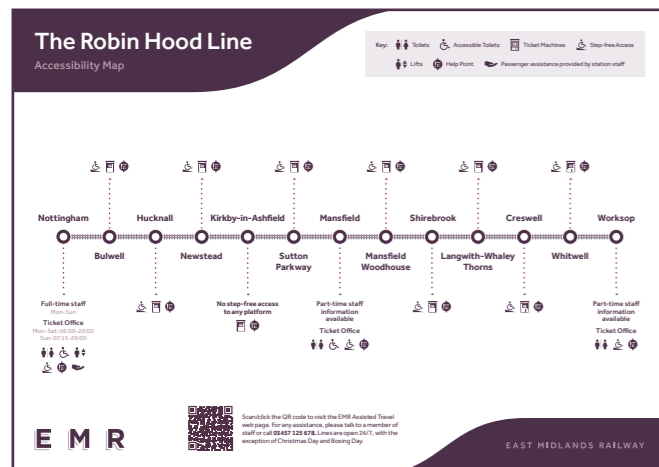
We developed the cards based on common questions we are asked by our customers, and there are lots of different ones to choose from. To find out more or to ask for a card, visit [eastmidlandsrailway.co.uk/form/talk-passenger-assistance-cards](http://eastmidlandsrailway.co.uk/form/talk-passenger-assistance-cards) or contact our customer service team. Here are some examples of the TALK cards we offer. Visit our website or speak to our Customer Service Centre team for a full list.

## The Sunflower Scheme



We support the Sunflower scheme to make it easier for customers to request assistance and communicate their needs when travelling on our network.

## Accessibility Maps



We provide accessibility maps of our stations and routes so you can see our accessible facilities. At the time of publishing this document, the following maps are available to customers.

- EMR Network Accessibility Map
- Station Accessibility Maps
- Route Accessibility Maps

You can download these maps from our website [eastmidlandsrailway.co.uk/accessibility-maps](http://eastmidlandsrailway.co.uk/accessibility-maps), pick them up from our stations or ask our Customer Service Centre team to send you copies by post.

## BOOKING SEATS

We recommend booking seats and wheelchair spaces before your journey, ideally up to two hours before you travel. You can book seats and wheelchair spaces on our Intercity services to and from London. On our Regional routes, you can book a wheelchair space before you travel, but you cannot book seats on these trains.

Our connect service runs frequent trains between Corby and London. You cannot book seats or wheelchair spaces on these trains. There will be between four and eight wheelchair spaces available on these trains and a fully accessible toilet in the same carriage.

### Tickets

You can buy tickets and book seats over the phone when you book Passenger Assist.

If you prefer a paper ticket, we can post your tickets to you. If you want us to do this, you will need to buy the tickets at least seven working days before you travel to make sure they arrive before your journey.

You can buy tickets from our Customer Service Centre Monday to Friday between 8am and 10:30pm.

Digital tickets can make train travel more convenient. You can load your digital ticket onto your smartcard or mobile phone in the form of a mobile ticket, access it on an email or print it at home. For more information on tickets, visit [eastmidlandsrailway.co.uk/tickets-discounts/how-to-get-your-train-ticket](http://eastmidlandsrailway.co.uk/tickets-discounts/how-to-get-your-train-ticket)

### Passenger Assist System

Passenger Assist is a national system which allows rail operators to support customers with Passenger Assist requests. We are committed to training all new frontline staff how to use the system, to make sure customers get the best experience possible.

We keep the system up to date and improve the way it works, and aim to go beyond the legal requirements as we work to offer an excellent service for all our customers. We will work with the Rail Delivery Group and other train companies to design and put in place an agreed handover protocol (see below).

### Handover Protocol

When travelling between stations which have staff who provide assistance, we will follow the Office of Rail and Road Handover Protocol. This protocol makes sure that all members of staff who are involved in providing assistance understand what support the customer needs at each stage of their journey.

As part of this, we use the 'station connect' process. At each staffed station, a member of staff is responsible for the phone calls made between stations to make sure Passenger Assist requests are passed on. At unstaffed stations, the train manager or senior conductor is responsible for these phone calls.

If we believe there is any risk of you not getting the help you need at a particular station or during part of your journey, we will provide an alternative journey plan, assistance or transport to get you to your destination. Once you have been helped onto a train, our station staff will speak to staff on the train and staff at the station you are travelling to, to make sure you get the support you need when you arrive.

The Passenger Assist system tracks the help you are given throughout your journey as staff use an app to pass important information between staff along the route. If you have not arranged Passenger Assist before your journey, speak to a member of our staff or, at an unstaffed station, use the intercom on the help point, and we will do everything we can to help you with your journey.



# ACCESSIBLE TRAVEL POLICY

## Ramps

Ramps are available at our staffed stations, and on our trains that call at unstaffed stations, to make it easier to get on and off our trains if you have a disability. The ramps on our trains are regularly inspected as part of our maintenance checks, and the ones at our stations are inspected every year.

The ramps can be used to help you whether you have booked Passenger Assist or not. If the station has a Passenger Assist meeting point on the platform, please wait there as the train pulls into the station. You can also use the help point on the platform to tell our customer information team that you are waiting for help. If you need a ramp to get on or off a train, please let us know when you book your train tickets, or tell a member of staff at the station or on the train.

## Journeys with connections

If your journey involves connections with other train services, we will provide a single point of contact for you when you are booking and arranging Passenger Assist. We will make sure that you have enough time to make your connection.

## Changes in arrangements

Staff will tell you about any service disruption or alternative transport. They will talk to you in person if possible, and we also give this information on the customer information screens and public address system.

Sometimes a train will have to leave from a different platform at short notice. We will show this on the customer information screens and announce it on the public address system as soon as possible. At staffed stations we will provide information and help you get to the correct platform. If the platform is not accessible, we will arrange alternative transport (for example, a taxi) to the nearest accessible station.

You can use the help points at our unstaffed stations to contact us. They can help you continue your journey.

Our staff at stations, on our trains and at our customer service centre can use the SignVideo app to arrange a video call with a BSL interpreter.

## HELP WITH ONWARD TRAVEL – TRAMS, BUSES AND TAXIS

Our station staff will help you connect with other transport services operating from our stations, such as trams, buses and taxis.

Any company whose vehicles are licensed taxis and private-hire vehicles can buy a permit to serve our stations. Taxi companies licensed by the local council are encouraged to apply for permits to make sure that they can provide wheelchair accessible vehicles and train drivers in disability awareness. Our staff can contact the nearest company with accessible taxis for you.



## STATION FACILITIES AND SERVICES

We will make sure information about our services is up to date and we will tell you about any temporary restrictions. We regularly update the information provided on the National Rail Enquiries website, including the station details in the Journey Planner section. This page has information about:

- Accessibility from station entrances to platforms
- The hours that staff and assistance are available
- Passenger Assist meeting points
- Ramps for train access
- Where to find accessible waiting rooms, accessible toilets, and drop-off points

## EMR Network Accessibility Map

You can find information about our stations by visiting [eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information](http://eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information) or [nationalrail.co.uk](http://nationalrail.co.uk) or, call our contact centre on 0345 712 5678 or speak to any member of our staff.

## Changes to facilities

The accessible facilities on our trains or at our stations may sometimes be temporarily unavailable. This might be for example, because of significant temporary or emergency work or because facilities (such as lifts or toilets) are out of order.

We report all problems on our website and app within 24 hours of us becoming aware of the issue, and give an estimated time for when the facility will be back in use. Look at the top of the homepage under the 'Service Updates' section.

We will update our website and app and give an estimated time for when the facility will be back in use. If we have your contact details, we will try to contact you by phone, text or email if your journey is affected. You can also ask our staff for information about changes to accessible facilities.

## More information and onward travel

You can use the 'door-to-door' journey planning tool on our homepage to find options for travelling to and from the station on foot or by bus, tram or car.

Or, for more information on local bus and tram connections, contact Traveline on 0871 200 2233 or visit [traveline.info](http://traveline.info)

## Help with luggage

If you have a disability and need assistance, we will help with your luggage. You can read our luggage guidance at [eastmidlandsrailway.co.uk/trains-stations/on-board-the-train/luggage-guidance](http://eastmidlandsrailway.co.uk/trains-stations/on-board-the-train/luggage-guidance).

You can bring up to two items of luggage on our trains – one item measuring up to 90x70x30cm and one small bag or cabin-sized case. You may not be able to take your luggage on the train in the following circumstances.

- If your luggage may cause an injury, an inconvenience or a nuisance to staff or other passengers
- If your luggage may cause damage to other property
- If there is not enough room for your luggage so it would obstruct doorways, aisles or corridors
- If loading or unloading your luggage may cause a delay to the train
- If your luggage is not suitably packaged
- If your luggage is one of the banned items listed in the National Rail Conditions of Travel

Luggage must not be stored in a dedicated wheelchair space.

## Seats on trains

Priority seating, near the doors and toilets, is available on our trains. Our staff on the train will help you to find a suitable seat where possible. If the train you are travelling on is full and you



# ACCESSIBLE TRAVEL POLICY

cannot stand for your journey, let our staff know and they will be able to help. When you book a ticket and reserve a seat before your journey, we will tell you which seat has been reserved and give you written details of where your seat is on the train.

You can reserve one additional seat for a companion. We will do our best to reserve them a seat as close to you as possible. We will try to seat family groups, especially groups travelling with children who need adult supervision, as close together as possible.

## ASSISTANCE DOGS

Assistance dogs are welcome on all our trains and can travel, free of charge, in any part of the train. If it is possible to reserve seats, our team will be happy to make sure that you book the right seat to make the journey comfortable for both you and your dog. If you need more space, priority seating is available on our trains.

### Assistance Dog Under Seat cards



You can get an 'Assistance Dog Under Seat' card to put on the seat next to yours so other passengers know that the seat and the space under it should be kept free for your assistance dog. You can use this card on rail services across the country.

### You can ask to receive card through the post by contacting National Rail Enquiries:

- Email [customer.relations@nationalrail.co.uk](mailto:customer.relations@nationalrail.co.uk)
- Call 0800 022 3720 (lines are open from 9am to 5pm Monday to Friday including bank holidays)
- Visit [nationalrail.co.uk/stations\\_destinations/passenger-assist-travel.asp](http://nationalrail.co.uk/stations_destinations/passenger-assist-travel.asp)

### Passenger information

We do our best to give you information that is accessible, accurate, up to date and easy to understand. We want you to be able to travel with confidence at every stage of your journey, even if your journey involves changing trains or transferring to another type of transport.

## OUR ACCESSIBLE TRAVEL POLICY LEAFLET FOR CUSTOMERS – 'MAKING RAIL ACCESSIBLE'

To go with this policy, we have produced a leaflet to help you in plan your journey. Both documents are available in alternative formats. You can get the leaflet from the ticket offices and leaflet racks at all our staffed stations. It is also available on our website at [eastmidlandsrailway.co.uk/help-manage/about-us/policies/accessible-travel-policy](http://eastmidlandsrailway.co.uk/help-manage/about-us/policies/accessible-travel-policy). You can read the leaflet online using screen readers or other software with accessibility features (for example, Adobe Reader).

### Alternative formats

Printed copies of this policy and the 'Making rail accessible' leaflet are available from our ticket offices at staffed stations, and notices at all stations tell you how to get a copy of the leaflet and this policy document. We can also provide information in alternative formats, including easy read, large print, audio, Braille, BSL and on different coloured paper. If you ask for information in one of these alternative formats, we will try to send it to you within seven working days, free of charge. For more information, please contact us using our contact details on page three.

## INFORMATION ABOUT ACCESSIBILITY AT OUR STATIONS AND ON OUR TRAINS

You can get information about our stations at [eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information](http://eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information) or [nationalrail.co.uk](http://nationalrail.co.uk)

You can find information about facilities on our trains at [eastmidlandsrailway.co.uk/trains-stations/on-board-the-train/accessibility-of-our-trains](http://eastmidlandsrailway.co.uk/trains-stations/on-board-the-train/accessibility-of-our-trains)

Or, you can call our Customer Service Centre on 0345 712 5678 or speak to any member of our staff.

### Passenger journey information

We know that you may not travel by rail very often, and that you may not know where or how to find important information, particularly when services are disrupted. This section explains how we will give you accurate, clear and consistent information, at every stage of your journey.

### Information about departures and arrivals

Whenever we can, we will give you clear information that you can hear and see, both on our platforms and as you are approaching a station. On the train, announcements will give you enough time to prepare to leave the train.

### At our stations

Many of our stations have a combination of customer information screens and automated public announcements to provide accurate, clear and consistent information. Sometimes a train will need to leave the station from a different platform, often at short notice. On the information screens, the platform number will flash to show that it has changed, and we will give the same information over the public announcement system as soon as possible.

When there is a platform change, our staff will give you information to help you reach the new platform. If the new platform is not accessible, we will arrange alternative transport, for example a taxi, to the nearest accessible station.

### On our trains

We provide important travel information in different ways so it can be accessed as easily as possible. All our trains have on-board staff who are given a standard guide for announcements. They are trained to give announcements and will do so on all services that do not have pre-recorded announcements. If you cannot hear announcements, please tell a member of staff when you get on the train so they can make other arrangements for you. Our trains also have customer information screens to provide information that you can read.

We always do our best to make sure that these systems meet the standards set out in the National Technical Specification Notices (NTSNs) to help provide consistent levels of accessibility across the UK rail system. We know that good announcements are essential to you. Our staff are trained to speak slowly and clearly. When possible, they will make their first announcement five minutes before the train leaves and give another announcement one to two minutes before it leaves. Staff will make an announcement two minutes before arriving at each. We will announce any unscheduled station stops and, if a train has been delayed by two minutes, staff will make a brief announcement to reassure you and tell you the reason (if we know it). We encourage staff on our trains to walk through the carriages to make sure customers have all the information they need.

### Finding your way round our stations

We work with local authorities to make sure stations are clearly and consistently signposted.

We have created virtual tours of Barton on Humber, Burton on Trent, Chesterfield, Corby, Derby, East Midlands Parkway, Hinckley, Hykeham, Kettering, Kidsgrove, Lincoln, Long Eaton, Loughborough, Market Harborough, Narborough, Nottingham, Oakham, Sheffield, Sleaford, Stamford, and Wellingborough



# ACCESSIBLE TRAVEL POLICY

stations to help you plan your journeys. The tours use 360 degree photography to virtually guide you through every public area. You can use the autopilot feature to guide you to a particular place in the station, or use the manual option to click your way through the tour.

## Connecting transport services

Before you travel or during your journey, our staff can give you information on connecting transport services. Posters at all our stations show information about onward travel and local maps. When planning our services, we work with the local authorities whose areas our services run to, through or nearby to make sure decisions we make meet the needs of local communities. When we can, we give bus operators and, if necessary, Transport for London notice of our plans for train services so they can consider these in any decisions they make about connecting services.

## Ticket offices

You can get information about the services we and all other train companies provide at our ticket offices at some of our larger stations. Staff in our ticket offices provide details of ticket prices, timetables and connections, and can confirm details of Passenger Assist bookings (including bookings made with other train operators). You can also book Passenger Assist or ask for help if you have not booked Passenger Assist before arriving at the station for your journey.

Staff can give you information about other accessible transport from the station. If they can't help you themselves, they can tell you where to find this information.

We give other train companies and station operators up-to-date information about our services. This includes information about delays, diversions or other events that may affect your journey. For up-to-date information on the day you travel, follow us

on X (@eastmidrailway) or visit the 'Service Updates' section of our website at [eastmidlandsrailway.co.uk](http://eastmidlandsrailway.co.uk)

Leaflets at our ticket offices are placed at varying heights to be more accessible, and give you information about local services and transport available from that station.

## Help points

All our stations (except Lincoln Central) have help points to provide support when no staff members are available. You can use the help points 24 hours a day to contact National Rail Enquiries and our customer service staff. Help points buttons – one for general information and one to use in an emergency.

## Our website

We follow the Web Content Accessibility Guidelines, which set out how to make websites and online content more accessible for people with disabilities. Our website works with screen readers, magnifiers, voiceover software and the accessibility functions that are available in certain browsers (the homepage also includes a link to our Assisted Travel page, which explains the Passenger Assist service clearly, including details of national discounts that are available to disabled passengers or people with reduced mobility). You can find our contact information, book Passenger Assist and buy train tickets on our website. You can also find information about the facilities on our trains and our stations, including information about accessibility, disabled parking spaces and staff availability, and our customer service centre's opening hours.

Our website has information about any delays and disruptions to facilities and services. We tell you how to give us feedback or make a complaint, and how to apply for compensation if you do not receive the assistance you booked and were expecting. You can also read our 'Making rail accessible' leaflet.

## TICKETS AND FARES

We sell tickets fairly and offer accurate information and advice on your journey and ticket options, no matter which train company you are travelling with. Our ticket office staff and Passenger Assist team will make sure the tickets you buy are appropriate for you.

If you have a disability and you can't buy a ticket before you get on one of our trains because the options for buying a ticket are not accessible to you, you can buy one on the train without facing a penalty.

You must buy a ticket to complete your journey as soon as you reasonably can. For example, you should buy a ticket from a member of staff on the train if there is one available or at a station where you are changing trains if there is time. If these options are not possible, you must buy a ticket at your destination station

The price will be the same as if you bought a ticket from the station you travelled from, and you can still use your Disabled Persons Railcard and receive the relevant discounts.

If you are registered blind or partially sighted and are travelling in England or Wales with another person, the discounts shown in the table below apply for both you and one companion. You cannot get the discount if you are travelling on your own. The discount applies to adult tickets only.

Please take evidence of your registration with you when buying your ticket and making your journey. Evidence can be a document from a recognised institution such as social services, your local authority, the Royal National Institute of Blind People (RNIB) or Blind Veterans UK. You can buy tickets from staffed ticket offices.

If you are a wheelchair user and you need to stay in your wheelchair during your journey, you and one adult travelling with you can get discounts on your tickets, as shown in the table below. Discounts are available on adult and child tickets. You can still get the discount if you are travelling alone. You can buy tickets from staffed ticket offices.

## Discounts

### Season tickets for people who are blind or partially sighted

Class of Travel	Ticket Type	Discount
First Class or Standard	Anytime Single or Return	34% off
First Class or Standard	Anytime Single	34% off
First Class or Standard	Anytime Return	50% off

You can buy one adult season ticket that allows a companion to travel with you, on National Rail services only, at no extra cost (so two people travel for the price of one). It doesn't have to be the same person travelling with you on every journey. You must provide evidence that you are blind or partially sighted to be eligible for this offer. Evidence must be a CVI, BP1 or BD8 certificate or another document from a recognised institution, for example social services, your local authority or Blind Veterans UK. You can buy tickets from ticket offices at staffed stations.



# ACCESSIBLE TRAVEL POLICY

## RAILCARD

### Disabled Persons Railcard

A Disabled Persons Railcard gives you and an adult travelling with you one-third off Standard and First Class tickets for one or three years.

You may qualify for a Disabled Persons Railcard if you are blind or partially sighted, are deaf or hard of hearing, have epilepsy or receive a disability-related benefit. Please visit [disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk) for details of the latest benefits and discounts available.

### Senior Railcard

Customers aged 60 or over can save one-third off Standard and First Class tickets. You can choose from a one-year Senior Railcard, which you can buy online and at any National Rail ticket office at staffed stations, or a three-year Senior Railcard, which is available online only. The Senior Railcard is not valid when travelling during morning peak time (arriving in London before 9:45am and departing London before 8:45am) Monday to Friday, not including bank holidays), or on journeys in the London and South East area.

Please visit the [senior-railcard.co.uk](http://senior-railcard.co.uk) for more information. There may be other railcards that are suitable for you. Please visit [railcard.co.uk](http://railcard.co.uk) for more information.

### Ticket machines

Many of our stations have self-service ticket machines. Customers with a Disabled Persons Railcard (and their companion) can use these machines to buy tickets at the reduced rate. All our ticket machines meet the standards set out in the Department for Transport (DfT) and Transport Scotland joint code of practice.

### Ticket gates

Some of our stations have ticket gates (including wider, accessible gates) which are staffed. When there are no staff members available to work the ticket gates, the gates will be open.

### Buying tickets before your journey

You should check that any facilities you need (for example, wheelchair spaces in First Class) are available before you buy tickets for your journey.

### Alternative accessible transport

You can find information about our stations at [eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information](http://eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information)

If you want to travel to and from stations which are not accessible, we will make sure you can do so at no extra cost. We aim to make sure that you can make as much of your journey as possible by rail. However, for the parts of the journey you can't make by rail, we will arrange alternative transport, such as a taxi, to the nearest accessible station. We will consider your needs, journey times, the accessibility of the trains and stations that may be used, and the staff we expect to be on the train and at the station. Wherever possible, we will offer you an option that is most like the service provided to passengers who don't need assistance.

We will also arrange suitable transport if disruption to our services means the train or station you are scheduled to use is no longer accessible to you. If there is a delay, disruption or emergency, we will make sure that the rail replacement buses and taxis provided are as accessible as possible. We will also make reasonable efforts to make sure drivers of rail replacement buses and taxis have received appropriate training to provide assistance to rail passengers.

## WHEELCHAIRS AND MOBILITY SCOOTERS

### Wheelchairs

Wheelchairs can be placed in the designated spaces on all our trains as long as they fit within the following dimensions.

- Maximum width: 700mm
- Maximum length: 1200mm
- Maximum weight (including passenger): 300kg

If your wheelchair is larger than the above dimensions, please contact our dedicated Passenger Assist team on **0800 011 3323**

### Mobility scooters

Some mobility scooters are only meant for road use and cannot be used on trains. Please check your scooter fits within the following dimensions before your journey.

Scooters with a triangular footprint with one or two wheels at the front (if there are two wheels at the front, they must be close together):

- Maximum length: 1200mm
- Maximum width: 700mm
- Maximum weight (including passenger): 300kg
- Maximum speed: 4mph

Square footprint with four wheels spaced evenly apart:

- Maximum length: 1050mm
- Maximum width: 500mm
- Maximum weight (including passenger): 300kg
- Maximum speed: 4mph

All mobility scooters must have a free-wheeling facility to use if the power fails, sealed batteries and anti-tip wheels fitted to the back. If your scooter does not have anti-tip wheels, you can walk it onto the train. You must get a scooter permit from us or have your scooter assessed by our station staff before you travel on one of our trains, even if your scooter meets the above dimensions.

A scooter permit shows our staff that your scooter can be safely taken on our trains. Station staff may be able to give you a temporary permit which is valid for one return journey. (You do not need a pass for mobility scooters which will be folded and stored as luggage).

Other train companies may have different rules for scooters. If you need to change to another train company's services for part of your journey, we can tell you their scooter requirements or give you their contact details.

When you apply for a scooter permit you will need to tell us the manufacturer, model and vehicle number of your scooter. We will post you a permit within 10 working days, or we will explain in writing why your scooter cannot be carried on our trains. Scooter permits are also available as a digital PDF to display on a smartphone (you can request this when you apply for your permit). Permits are valid for two years. After this time, or if you start using a different scooter, you must apply for a new permit. Visit our website for more information about scooter permits. Or, to apply for a permit, you can contact us in the following ways.

Call our Passenger Assist team on:  
**0800 011 3323**

Email us at:  
[contact@eastmidlandsrailway.co.uk](mailto:contact@eastmidlandsrailway.co.uk)

Send your request, free of charge, to:  
**Freepost  
EMR Customer Service Centre**

If you have a folding scooter you are responsible for folding and reassembling it when getting on and off the train. Folding scooters that can be taken on as luggage do not need a permit.

For safety reasons, our staff cannot lift or move your mobility scooter. It is your responsibility to make sure you can get it on and off the train safely. When travelling with your mobility scooter you must follow our guidelines for safe travel.



# ACCESSIBLE TRAVEL POLICY

If you need to change to another train company's services for part of your journey, we can tell you their scooter requirements or give you their contact details. You should check you can take your scooter on the other train before you travel.

## DELAYS, DISRUPTIONS AND EMERGENCIES

Disruptions to facilities and services can affect accessibility and your confidence when travelling. We will do everything we can to make sure that you are able to continue your journey and are not left stranded.

At times when our facilities or services are disrupted, we will tell you on our website, through station announcements and social media. We will ask you for a contact number when you book Passenger Assist. If a disruption means your original travel arrangements are no longer valid, we will do our best to contact you and book any support you need. Staff on our trains have smart devices, which they can use to rearrange Passenger Assist during disruption. Our staff are trained to recognise your needs, including mental health needs, learning disabilities and sensory disabilities. They will keep you up to date with any service disruption and alternative transport arrangements through the customer information systems or, when possible, in person. They will check that you have understood the announcements and if you are likely to have any difficulties (for example, with changing platforms).

Once local managers have been told about a disruption, they will try to send more staff to the stations which are affected. Along with our employees already at the scene, they will be able to provide any help you need.

If a disruption causes train services to be cancelled or changed, we will provide accessible, alternative transport, free of charge.

We give our staff details of any incidents and they are trained to support you, help you to the right vehicle and put you at ease.

We can arrange accessible vehicles across the whole of our network and have carried out research to understand what each provider can offer and how long it takes for the replacement vehicles to arrive at stations.

### Rail replacement vehicles

We work closely with our rail replacement provider (Transport UK Rail Replacement) to assess the type and number of replacement vehicles needed. When possible, we will aim carry out this assessment 12 weeks before planned engineering work starts. We will provide a detailed assessment to the Office of Rail and Road (ORR) as part of our yearly review. Whenever we need to arrange replacement transport, we will let our staff at the stations know the types of vehicles to expect and if there are any specific customer needs.

Replacement vehicles should meet the standards of the Passenger Service Vehicle Accessibility Regulations (PSVAR) 2023. Our rail replacement team deal with both planned and unplanned disruptions and will use accessible vehicles whenever possible. When this is not possible, we will book a taxi that is accessible to you.

Our rail replacement provider has a clear 'Public Service Vehicles Accessibility Regulations first' policy to make sure the replacement vehicles we use meet the regulations. We will continue aiming to provide accessible replacement vehicles and have committed to reporting the use of any exemptions under section 178 of the Equality Act 2010 through the Rail Delivery Group.

Our supplier assesses all planned engineering work to make sure that providing accessible vehicles is part of our planning process so that disabled customers do not have to wait longer than other customers for replacement vehicles.

### Passenger journey information

We work closely with National Rail Enquiries to keep our staff, and customers who book to travel with Passenger Assist during planned engineering work, updated about the type of replacement vehicles that will be used. We send this information direct to the National Rail Control Centre each week and it is published alongside other engineering work information on the National Rail Enquiries website and our own website.

### Communicating with you

If we have your contact details, we will try to contact you by phone or email to tell you about any disruption and help you make alternative travel arrangements. We will also put information about disruptions to facilities on our website. Staff at stations, on trains, and at our Customer Service Centre, will be able to give you an estimated time for when the facilities will be working again.

We keep customers who have already booked Passenger Assist updated about unplanned disruptions using their preferred communication method. You can also sign up to receive notifications about disruptions through WhatsApp.

## EMERGENCY PROCEDURES

Our health and safety manual sets out our policies and procedures for helping you in emergency situations. Our staff will supervise any action that needs to be taken if there is an emergency at a station or on a train.

Although unlikely, if we need to evacuate a station or train, our staff will find the most suitable route and method for evacuating the area they are responsible for. They will also identify alternative routes and back-up arrangements if the planned routes are not available. In an emergency, staff will use their disability awareness skills and judgement. They are trained to consider your needs, especially if you have problems with your mobility, sight or hearing, or if you are older, unwell or vulnerable.

All our stations have local station emergency plans which set out evacuation routes for all customers, and whether routes are suitable for wheelchairs. If you are a wheelchair user and you are in an area without a safe, accessible evacuation route, a member of staff will take you to a designated safe place to wait for the emergency services to arrive. We share our local station emergency plans with the local emergency services. To reduce the risk of causing injury, we will only evacuate wheelchair users during an emergency if the situation is life threatening. If the emergency incident is on a train, depending on the type of incident and the risks involved, we may move you to a safer part of the train until arrangements can be made to move the train to the nearest station. We will try to make sure that you are never left alone.

If it becomes necessary for everyone to leave a train between stations, we will work closely with the emergency services.



# ACCESSIBLE TRAVEL POLICY

## STATION FACILITIES

### Lost property

If you have lost something at a station or on one of our trains, visit [eastmidlandsrailway.co.uk/help-manage/manage/report-lost-found](http://eastmidlandsrailway.co.uk/help-manage/manage/report-lost-found) to fill in our lost property form. We'll check our database based on the information you give and send you an email if we think we've found your item. You can also call us on **0345 712 5 678**. Lines are open 24 hours a day, seven days a week (except on Christmas Day and Boxing Day).

Network Rail provide accessible left-luggage facilities at the following stations:

- London St Pancras International, on the ground floor of the station  
Phone **0203 468 4665**
- Manchester Piccadilly, on platform 10  
Phone **0161 820 7579**
- Liverpool Lime Street, in the concourse.  
Phone **0151 909 3697**
- Leeds, at the Wellington Street entrance.  
Phone **0113 350 3966**. Items handed in at the station are kept in the left luggage office. Any items left on trains arriving in Leeds will be kept by the train company

### Parking for customers with disabilities

It is our policy that passengers should be able to travel to the station and park with confidence. You can find information about our car parks at [eastmidlandsrailway.co.uk/trains-stations/at-the-station/car-parking](http://eastmidlandsrailway.co.uk/trains-stations/at-the-station/car-parking)

Most stations have a tarmac or concrete surfaced car park, with accessible parking spaces available for Blue Badge holders.

These spaces are usually close to the main station entrance. Spaces for Blue Badge holders are marked with the international symbol for access. We monitor the number of designated Blue Badge spaces in our station car parks every six months.

We send reports to the DfT and ORR about the use of Blue Badge spaces, and we can adjust the number of spaces as necessary. To try to make sure Blue Badge spaces are available to the people who need them, we enforce our car park regulations.

### Facilities provided by third parties

We make sure that any services and facilities provided by third parties, such as cafes, are as accessible as possible. This requirement will be included in the relevant contracts and enforced by our property management team. Our station management team will monitor the services and facilities provided by third parties to make sure they are not causing an obstruction.

Third-party service providers have their own responsibilities under the Equality Act. However, we will also do our best to make sure that any services and facilities provided by others at our stations are accessible.

### Replacement facilities

If any of our accessible facilities cannot be used, we will try to provide reasonable replacement facilities that are accessible.

### Station entrances

Our property management team and station managers will consider accessibility needs when station entrances need to be restricted or temporarily closed.

All planned work which affects accessibility is reviewed by our Accessibility and Inclusion Panel to make sure the best solutions are being put in place. We try to make sure that station entrances and gates are not permanently closed during the station's opening times. If it is necessary to close off accessible entrances permanently, we will work with the DfT, London Travel Watch, Transport Focus and local disability groups to get approval for this. We will not make any changes to accessible entrances until they have been approved by the DfT. If we need to temporarily close an accessible entrance, we will put alternative arrangements in place while the work is carried out.

## STRATEGY AND MANAGEMENT

### Strategy

In this section we set out how we do the following:

- Focus on the services we provide to disabled people when planning for our business and projects
- Continue to improve access to the railways for disabled people and people with reduced mobility
- Make sure our staff have the resources, skills and confidence to help passengers
- Measure the success of this policy

We are committed to improving our services and facilities for disabled people. We believe that when you travel with us you should expect high standards of service on your journey. So, we will:

- Continue to provide you with a safe, clean and reliable train service which runs on time
- Make it easier for you to buy tickets
- Treat you fairly when things go wrong
- Tell you about services and any planned changes, and keep you updated during disruptions
- Tell you our performance and quality targets, and publish reports every four weeks so you can see how we are doing
- Listen to you and engage with you

We are committed to working alongside our industry colleagues, the ORR, Network Rail, local authorities, the DfT, the Rail Ombudsman, the Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, community rail partnerships and other stakeholder organisations, especially those representing customers, to further improve our services, products, facilities and information. We believe that you have the right to safe, comfortable and straightforward journeys,

on trains that run on time, and we work to increase accessibility and equality. This policy meets 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), guidance from the ORR, and legislation such as the Human Rights Act 1998. It also takes into account the provisions set out in the Equality Act 2010.

All new facilities we design, and existing facilities we replace, will meet the standards of the relevant NTSN. If we are not able to meet the standards that apply to stations, we will consult the DfT as early as possible in the design process so that we can consider suitable alternatives. We may also ask for permission to be exempt from the code of practice.

### Improving access and services on our network

We are committed to maintaining and improving current standards of accessibility for all our passengers. We believe we can achieve this by working with groups representing all disabled people and other stakeholders to help us understand customers' needs. We will continue to review our policies every year and incorporate all the feedback we get from you and other stakeholders about the services we provide.

Since April 2025, we have achieved the following:

#### • Accessibility April

As part of our accessibility focus month, we launched a podcast series discussing experiences with British Sign Language and the Accessibility and Inclusion Panel, and 'accessibility advocates' to help promote accessibility on our network. We also worked with a sight-loss charity, Thomas Pocklington Trust, to hold sessions where staff used glasses to replicate various types of sight difficulties to learn about the challenges customers can face.



# ACCESSIBLE TRAVEL POLICY

## • **Class 810 trains**

We proudly launched Class 810 Aurora trains, which have automatic doors, accessible toilets, clearly marked priority seating and dedicated wheelchair spaces. Each seat has its own power socket for added comfort and convenience. Members of the Accessibility and Inclusion Panel visited one of the trains before they were launched.

## • **Class 170 train refurbishments**

We refurbished Class 170 trains to provide more comfortable tables and seats, modern plug sockets, more luggage space and better facilities for disabled customers, including a new passenger information system.

## • **Assisted travel lounges**

We created new areas at Derby and Sheffield stations designed to provide a welcoming space for customers who need Passenger Assist or a calm place to wait for their train.

## • **Safe space**

We created a safe space at Nottingham station, providing a secure, private and calming environment where vulnerable customers can receive the support they need. This space is away from public areas, so customers can receive the support they need, without other customers nearby. The space also includes refreshments and information on local support organisations that may be able to offer further support.

## • **Passenger Assist meeting points**

Feedback from members of our Accessibility and Inclusion Panel shows that customers, particularly those with hidden disabilities, sometimes find it difficult to access at unstaffed stations, even if they have booked it beforehand. Following trials of Passenger Assist meeting points at Long Eaton and Belper stations, additional meeting points have now been installed at stations along the Derwent Valley Line from Derby to Matlock to help train staff identify customers who need support.

## • **Information using symbols**

We worked with Widgit, a software company that specialises in symbol-based communication tools, to produce online guides that help customers to navigate and travel from different types of stations on our network. Widgit also announced us as the first symbol-friendly train company.

## • **Flags for wider gates at stations**

We use flags to help wheelchairs users, children and customers with mobility aids and luggage spot wider gates if they cannot see the ticket barriers because of other customers.

## • **Route accessibility maps**

We created maps to quickly show customers what assistance and accessibility features are available at each station, including whether Passenger Assist is provided by station or train staff, if there is step-free access and lifts, if there are accessible toilets, if there are ticket offices and machines, and if virtual tours are available online.

## • **Special Educational Needs and Disabilities (SEND)**

We worked with local schools to provide three-week work placements at Derby and Nottingham stations for 10 school children to give them valuable work experience as they reach the end of their education.

Feedback from our passengers and other stakeholders is vital in shaping our policies and making improvements. Before April 2027, we will be improving access and our services as follows:

## • **Passenger Assist meeting points**

We will install more meeting points at unstaffed stations on regional routes to further improve Passenger Assist for customers, particularly those with hidden disabilities.

## • **Kettering assisted travel lounge**

We will look at whether an assisted travel lounge can be created at Kettering, as recommended by the Accessibility and Inclusion Panel.

## • **Permanent signs for wider gates at station.**

We will install permanent signs to help wheelchairs users, children and customers with mobility aids and luggage identify wider gates if they cannot see the ticket barriers because of other customers.

## • **Sheffield taxi rank improvement.**

We will install a drop-curb to help customers use accessible taxis at Sheffield station following discussions with the Accessibility and Inclusion Panel.

## • **Bottesford car park improvements**

We will resurface and change the layout of the car park at Bottesford station to create a more even surface for customers. The lighting and signs in the car park will also be improved.

## • **Minor work**

We will replace handrails at 12 stations and install seating at locations where there are currently no seats.

## • **Dementia training**

We will arrange additional training for staff to help them provide the right support for customers with dementia or head injuries.

## **Management arrangements**

Protecting and improving your access to rail services is an essential part of our business strategy and is supported by our board of directors. Our Customer Service Director is responsible for developing this policy. As part of our management review process we make sure that all relevant managers are working in line with this policy. Establishing and maintaining this policy is a condition of our passenger and station licences, which our Customer Service Director and Commercial Director are responsible for. The main way we will achieve this is by making sure our yearly business plan prioritises ways we can improve the service we offer to disabled customers.

The Head of Customer Experience, working closely with local managers, is responsible for making sure this policy is followed day-to-day. This is mainly achieved through communicating with the relevant managers and their teams, carrying out customer satisfaction surveys and research with customers after they travel, and producing the Customer Report every six months. We will work closely with the relevant project teams when we are developing our trains and stations.

We keep track of our performance through customer feedback, the results from passenger surveys and ticket sales. We review and report on our progress of making our trains and stations accessible in our Accessibility and Inclusion Panel.



# ACCESSIBLE TRAVEL POLICY

## Monitoring and evaluating our performance

To make sure providing services to customers with disabilities is not overlooked and to monitor and evaluate our performance against the commitments set out in this policy, our Assisted Travel Survey supports the ORR's national survey of Passenger Assist users and helps us better understand customers' needs.

We publish our findings, and details of the actions we will take in response. An online community, representing different types of customers from across the whole network, supports our research and allows us to collect more customer feedback. To take part in our online community, please get in touch at [eastmidlandsrailway.co.uk/travelsurvey](http://eastmidlandsrailway.co.uk/travelsurvey)

### To monitor our performance, we look at the following every four weeks.

- The total number of customers who booked Passenger Assist
- The number of customers who booked Passenger Assist and were either satisfied or not satisfied
- The number of complaints we received about issues relating to accessibility and travel for disabled passengers
- The number of employees who have received disability awareness training
- The number of customers who booked Passenger Assist but did not receive the support they needed, which happened for every 1000 Passenger Assist requests

Our progress on current issues related to travel for disabled passengers is discussed in a report to the board of directors. The customer service centre team review and investigate any complaints or feedback we receive from our disabled customers and provide a detailed response. This makes sure that any failures in meeting our commitments are identified and dealt with as quickly as possible.

Our Accessibility and Inclusion team provides reports, at least once a month, on feedback from our disabled customers. These are reviewed by the area management teams so we can assess how well the policies are working and make any adjustments that are needed.

We regularly review this policy and report relevant findings to the DfT and the ORR. This includes details of how we are achieving our objectives, any new initiatives to improve our service for disabled customers and any difficulties we have faced in putting in place this policy.

## Access improvements

All new trains introduced on our network will be built in line with the principles set out in the current NTSN.

Station access varies across our 102 stations. This is because of station design and the number of staff employed at each station. In line with the DfT's Access for All programme, and in partnership with the DfT, Network Rail, local authorities and other relevant businesses, we will work to get funding to improve the accessibility of our network to meet the standards required under the code of practice. You can find information about our stations on our website at [eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information](http://eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information) and the National Rail website at [nationalrail.co.uk/stations](http://nationalrail.co.uk/stations)

## Minor Works

We will deliver the following improvement schemes at our stations within the next 12 months as part of the DfT's Access for All programme and our own minor-work programme, which invests £121,000 each year to improve accessibility at stations.

## WORKING WITH DISABLED PASSENGERS, LOCAL COMMUNITIES AND LOCAL AUTHORITIES

We work with a group of disability stakeholders when we prepare our accessibility and inclusion proposals and develop our accessibility policies. Previous work was supported by Stephen Brookes MBE, Disability Rights UK Ambassador and Rail Sector Champion for the Minister of State for Disabled People.

We included the main findings of this work in our improvement initiatives, as set out in the 'Improving access and services on our network' section above. Organisations that represent the interests of customers with disabilities (including the ORR, DPTAC, the DfT and Transport Focus) have reviewed and approved this policy.

We work with these organisations, and other important representative organisations (such as London TravelWatch, Business Disability Forum, Royal National Institute of Blind People, Scope, Action on Hearing Loss, Age UK, local disability charities and the National Autistic Society) to make sure we keep up to date with the needs of disabled customers, and consider these needs in all of our plans.

Our Accessibility and Inclusion Panel makes it easy to work with the above organisations, other representatives (such as parents and young people) and representatives from recognised organisations for minority ethnic groups and the LGBT+ community.

The Accessibility and Inclusion Panel promotes 'try the train' journeys for new customers to help their confidence, and provide training in the wide range of customer needs, including hidden disabilities (such as mental health issues and learning disabilities).

We provide reports on the Accessibility and Inclusion Panel meetings, which take place every three months and cover topics such as prioritising accessibility improvements and the actions we've taken in response to

these. We work with local authorities and local colleges in areas that our services run to, through or near. This helps make sure we consider the needs of local communities in any decisions we make about providing our service. We also encourage customers to take part in our online community to help test ideas around making our stations and trains more accessible and inclusive.

We promote the availability of assisted travel, with a particular focus on the customer leaflet, 'Making rail accessible', which is available at staffed stations, in locations where public services are provided and online. We make every reasonable effort to make sure we meet and maintain the standards set out in this policy. If we believe that we are not meeting the commitments in this policy, we will speak to the ORR. We regularly send this policy to the ORR and the DfT to be reviewed.

Each year, we also send the ORR a report on our work with disabled passengers, local communities and local authorities. We provide regular briefings to front-line employees on our work with disabled passengers, local communities and local authorities.

All employees receive updates on our policies and procedures relating to disabled customers, diversity and inclusion through their briefing sessions.



# ACCESSIBLE TRAVEL POLICY

## STAFF TRAINING

### Induction Training

As part of our induction training, all new employees must complete a disability awareness course, which has been created in partnership with a specialist disability consultant. The course focuses on the knowledge, skills and tools that are necessary to allow our employees to support customers with disabilities in the best possible way in line with the law, the Equality Act 2010 and our commitment to further improve current standards of accessibility to our services for all our passengers.

The course objectives are that, by the end of the training, employees can do the following:

- Explain how social factors (such as attitudes and station design) can reduce accessibility for people who have disabilities
- Understand the needs of customers with all types of disabilities, including those who are temporarily disabled because of illness or following an injury or surgery, and people whose disabilities cannot be seen
- Explain how they can carry out their day-to-day duties in line with the Equality Act 2010
- Demonstrate how to guide a customer who is blind or partially sighted, in line with our recommended guidelines
- Describe a variety of techniques they can use to communicate with passengers who have difficulty communicating due to, for example, learning or hearing difficulties
- Explain where to find and how to use the resources we provide to help customers who need support

Our employees also receive disability training as part of safety training, competency assessments and local safety briefings.

We make sure that staff receive training, relevant to their roles, on:

- Using the equipment provided (such as ramps and wheelchairs) to help people with disabilities
- Communicating with people with different disabilities
- Communicating clearly over the phone with people who may have difficulty speaking, hearing or understanding

Staff in our customer service centre, such as assisted travel advisors and customer service executives, also receive specific training relating to their role. This may include, for example, how to use a textphone and how to check databases to make sure customers with disabilities receive the best possible travel advice.

### Front-line staff training

All our front-line staff (and all new staff, including senior managers) will be trained in the following nine compulsory training modules:

1. Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion
2. Equality Legislation: exploring and understanding the Equality Act 2010
3. Defining Disability: an introduction to the various definitions of disability and the appropriate terminology
4. Recognising passengers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance
5. Railway Regulatory Framework: understanding regulations and policies that are relevant within the railway industry

6. Passenger Assist: how it works for disabled passengers and the staff's role in delivering the service
7. Communication: finding a way to communicate with disabled people with patience, respect and dignity
8. Accessibility in stations: the identification of accessible features at the stations where staff work as well as at the key destination stations on the network
9. Providing safe assistance: duties and process to ensure that both staff and passengers remain safe at all times

Our training courses have been designed following work with disabled people and our Accessibility and Inclusion Panel, and are available online and in paper format.

We will make sure agency staff and temporary staff receive a shortened version of the training course, which covers communication and providing safe assistance. Drivers of rail replacement buses and taxis also receive training on providing safe assistance.

Staff at any of our contact centres who give information or advice direct to passengers also receive a shortened version of the training course, covering the Passenger Assist service and communicating with customers.

At least every two years, staff receive refresher training to make sure they are up to date with the nine compulsory training modules set out above.

We will use the experience and expertise of people with a range of disabilities when we are developing our training courses.

Members of our Accessibility and Inclusion Panel have offered advice and resources to help with this.

This approach to training makes sure our staff have the skills and knowledge to meet the needs of customers with various disabilities in line with the law and our commitment to improving levels of accessibility.

At the time of submitting this policy for review we made sure that all statistics, legislation and language used in training were up to date.



**E M R**

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