

ACCESSIBLE
TRAVEL POLICY

EMR

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Welcome

to East Midlands Railway (EMR)

This is our commitment towards accessibility and assistance to all passengers

This policy document is part of our overall Accessible Travel Policy. It provides more detail into our policies around accessibility and our processes and plans. Other elements of our Accessible Travel Policy are:

- **Making rail accessible** – helping older and disabled people - a useful information leaflet which is also available on our website.
- **Accessibility of our trains guide** – information on the accessibility of our trains, available on our website.
- **Accessibility of our stations guide** – a summary of the accessibility provision at all our stations, available on our website.

You can view this information on our website, or it can be sent to you, free of charge, in alternative accessible formats from the Customer Service Centre.

How to Contact Us:

Phone:

Call us on **03457 125 678**. Lines are open 24 hours a day, 7 days a week, with the exception of Christmas Day and Boxing Day

Email:

You can contact our customer service team via webchat or email us at **contact@eastmidlandsrailway.co.uk**

British Sign Language (BSL):

eastmidlandsrailway.co.uk/british-sign-language-interpreter

WhatsApp:

You can scan the QR code here or use the number **07501330988**

Text Direct:

Text **18001** followed by **03457 125678**

Post:

Freepost to:
EMR Customer Service Centre

Locomotive House,
Locomotive Way,
Pride Park,
Derby, DE24 8PU

Social media:

Drop us a line on X **at @eastmidrailway**. Our social media team is online 24 hours a day.

Our Assistance Team

You can contact us to request passenger assistance at any time of the day. 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 **requesting assistance up to two hours before you travel**. You can request passenger assistance by using the passenger assistance app, by phone or on our website and your request will be reviewed and responded to by a member of our Customer Service team.

To book assistance online use this link

booking.passengerassistance.com/

You can download the national passenger assistance app to your phone on this link

passengerassistance.com/

All contact details are on page 3 of this policy document.

Booking Passenger Assistance and Turn-up-and-go Assistance

You can request assistance for your journey in advance of travel and any time up to 2 hours before your journey. You can do this by contacting our Passenger Assistance team. See page 3 for contact details.

If you want to travel without booking assistance in advance, you can turn up at any station that is accessible to you, and request assistance onto a train from a member of our station staff, or by requesting assistance using the WhatsApp option indicated on our Help Points or the Information intercom button on the help-point at the station, (the service is available 24 hours a day with the exception of Christmas Day and Boxing Day). Some EMR unstaffed stations also have Passenger Assistance Meeting Points available on the platform for you to make yourself known to our on-train teams.

We will ensure you can be assisted with your train journey, or, where reasonably practicable, provided with alternative accessible transport, offered at no extra cost. Please consider that it may take a period of time to make arrangements where assistance has not been booked in advance.

You can contact our customer service team on the day by WhatsApp or phone and we will do all we can to help you by contacting the relevant stations to let them know that you will be travelling and require assistance. Contact details are on page 3 of this policy document.

When getting off the train, we will help you leave the train as soon as possible. Sometimes we may not get to you immediately, but you will be assisted off the train within five minutes of the train's arrival time.



Passenger Assistance to or from an Unstaffed Station

If you are travelling from a station that does not have staff or has staff there only part of the day, we will ensure you have the help and assistance you need. We will make suggestions for either the best times to travel or alternative staffed routes, this may include providing alternative transport to the nearest accessible station.

When travelling from or to a station that does not have staff at the station, assistance for boarding and leaving the train is provided by the staff onboard the train. On-board staff will provide assistance from the train to the platform and vice-versa. If you require more assistance beyond this, please speak to our passenger assistance team, contact details can be found on page 3 of this policy document.

There are help-points at all EMR stations, you can speak to staff through the intercom or by scanning the WhatsApp QR code, and chat to a member of the team to let them know you require assistance boarding the train. Our Customer Service team are available 24 hours a day, 7 days a week, with the exception of Christmas Day and Boxing Day. See the contact details on page 3 of this policy document.

Access information about our stations on our website by visiting **eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information**. Alternatively, you can visit the National Rail website: nationalrail.co.uk Contact our Customer Service team by using the details provided on page 3 of this policy document, or by speaking to any member of EMR staff.

Assistance Boarding Points

Some EMR stations have Passenger Assistance Meeting Points. These can be found affixed to the platform fencing/wall and have tactile symbols as per the image shown here. Please ensure you are waiting at the meeting point in plenty of time for our staff to assist you.

You can scan the WhatsApp QR code or use our WhatsApp number to send a message to our team if you need more help, in your message tell them where you are and what assistance you need.

When the train arrives at the platform, the on-train team will help you to board or leave the train with the assistance you require. This service is for any customer who may need assistance – whether it's a mobility or visual impairment, luggage, or a non-visible disability, staff can help. Please remember at these stations, assistance can only be provided to or from the platform and train, if you require assistance throughout the station please contact our Passenger Assistance team. Contact details can be found on page 3 of this policy document.

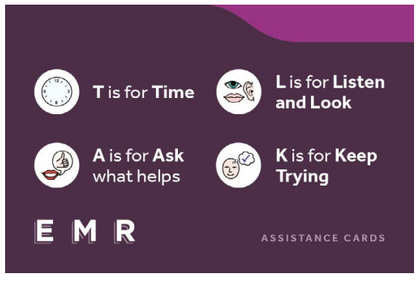
In 2025, more EMR stations will be fitted with Passenger Assistance Meeting Points and further details can be found on our website.



Talk Cards

EMR have proudly created the TALK Card to support people and make travelling easier on the EMR Network. The TALK passenger assistance cards can help our teams communicate with you, when at the station or on the train. TALK cards are available in physical and digital format and a small number are also available as a wrist band. There are lots of different types of cards to choose from, for a range of common questions we receive from our customers. Cards can be requested on our website using this link **eastmidlandsrailway.co.uk/form/talk-passenger-assistance-cards** or contact our Customer Service Team, details of which can be found in page 3 of this policy document. These are some of the examples of cards, a full list is on our website or by speaking to our Customer Service team.





Just a Minute Cards and The Sunflower Scheme

We are also participants of the Just a Minute card scheme and the Sunflower scheme. Both these schemes make it easy for customers to request assistance and communicate their needs when travelling on our network. More information can be found on our website, www.eastmidlandsrailway.co.uk





Accessibility Maps

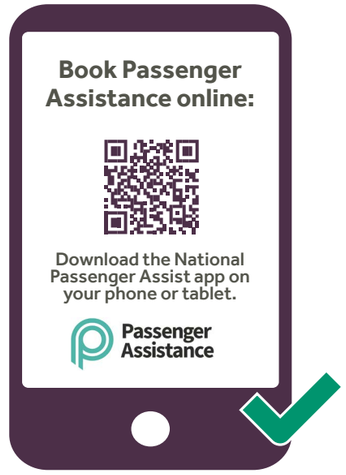
EMR now provide accessibility maps to customers to highlight accessible facilities both at stations and on routes. At the time of publication of this document, the following maps are available to customers:

- EMR Network Map
- Nottingham Station Map
- Robin Hood Line Map (Nottingham to Worksop)

Maps can be downloaded from our Assisted Travel page, collected from the EMR origin station or requested by post from our Customer Service Centre, contact details can be found on page 3 of this policy document.

Requesting Passenger Assistance

You can contact us to request assistance at any time of the day, our customer service team are available 24/7. If your journey involves another train company, we will need to confirm part of your journey with them and will discuss this with you. You can request passenger assistance and track your requests through the national Passenger Assistance App and create an accessibility profile, to make booking passenger assistance easier. Download the national passenger assistance app for free on the App Store or Google Play.



To book assistance online visit

booking.passengerassistance.com/

You can download the national passenger assistance app to your phone on this link

passengerassistance.com/

To request a booking or for any travel queries by telephone please call Customer Service team, details of which can be found on page 3 of this policy document.

Seat Reservations

We recommend that seat and wheelchair space reservations are made before your journey, and this is done up to two hours before you travel. Reservations for seats and wheelchair spaces are available on our mainline services to and from London. On Liverpool to Norwich routes, you can book a wheelchair space in advance of your journey, seat reservations are not available on these trains.

The EMR Connect service operates trains between Corby and London. Seat and Wheelchair spaces are not reservable on these trains. Depending on the formation of the train there will be between 4-8 wheelchair spaces available. There is also a fully accessible toilet in the same carriage as the wheelchair spaces.

On our services to Skegness seat reservations are not available, however a wheelchair space can be booked in advance of travel. To do this please ask our Customer Service team when booking your assistance and they will arrange this.

Tickets

Our Customer Service team offer the opportunity to buy tickets and make seat reservations over the phone when booking passenger assistance. When purchasing tickets through our Customer Service team, they can be collected from self-service machines at most of our stations. However, if this does not suit you, let us know and we can post tickets to you, we require the purchase of tickets at least seven working days before travel to ensure they can be delivered before your journey. You can view a list of stations with this facility on our website **eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information**

Ticket sales are available from the EMR Customer Service Centre Monday to Friday 8:00am to 10:00pm.

Digital tickets are a great way to make train travel more convenient. A digital ticket is a rail ticket that can be loaded onto smartcards, mobile phones in the form of a mobile ticket, accessed via e-mail or printed at home. This way you can buy your ticket in a way that best meets your needs and travel requirements. For more information on tickets please visit our website **eastmidlandsrailway.co.uk/tickets-discounts/how-to-get-your-train-ticket**

Passenger Assistance System

The Passenger Assist System is a national system enabling rail operators to assist all our customers with passenger assistance requests. We are committed to training all new frontline staff on how to use the system, ensuring customers get the best experience possible. Further information about facilities on our train fleet can be found on our website **eastmidlandsrailway.co.uk/trains-stations/on-board-the-train/accessibility-of-our-trains**

We will provide resources to maintain the system and enhance performance and aim to go beyond just the legal requirements, striving for excellence for all customers. We will work alongside the Rail Delivery Group and other train companies to design and implement an agreed handover process. If your journey involves a change or connection onto other train operators' services, assistance support will be provided.

Handover Protocol

When travelling between stations which have staff who provide assistance, our staff are competent and able to follow the Office of Rail and Road Handover Protocol. This protocol ensures that colleagues involved in providing assistance are made aware that assistance is required.

As part of this, we will ensure that we use the dedicated Station Connect process which allows monitoring and logging of contact to be made to ensure reliability of passenger assistance. At each staffed station, a member of staff is responsible for answering the phone calls made between stations to ensure passenger assistance requests are passed on. Where a station is does not have staff, communication takes place by the Train Manager or Senior Conductor. The staff facing App will help to ensure that messages are passed to colleagues as quickly as possible, and that assistance provision becomes even more reliable.

If our team believes there is any risk of you not being provided with assistance at a particular station or stage of your journey, we will provide an alternative journey plan, assistance, or transport to get you to your destination. Once you have been assisted in boarding a train, our staff will communicate with the on-train staff and station staff, to ensure you are provided with assistance at your destination.

Our Passenger Assist System will track assistance provided throughout the journey; through the manual passing of key information between station staff along the route and through staff mobile app technology. Where assistance has not been arranged in advance, please speak with a member of our station or on train staff or, at an unstaffed station, use the Help Point intercom, and we will do everything we can to help you with your journey.

You can check the accessibility of our stations by going on the EMR website or National Rail Enquiries website where all station information is available.

Ramps

Ramps are available at our staffed stations and on our trains that call at unstaffed stations to allow easier boarding and alighting from trains.

Further information about facilities on our train fleet can be found using this link to our website **eastmidlandsrailway.co.uk/trains-stations/on-board-the-train/accessibility-of-our-trains**

The ramps are specifically designed for helping customers with disabilities onto and off the trains, and they are regularly inspected as part of a train's maintenance checks and every year at our stations.

The ramps can be used to assist you whether you have booked assistance or if you have not booked assistance. If you have booked assistance to board or leave from an unstaffed station using a ramp, please let on-train staff know when the train arrives. If the station has a Passenger Assistance Meeting Point on the platform, please wait here as the train pulls into the station You can also use the help point to tell our Customer Information Team who will help you to make your journey. If you require a ramp to get onto or off a train, please let us know when you make your booking, or advise a member of station or on-train staff that the ramp will be required during your journey. Ramps are available to all customers who require them to aid boarding and alighting a train.

Journeys with Connections

If your journey involves changes or connections with other operators' services, our team will provide a single point of contact for your booking and arranging assistance. We will ensure that your booking allows sufficient time to make your connections.

Changes in Arrangements

Staff on any journey will communicate news of any service disruption and provision of alternative transport via the customer information systems and ideally will talk to you.

Sometimes a train's departure platform must be changed at short notice. Such a change will be shown on the customer information screens and will be announced via the public address system (where available) as soon as possible. When a change occurs, our colleagues at staffed locationswill provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible. If the platform is not accessible, we will arrange alternative transport i.e. taxi, to the nearest accessible station.

The provision of Help Points at all our unstaffed stations provide contact with our Customer Information team 24 hours, 7 days a week (except Christmas Day and Boxing Day), who will also be able to assist you in continuing your journey.

The EMR station teams, on-board teams and our Customer Service Centre have access to sign-video which is an app that enables colleagues to access a BSL interpreter via video link to communicate with customers using BSL. Details of this can be found in contact details on page 3 of this policy document.

Assistance with Onward Travel – Trams, Buses and Taxis

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

Taxis licensed by the local council are encouraged to apply for permits to ensure that they can provide wheelchair accessible vehicles and drivers are trained in disability awareness, however, that is beyond our remit to enforce.

Any company whose vehicles are licensed Hackney Carriages can purchase a permit to serve our stations.

Our staff can contact the nearest company with accessible taxis. The telephone number of EMR Customer Service Centre will be displayed on our station information posters at all our stations or be available from station teams. They can also support these calls.

Station Facilities and Services

We will ensure information regarding our services are up to date and customers are aware of any limitations and/or temporary restrictions. Customer Information Managers are responsible for updating the information provided on the National Rail Enquiries website, including the Station Journey Planner regarding accessibility and details of the times assistance is available at our stations, including:

- Level of accessibility from station entrance to platforms
- Staffing hours and assistance availability
- Meeting points for assistance
- Ramps for train access
- Accessible waiting rooms, wheelchair accessible and RADAR key toilets and set-down/ pick-up points.

You can access information about our stations on our website: **eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information** or **nationalrail.co.uk/** or call our contact centre on **03457125678**, or by speaking to any member of EMR staff.

Further Information and on Onward Travel

On the EMR website you can plan your door-to-door journey on the EMR website using the journey planner tool **Plan your journey door to door**. Or for further information on local bus and tram connections, contact Traveline on **0871 200 2233** or go to the website **www.traveline.info**

Alterations to Facilities

Should the facilities become temporarily unavailable on a train or at a station, we will update the website and app systems within 24 hours and provide 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 telephone/message on mobile or email, this includes:

- Where stations have a physical constraint preventing use by people with disabilities.
- Where significant temporary work affects station accessibility.
- Where changes to stations make them temporarily inaccessible (e.g., lifts or station toilets out of order);
- Where changes to train facilities materially affect passengers with disabilities – e.g., the temporary use of inaccessible trains – where reasonably practicable to do so.
- Emergency engineering work.

This information will be available to our station staff and through our website, ticket offices, Customer Service Centre and station Help Points.

All problems are reported on the EMR website at the top of the homepage under the **'Problems Reported' section East Midlands Railway**

Assistance with Luggage

If you have a disability and require assistance we will provide help with luggage in accordance with the National Rail Conditions of Travel, details of which can be found on the National Rail Enquiries Website – **National Rail Conditions of Travel**. If you have not pre-booked assistance, platform staff may first have to attend to safety duties, and then they can assist you.

Please be aware in accordance with the policy EMR allow three items of luggage per person. A maximum of one large suitcase, a carry-on bag and small handbag can be brought onboard. You may not be able to take your luggage on the train under the following circumstances:

- If luggage may cause injury, inconvenience, or a nuisance.
- If luggage may cause damage to property.
- If there is not enough room for it and your luggage would obstruct doorways, gangways or corridors,
- If your luggage is in a dedicated wheelchair space, you will be asked to move your luggage.
- The loading or unloading of luggage may cause delay to the train.
- If your luggage is not carried or packaged in a suitable manner.
- If your luggage is on the prohibited items listed in the National Rail Conditions of travel

Please bear in mind the weight, size and quantity of luggage and do not exceed the limits in the National Rail Conditions of Travel.

There are different companies which can provide a luggage delivery service throughout the UK. These door-to-door service can remove the inconvenience of travelling with large or heavy luggage items so you can start enjoying your journey sooner.

Seats on Trains

We offer priority seat reservations on our London routes on the mainline into London. For information on seat and wheelchair space reservations please refer to page 3 of this policy document.

Priority Seating

Priority seating is available on most of our trains and has extra legroom and seats are situated near the doors and access to toilet facilities.

Wheelchair spaces are available on all our trains, and our on-board staff will assist in ensuring these dedicated spaces give wheelchair users priority. 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 are unable to stand for your journey, let our staff know and they will be able to assist you.

On trains that are not reservable, staff on the train or at the station will assist you in locating an appropriate seat. On advance assistance bookings we will advise which seat has been reserved and we will provide written details of the reservation and where it is located on the train.

If you are travelling with a companion or group, we can reserve one additional seat for a companion and we will do our best to reserve your seat as close to the companion as is possible. Family groups, especially those requiring adult supervision, will be located in close proximity as often as possible.

Assistance Dogs

Assistance dogs are welcome on all our trains, free of charge, and can travel in any part of the train. Our team will be happy to ensure that you are booked into the right seating (where reservations are possible) to make the journey comfortable for both you and your dog. If you require more space, priority seating is available on all our trains, these seats provide more space.

Assistance Dog Seat Reservation Cards

This scheme provides customers with a visible 'Assistance Dog Under Seat' card. You can place this card onto the seat next to the one you are sitting in to make other customers aware that the seat and the space under it should be kept free for your assistance dog. The card also slots into the standard seat reservation holder on top of the seat. You will be able to use this card on rail services across the country.



Our teams at stations and onboard our trains will be more than happy to assist you whilst you are travelling with us.

How can I get a card?

You can request a reusable 'Assistance Dog Under Seat' card to be posted to you by contacting National Rail Enquiries: **customer.relations@nationalrail.co.uk** Call **0800 022 3720** (Open Monday to Friday 09:00 to 17:00, including Bank Holidays)
Visit the National Rail Website**nationalrail.co.uk/stations_destinations/passenger-assist-travel.aspx**

Visit the National Rail Website **nationalrail.co.uk/help-and-assistance/passenger-assist/**

Passenger Information and Promotion of Assisted Travel

It is our aim to provide you with information that is accessible, accurate, relevant, consistent, up-to-date and easy to understand. We want to provide you with assurance and confidence at every stage of your journey, including when planning your journey prior to your departure. This is particularly true if your journey involves a change of train or transfer to another mode of transport.

Our Accessible Travel Policy Leaflet for Customers - Making Rail Accessible

To accompany this Accessible Travel Policy document, we have produced a shorter and more concise leaflet to help in planning your assisted journey, entitled 'Making Rail Accessible'; both documents are available in alternative formats. Our leaflet is also available from our ticket offices and leaflet racks at all staffed stations called at by our services, and available online as a PDF on our website at **eastmidlandsrailway.co.uk/help-manage/about-us/policies/accessible-travel-policy** and it is accessible using screen readers or other software with accessibility features (for example, Adobe Reader).

Alternative Formats

Printed copies are available from our ticket offices at staffed stations. We can also provide information in the following alternative formats, Easy Read, Large Print, Audio, Braille, BSL, and on different coloured paper. We will endeavour to provide these on request within seven working days, without charge. For more information, please contact us using the contact details on page 3 of this policy document.
We also ensure that we provide notices at each of our managed stations setting out how to obtain the leaflet and the policy document.

Stations and Train Accessibility Information

You can access information about our stations on our website **eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information** or **https://www.nationalrail.co.uk/** or call our contact centre on **03457125678**, or by speaking to any member of EMR staff.

Information about facilities on our train fleet can be found using this link to our website: **eastmidlandsrailway.co.uk/trains-stations/on-board-the-train/accessibility-of-our-trains**

Passenger Journey Information

We are aware that you may only travel by rail infrequently, and that you may not know where or how to access important information, particularly during times of service disruption. This section explains how we will communicate accurate, clear and consistent information to you, especially if you have mental, intellectual or sensory impairments, at every stage of the passenger journey – whether at home, online, on the move, at the station or on the train.

Train Departures and Arrivals Information

We commit to providing you, wherever possible, with clear and consistent aural and visual information, both at the platform and on the approach to stations. On the train, station announcements will provide sufficient time for you to prepare to alight.

Stations – Aural and Visual Information

Many of our stations have a combination of customer information screens and automated public announcements providing accurate, clear and consistent aural and visual information. Sometimes a train's departure platform must be changed – often at short notice. The platform number will flash to indicate that it has changed, and the same information will be announced aurally as soon as possible.

When a change occurs, our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible. If the platform is not accessible, we will arrange alternative transport i.e. taxi, to the nearest accessible station. We have installed audio guides at a number of stations, and we are installing Help Points with Hearing Loops at all of our smaller or unstaffed stations. This ensures that all our stations have Help Points for customers to use that are linked to our 24/7 Customer Information team within our Control Centre, to ensure that service information is always available, especially during times of disruption.

Trains – Aural and Visual Information

We are committed to providing important aural and visual travel information in a variety of means so that it can be accessed as easily as possible. All trains have on-board staff who are issued with a standard guide for announcements. Our on-board staff are trained to give announcements and will do so on all services that do not have pre-recorded announcements. If you are unable to hear the on-board announcements, please advise a member of staff when you board the train so that alternative arrangements can be made. Our trains are equipped with public address systems to provide aural announcements and customer information screens to provide visual information.

Where these systems are installed, we will strive to ensure that they comply with the standards set out in the National Technical Specification Notices (NTSNs), which relates to achieving consistent levels of accessibility across the UK rail system. We recognise that good announcements are essential to you. Our staff are trained to speak slowly and distinctly in a clear, concise and confident manner. When possible, they will make their first announcement five minutes before the train departs and repeat it one to two minutes before departure. Whenever possible, two minutes before arriving at each station (unless it is shown as 'pick-up' only in the timetable), an announcement will be made. Any unscheduled station stops will be announced to reassure you and when a train has been delayed for two minutes, a brief announcement will be made providing reassurance and the reason (if known) will be given. We encourage on-board staff to walk through trains to make sure that you have all the information you need.

Connections and Wayfinding

We work with local authorities to ensure that stations are clearly and consistently signposted. For example, we are investing in ensuring that all stations have visible 'totem pole' signs and we are implementing station travel plan programmes to improve local transport connections and wayfinding in the areas which surround stations.

East Midlands Railway is helping travel planning with online virtual tours of stations. These immersive tours have been especially designed to help customers plan their journey. Virtual tours are available for Derby, Sheffield, Nottingham, Lincoln, Corby, Chesterfield, East Midlands Parkway, Long Eaton, Loughborough, Market Harborough, Wellingborough and Kettering stations. The tours capture detailed 360-degree photography to virtually guide you through every public area. The "Autopilot" feature takes the wheel, guiding you to your desired station spot or if you prefer hands-on control, there is manual option lets you click your way through the tour.

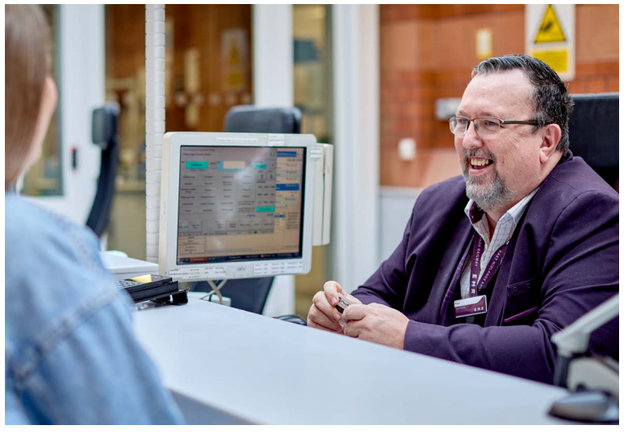
The national Passenger Assist app has enhanced features to help with navigating stations and locating connecting transport services, station platforms and facilities.

Our staff will provide you with information on how to make connections with other modes of transport both prior to your journey and when travelling on our trains and through our stations. We also provide onward connection information and local maps on posters at all our stations. When planning our services, we consult with all local authorities that our services run to, through or nearby. This is so we make sure the needs of local communities inform any decisions we make concerning service provision. We provide many bus operators and if appropriate, Transport for London, with advance notice of our plans for train services so that they can accommodate these in any decisions they make concerning connecting services.

Delays, Diversions and Disruption

This subject is covered in the Delays, disruption to facilities and emergencies in section on page 22.

Ticket Offices, Help points and our Customer Service Centre



You can obtain information about the services provided by EMR and all other train companies at our ticket offices or clearly signed information points at some of our larger stations (usually open at the same time as the ticket office). We will provide details of fares, timetables, connections and confirmation of bookings made by Passenger Assist (including bookings by other train operators) as well as the facility to arrange Passenger Assist and request turn-up-and-go assistance that has not been booked before arriving at the station.

Information regarding accessibility onto other forms of transport from the station may also be available from our staff, or they will be able to advise you where this information can be obtained. Further details of the information facilities available at our stations can be found on our website **eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information.**

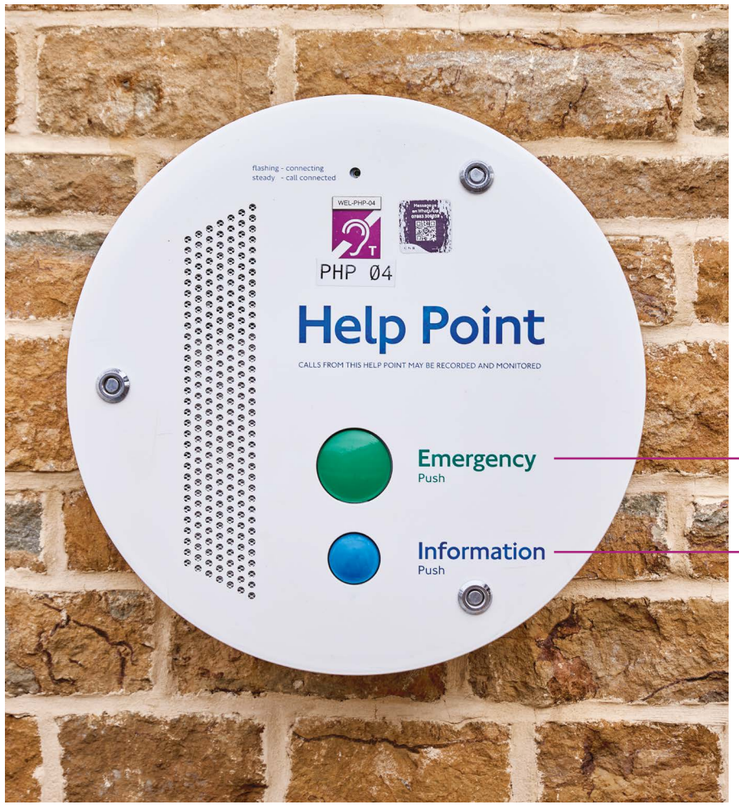
We will ensure that up-to-date information regarding the services we provide is available to other train companies and station operators. This includes information regarding delays, diversions or other events that may affect your journey. For up-to-date train running information on the day of travel please follow us on **X @eastmidrailway** or visit our website: **eastmidlandsrailway.co.uk.**

Leaflets regarding our services and those of other train operators who serve the station, are also available and placed at varying heights to be accessible to you. We also provide information on station posters which give you information about local services/ transport available from that station.

Help Points

Every EMR station (with the exception of Lincoln Central & London St Pancras) has Help Points to support customers in the event that a staff member cannot be contacted or when the station is unstaffed. These Help Points may be used to contact National Rail Enquiries and EMR Customer Service Staff 24 hours a day.

There are two functions available, one for general enquiries and one to use in the event of an emergency.You can also contact us via WhatsApp to speak to the Customer Information Team to gain information and assistance from staff in our 24/7 Customer Information team within our Control Centre.

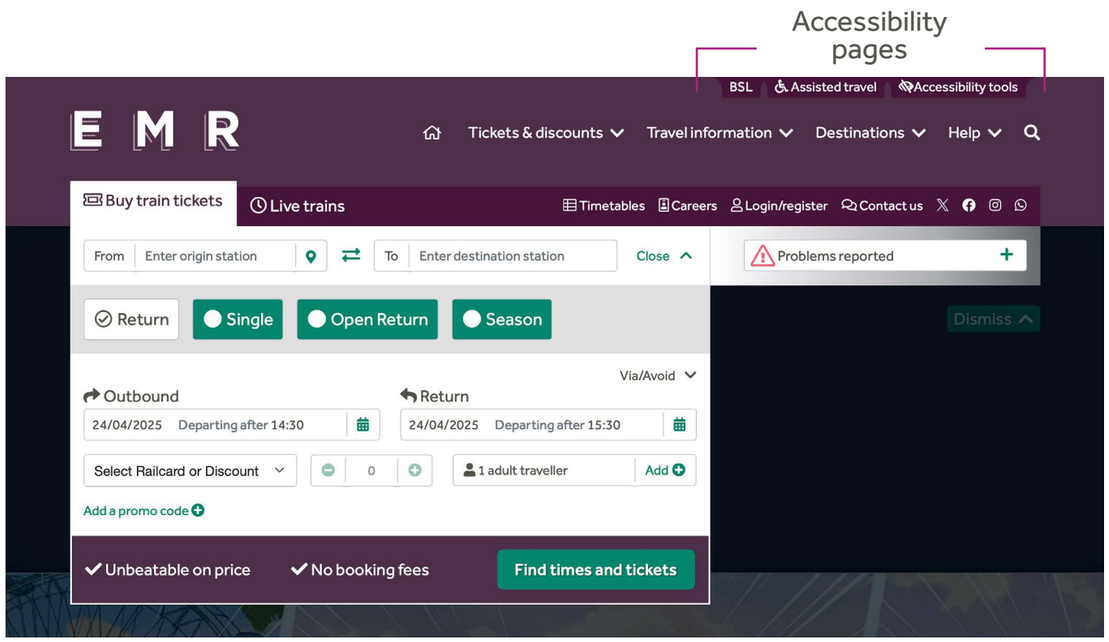


Two functions available, one for general enquiries and one to use in the event of an emergency

Help Points

We commit to the industry-recognised Web Content Accessibility Guidelines 2.1 standard (WCAG) this which defines how to make web content more accessible for people with disabilities. We confirm that the EMR website works with screen readers, magnifiers, voice over software and in-browser accessibility functions, all of which is explained via a link on the homepage. To help you find the information you need, we also provide a homepage link to our Assisted Travel page, which explains the Passenger Assist service in a clear and concise manner, using plain English and avoiding the use of industry jargon. It provides the necessary contact information and provisions for you to book assistance and purchase a ticket to travel (including details of any national discounts available to disabled passengers or persons with reduced mobility). It sets out information of on-board facilities and station information, including accessibility information, staff availability, Customer Service Centre opening hours and disabled parking spaces.

The webpage also provides information relating to any temporary reductions in accessibility and details of any delays and disruptions to facilities and services where relevant. It also informs you of any restrictions on the use of wheelchairs, power chairs and scooters, together with how to obtain a scooter card, assistance card or priority card. In addition, there is a link to enable you to access the ‘Making Rail Accessible’ customer leaflet and details of how to obtain it in accessible formats. We also provide guidance on how you can give EMR feedback or make a complaint, and we include information on the availability of redress for when assistance has not been delivered when booked. Where other information is located elsewhere, we provide a connecting hyperlink on the Assisted Travel page.



Ticketing and Fares

We are committed to sell tickets accurately and impartially and to provide you with accurate information and advice on your journey and ticket options, irrespective of which train operating company provides the service. Our ticket office staff and Passenger Assist team are also familiar with the accessibility of our various types of rolling stock, and they are trained to ensure that the tickets you purchase will be appropriate to travel on the correct type of train. If you are unable to buy a ticket before you board one of our trains, you can buy one without penalty on the train or at the destination station. You will still be able to use your Disabled Persons Railcard or receive the relevant discounts.

Discount tickets are available for blind or visually impaired customers travelling with a companion in England and Wales. If you are registered as blind or visually impaired and are travelling with another person, the concessionary discounts shown in the boxes below apply for both you and your companion. You cannot get the discount if you are travelling on your own. Discount applies to adult fares only.

Please take evidence of your visual impairment such as a document from a recognised institution such as Social Services, your Local Authority, The Royal National Institute of Blind People (formerly RNIB) or Blind Veterans UK when buying your ticket and making your journey. Tickets can be purchased from staffed National Rail station ticket offices.

Customers who stay in their own wheelchair during a rail journey:

If you need to stay in your own wheelchair during your rail journey the concessionary discounts shown below apply. Discounts are available on adult and child fares. The discounts below apply if you are travelling alone. They are also available to one adult travelling with you. Tickets can be purchased from staffed National Rail station ticket offices.

Discounts

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**

Season tickets for the blind or visually impaired

You can also buy 1 adult Season ticket that enables 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. To be eligible please take evidence of your visual impairment with you to prove your eligibility. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK. Tickets can be purchased from staffed National Rail station ticket offices.

Disabled Persons Railcard

A Disabled Person's Railcard gives the cardholder and an adult companion 1/3 off standard and first-class rail fares throughout Great Britain for a whole year, so you can save money for a friend or a family member when they travel with you.

You may qualify for a Disabled Persons Railcard if you have: a visual impairment, a hearing impairment, epilepsy, or are in receipt of a disability-related benefit. Please see **https://www.disabledpersons-railcard.co.uk/** for the latest benefits and discount available.

Senior Railcard

A Senior Railcard gives anyone 60 years or over 1/3 off Standard and First Class, Anytime, Off-Peak and Advance fares. The 1-year Senior Railcard is available to buy online and at any National Rail staffed station ticket office. The 3-year Senior Railcard is available to buy online only. The Senior Railcard is not valid when travelling during morning peak period, Monday to Friday (excluding public holidays) when journeys are made wholly within the London and South East area.

Please visit the **senior-railcard.co.uk/** for more information. There may be other Railcards that may be suitable for you. Please visit **railcard.co.uk/** for further information.

Ticket Machines

Many of our stations have self-service Ticket Vending Machines.

The machines are compliant with the Department for Transport/ Transport Scotland joint code of practice (Design Standards for Accessible Railway Stations, March 2015, section N2. Ticket sales 14 points – ticket vending machines), and have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion.



Some stations also have compliant ticket collection only machines to allow tickets bought in advance online or over the telephone to be easily collected. These machines are also fully compliant with the joint code of practice.

Ticket Gates

Some of our stations have ticket gates which are staffed. This also includes wide aisle gates which all additional time and space to enter and leave the station. When there are no staff available to operate the ticket gates at stations, we will lock the gates in the opened position.

Purchase of Advance Tickets

Where advance tickets are available for purchase (via any of the available channels, including online, at the ticket office or via telecommunications), you are advised to check that the required facilities (for example, accessibility of the train type, or availability of wheelchair space in First Class) are available before purchasing tickets.

Booking Assistance when Purchasing Tickets

Our Customer Service team can arrange passenger assistance and sell tickets. Our website ticket booking section will also remind you about the Passenger Assist service. More details on this can be found on page 8 of this policy document.

Alternative Accessible Transport

Some of our stations may not be fully accessible to you. You can access information about our stations on our website **eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information** this may be due to:

- The station is inaccessible (i.e., due to a physical constraint such as steps or no staff assistance)
- For whatever reasons, substitute transport is provided to replace rail services (e.g. due to planned engineering works); or
- Where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

We will make sure that if you want to travel to and from stations which are inaccessible, that you are able to do so at no extra cost. Our aim will be to ensure that you will be able to make as much of your journey by rail as possible. However, for those parts of the journey where rail travel is not possible, we will arrange alternative transport that is accessible to you, such as a taxi, to the nearest or most convenient accessible station. In doing so, we will consider your assistance requirements, the relative journey times involved, the accessibility of the trains and stations that may be used and the planned staffing levels on-board the train and at the station.Wherever possible, we will offer you an option that most resembles the service provided to passengers not requiring assistance.

We will always discuss your individual requirements at the time of booking, and these services are available 24 hours a day, 7 days a week, with the exception of Christmas Day and Boxing Day. More details can be found on page two of this policy document.

We will also arrange suitable transport if disruption to our services means the train or station you are scheduled to travel on becomes inaccessible to you. In cases of delay, disruptions and emergencies, we will ensure that the rail replacement services and taxis provided are as accessible as possible. We will also make reasonable endeavours to ensure drivers of rail replacement bus services and taxis, have received appropriate training to provide assistance to rail passengers.

Wheelchairs

These can be carried, in the designated spaces, on all our trains so long as they fit within the following dimensions: **width: 700mm, length: 1200mm, weight (including passenger): 300kg.** If your wheelchair exceeds the above dimensions, please contact our Passenger Assist team on **08000 11 33 23** or **03457 125678 option 3** with the technical details, as they may be able to reserve you on a train which can accommodate your wheelchair.

Mobility Scooters

Some powered scooters are only meant for road use and cannot be used on trains, so if you have not travelled before or recently changed your scooter, please check the dimensions with us to ensure it is okay to use on our trains. For this reason and because our trains have different internal configurations, for powered scooters you must obtain an East Midlands Railway scooter pass prior to travel in order to board an EMR train, or have your scooter assessed by our Station Passenger Assistance teams prior to boarding a train, even where your scooter may already meet the dimensions criteria. This is because, with so many different types of powered scooters in use, this pass will ensure that our staff can readily recognise that your powered scooter can be safely transported on our trains or allow our staff to provide you with a 'temporary pass' which is valid for 1 return journey.

Mobility Scooter Criteria for Travel:

Triangular footprint that has one or two wheels at the front which are close together

- Is no more than 1200mm long and 700mm wide
- Weighs no more than 300kg, including passenger
- Has a maximum speed of 4mph
- Has anti-tip wheels fitted to the rear
- Has a free-wheeling facility for use in case of power failure
- Has sealed batteries

Square footprint with four wheels spaced evenly apart

- Is no more than 1050mm long and 500mm wide
- Weighs no more than 300kg, including passenger
- Has a maximum speed of 4mph
- Has anti-tip wheels fitted to the rear
- Has a free-wheeling facility for use in case of power failure
- Has sealed batteries

If your scooter does not have anti tip wheels, you may walk it onto the train.

Mobility scooters which will be folded and stored as luggage do not required a scooter permit.

To get a scooter pass, you can contact us in the following ways, you will need to tell us the manufacturer, model and vehicle number of your scooter. We will issue you with a pass within ten working days, or we will explain in writing why your scooter cannot be carried. Scooter permits are also available as an electronic PDF which may be requested when applying for your permit. Permits are valid for 24 months or when a scooter is changed for a different model, whichever occurs first.

Call our Passenger Assist team on **08000 11 33 23** or **03457 125678** selecting **option 3**

Email us at **contact@eastmidlandsrailway.co.uk**

Freepost to: **EMR Customer Service Centre, Locomotive House, Locomotive Way, Pride Park, Derby, DE24 8PU**

If you have a folded scooter, you are responsible for the folding and reassembly of it when joining and alighting the train. Please be aware that due to the restrictions of the type of rolling stock used on our Liverpool to Norwich services and many other local services, the space to accommodate folded scooters is within the cycle storage area. Please also note that for safety reasons, members of EMR staff are unable to lift or physically manoeuvre the scooter. It is therefore your responsibility to ensure that you can control your scooter so that you can get onto and off the train safely. When travelling with your mobility scooter you will be expected to follow EMR guidelines to ensure safe travel. This can be found on our website and will be issued to you as part when you are issued a permit to travel card.

Although we can book assistance on other train companies' services, scooter policies may differ, including the requirements for scooter cards. We can advise you of these requirements or provide contact details for the relevant train company to ensure your scooter is permitted. This should be done prior to making your journey, if you need to change onto another train company's services.

Delays, Disruptions to Facilities and Emergencies

Disruption to facilities and services can have a significant impact on both your accessibility and your level of confidence when travelling on the railway. Where disruption does occur, we will do everything we can to ensure that, wherever possible, you are able to continue your journey and are not left stranded.

At times when our facilities or services are disrupted, we will give you notice on our website, through station announcements and other communication channels. If the disruption means your original arrangements are no longer valid, we will do our best to contact you and re-book any required assistance through Passenger Assistance, announcements at the station will tell you what to do if you need assistance during disruption. We will request a contact number from you when you book assistance, which will help us to contact you in case of disruption. Our on-board staff are issued with smart devices, which gives them the means to rearrange onward assistance for you during times of disruption. Our staff are trained to anticipate your needs, including if you have mental, intellectual, or sensory impairments. They will communicate news of any service disruption and provision of alternative transport to you via the Customer Information Systems or where possible, in person. This entails providing you with advance aural and visual when you need it. They will then check to see if you have understood the announcements or if you are likely to have difficulties (for example, changing platforms).

Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist you. The provision of Help Points at all our unstaffed stations, provide a link to our Customer Information team 24 hours 7 days a week (except Christmas Day and Boxing Day) who will also be able to assist you in continuing your journey. Sometimes a train's departure platform must be changed, often at short notice. Such a change will be shown on the customer information screens and will be announced aurally as soon as possible. When a change occurs, our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible. If the platform is not accessible, we will arrange alternative transport i.e. taxi, to the nearest accessible station.

Once local managers have been told that disruption is occurring, they will endeavour to deploy staff to stations affected by disruption. Along with our employees already at the scene, they will be able to assist you with other needs, for example, with luggage or with support. When disruption causes the cancellation or alteration of train services, we will provide you with accessible substitute transport. This will be done without additional charge.

Our frontline employees, supported by our rail replacement team, have the authority to do all that is reasonably practicable to arrange suitable substitute services for you in such circumstances. When the level of accessibility of facilities at a station or on a train is less than that normally provided (e.g., as a result of the breakdown, alteration or removal of facilities), we will aim to provide you, wherever possible, with equivalent replacement facilities, making sure that you don't have to wait any longer than customers using other replacement vehicles.

EMR have also designed Assistance Flags, to be used to highlight and show customers where to go to wait for replacement vehicles. Our staff are trained to support customers, help them to the right vehicle, put them at ease and will have been fully briefed about ready to communicate about the incident.

EMR have access to accessible vehicles across the whole of its network and have carried out extensive research to understand what each provider can offer and how long it takes to deploy to the vehicles to stations.

PSVAR (Passenger Service Vehicle Accessibility Regulations) and Rail Replacement Facilities

Changes to the Accessibility or Rail Replacement Vehicles in line with PSVAR/PSVAIR.

We continue to work closely with our Rail Replacement provider (Transport UK Rail Replacement) to assess the supply of vehicles and, where possible we will aim do this 12 weeks before planned engineering works where possible. We will provide a detailed assessment of the market to the ORR as part of our annual review.

Passenger Journey Information

We brief our contact centre regularly on the type of alternative vehicles that will be used by Transport UK Rail Replacement so that they can communicate this with customers who book passenger assistance whilst travelling through planned engineering works. For unplanned disruption, we relay the information to customers who have already booked to let them know what to expect, through their preferred communication method. Customers can also sign up to receive push notifications through WhatsApp. This will be useful in this scenario as we will be able to push updates and personalise information as needed. The station teams are also made aware of the type of vehicles to expect and if there are any specific customer needs/requirements.

Our supplier works closely with National Rail Enquiries to ensure that we provide information for customers about the different vehicle types in use on each planned Rail Replacement. This information is updated directly to the National Rail Control Centre each week and published alongside other engineering work information via the National Rail Enquiries, and our own website.

Our rail replacement team has contractual arrangements with vehicle suppliers across the EMR network, which includes the requirement to secure, wherever possible, the provision of PSVAR/PSVAIR compliant accessible vehicles. This team is located at our control centre and deals with both planned and unplanned disruption. When train services are replaced with substitute transport, we will do everything possible to secure accessible vehicles from local operators. When this is not possible, we will book a taxi that is accessible to you.

Our supplier put in place a clear 'PSVAR first' policy with all subcontractors from January 1st, 2020, and has sought to achieve full compliance with PSVAR. We will continue to seek to achieve this through the procurement of vehicles and have committed to reporting the use of the exemption under S.178 of the Equality Act 2010 through the Rail Delivery Group.

Where it is not possible to comply, due to either vehicle availability, or physical constraints on the size of vehicle used due to the nature of the service provided, we will provide alternative accessible vehicles. Our supplier assesses all planned engineering work to ensure that suitable vehicle provision is made as part of our planning process so that waiting times are no longer than for customers using other replacement vehicles.

Customer Communication

If we have your contact details, we will endeavour to contact you by telephone or email and to make you aware of the disruption, and to assist you with making alternative arrangements (such as re-booking or re-routing assistance). We will also provide you with information of the disruption to facilities through our website and advise our staff at stations, on trains, at ticket offices and at our Customer Service Centre, to provide you with an estimated time for when the facilities will be functioning again.

Emergency Procedures

Our Health and Safety Manual details our policies and procedures for assisting you in emergency situations. Our staff will supervise any action that needs to be taken in the event of an emergency either at a station or on a train.

Our staff will identify the most expedient route and method for evacuating the location they are responsible for. They will also identify alternative routes and contingency arrangements if predetermined routes are not available. Should an incident occur, our staff will use their disability awareness skills and judgement to anticipate your needs and communicate any instructions. In accordance with the nature of the incident, our staff are trained to consider your needs especially if you have mobility/visual/hearing impairments, or if you are older, infirm or vulnerable.

Every EMR station has a Local Station Emergency Plan detailing evacuation routes for all customers, stating whether the route is suitable for wheelchair access. If you are a wheelchair user and you are in an area where no safe evacuation route exists, a place of safety will have been pre-identified for you (accompanied by a member of staff) to await rescue by a member of the emergency services. All local station emergency plans are shared with the local emergency services. In order to minimise the risk of causing injury to you in an evacuation, 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 you 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 you 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 assistance with the evacuation.

Station Facilities

Lost Property

If you have lost something at the station or on one of our trains? You can fill in our **eastmidlandsrailway.co.uk/help-manage/manage/report-lost-found** on our website with as much detail as possible about your item. We'll check our database based on the information provided and drop you an email if we think we've found it. You can also call us on **03457 125 678**. Lines are open 24 hours a day, 7 days a week with the exception of Christmas Day and Boxing Day.

Accessible left luggage facilities are provided by Network Rail at the following stations:

- **London St Pancras International**, you can call **02034684665** the office is located on the ground floor of the station
- **Manchester Piccadilly**, call **0161 820 7579** the office is located on platform 10
- **Liverpool Lime Street**, call **0151 909 3697**, the excess baggage company is in the concourse
- **Leeds**, call **0113 350 3966**, the excess baggage company is located at the Wellington Street entrance. Items handed in at the station are kept in the left luggage office). Any left items on trains arriving in Leeds will be kept by the train company. For more information call **0113 350 3966**.

Parking for Customers with Disabilities

It is our policy that passengers should be able to travel to the station by private car and park with confidence. Information on our car parks can be found at **eastmidlandsrailway.co.uk/trains-stations/at-the-station/car-parking**. Most stations have a tarmac or concrete surfaced car park, with designated accessible parking spaces available for Blue Badge holders (charges apply).

We locate these spaces in the most suitable place to ensure you will have easy access to our stations. Usually, these spaces are located as close to the main station entrance as possible. Spaces for Blue Badge holders are marked with the international symbol for access on the ground. We monitor the number of designated Blue Badge bays in our station car parks every six months.

A report with details of usage and occupancy is sent to the Department for Transport (DfT) and Office of Rail and Road (ORR) as required and the level of provision is adjusted accordingly. To maximise the availability of spaces for you, car park regulations are enforced and any non-Blue Badge holders occupying designated Blue Badge spaces are treated as being in violation of the parking byelaws and dealt with accordingly.

Third Party Provided Facilities

We ensure that any services and facilities provided by a third party 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 on a day-to-day basis to ensure that they are not located where they will cause an obstruction.

While it is recognised that third-party service providers have their own responsibilities under the Equality Act, we will make every effort to ensure that any services and facilities provided by others at our stations are accessible to you. Our Inclusivity Forum reviews performance in this area on a quarterly basis.

Replacement Facilities

We provide, wherever possible, reasonable replacement facilities for you that are accessible when the level of accessibility of facilities at a station is less than that normally provided (e.g., because of the breakdown, alteration or removal of facilities).

Station Entrances

Our property management team and station management will consider your needs when considering the need to restrict or temporarily close access points at stations, and we will comply with the agreed code of practice with regards to mandatory standards regarding unobstructed progress during building works.

All planned works which impact on levels of accessibility are reviewed by our Accessibility Forum, to ensure the best solutions are being adopted. We are committed to ensuring that all station entrances or gates are not permanently closed during the opening times of the station. When it is necessary (for example due to refurbishment or security) to close off accessible entrances permanently, which would make the station inaccessible, we will consult with the DfT, London Travel Watch, Transport Focus and local disability groups, as applicable, and any such changes to access will not be made until approved by the DfT.

If the closure is of a semi-permanent nature, then alternative arrangements will be put in place for the duration of any required works.

Redress and Compensation: Passenger Assist – What to do if our Assistance Fails

If you booked Passenger Assist but did not receive the support you needed, we will provide you with appropriate redress for your journey. Redress may include an apology, another journey or goodwill gesture, financial compensation, or a combination of each. We will be happy to support you with your claim, and we will consider each claim on its individual merits. You can make a claim at eastmidlandsrailway.co.uk/form/customer-relations.

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 redress 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.

Strategy

In this section we set out how we:

- Embed the provision of services to disabled people within our business and our project planning.
- Will continue to improve access to the railways for disabled people and those with reduced mobility.
- Ensure our staff have the resources, skills and confidence to deliver assistance to passengers.
- Measure the success of our Accessible Travel Policies.

EMR is committed to the continuous improvement of services and facilities for disabled people. We believe that when you travel with us you should expect high standards of service on your journey. As such, we will:

- Continue to provide you with a safe, clean, punctual, and reliable train service.
- Make it easier for you to buy tickets with the introduction of more facilities.
- Treat you fairly when things go wrong.
- Keep you informed about services, any planned changes and during disruption. Let you know our performance and quality targets in advance and report each period how we are doing. Listen to you and engage with you.

We are committed to working alongside our industry colleagues ORR, Network Rail, local authorities, DfT, Rail Ombudsman, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Community Rail Partnerships, Rail Ombudsman and other stakeholder organisations, especially those representing all customers, to further improve the services, products, facilities and information we provide.

Accessible Travel Policy

A Code of Practice 2015 (The Code of Practice), the ORR Guidance and the requirements of legislation such as the Human Rights Act 1998 and takes into account the provisions within the Equality Act 2010.

We ensure that new facilities are designed to meet the standards of the NTSN, as will all projects which replace and/or renew existing facilities. Whilst we will exhaust every possible avenue, should we not be able 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 sought from the Code of Practice.

Improving Access and Services on EMR

We are committed to maintaining and further improving current standards of accessibility to our services for all our passengers. We believe we can achieve this by continuously working and engaging with all groups representing disabled people and other stakeholders in order to anticipate customer needs. We will continue to review our policies annually and incorporate all the feedback we get from you, customer organisations and other stakeholders regarding the services we provide.

In 2024 we achieved the following:

- **Introduction of Passenger Assistance Meeting Points**
  EMR installed Passenger Assistance Meeting Points at Long Eaton and Belper stations to help customers make themselves known to on-train staff.

- **Review of the Mobility Scooter Policy**
  In conjunction with Mobility Scooter specialists, disability engagement panels and the EMR safety team, a new, more inclusive policy was launched for mobility scooter travel on EMR services, taking into account more modern mobility scooter specifications.

- **TALK card – digital & wristbands**
  Following the success of TALK Assistance Cards, EMR launched a digital version for all cards which may be downloaded from our website and also wristbands for the 5 most popular TALK prompts which may be ordered via the Customer Service Centre.

- **Widgit Symbol Based Signage – London Blockade**
  EMR worked closely with Widgit Symbol Based Signage to pilot symbol-based customer information on our website for the engineering works that took place over Christmas 2024. This signage was aimed at customers with communication difficulties or those with disabilities which may affect their comprehension of written information.

- **London Gateline**
  London St Pancras was fitted with an additional 7 ticket gates which enable a smoother operation and reduces crowding in the concourse. This also incorporates additional wide aisle gates for those customers who have mobility impairments or mobility aids.

- **London Ticket Office and Travel Lounge**
  The EMR Travel Centre was relocated into the new Assisted Travel Lounge, located on the EMR concourse in London St Pancras, to allow customers a one-stop shop for their assistance and ticketing queries. This also enables staff to easily locate customers requiring assistance and is always staffed to provide support during opening hours.

- **Additional Virtual Tours**
  EMR created virtual tours at the following stations to allow customer to plan their journeys ahead; Corby, Chesterfield, East Midlands Parkway, Long Eaton, Loughborough, Market Harborough, Wellingborough

- **Accessibility April**
  EMR launched its first accessibility focus month in 2024, Accessibility April. EMR stakeholders, accessibility panel members, frontline staff and managers attended visits to all large EMR stations and depots to spread the importance of an accessible and inclusive railway. Outcomes of this focus were a huge increase in disability awareness, suggestions for passenger assistance luggage tags and accessibility maps, both which were delivered in 2024.

- **Communication Access Accreditation**
  EMR received accreditation from Communication Access UK as part of our collaboration with them for the TALK Assistance Cards and subsequent e-learning at Derby Railway Station and EMR's Customer Service Centre.

- **Access For All – Beeston & Alfreton**
  An access for all bridge was successfully installed and opened at Beeston station, hugely improving accessibility at a very busy smaller station on the network. This bridge and lift system will reduce the time and distance to transfer from one platform to the other. Work began in late 2024 to install an access for all bridge at Alfreton where currently, only one of the two platforms has step free access.

- **PA Luggage Tags**
  passenger Assistance Luggage Tags were introduced to allow staff to more easily spot the luggage of customers who require assistance.

- **Accessibility Maps**
  Accessibility maps of Nottingham Station, the EMR network and the Robin Hood Line route were launched to support disabled customers. These maps summarise all accessibility features at the stations and what facilities are available.

- **Accessible Taxi Process Review**
  EMR introduced a new process to stipulate a 'taxi to train' process when staff are arranging alternative transport for disabled customers. This means that a customer will never be booked a taxi to connect with a rail replacement service and the taxi will take them directly to where they can connect with the train.

- **WelcoMe Service Pilot at Derby Station**
  EMR carried out a pilot at Derby Station in collaboration with Neatebox to give customers access to their WelcoMe system, a platform that allows customers to book short one to one sessions with staff to support independent travel.

- **Park Access Accreditation**
  Car parks at the following EMR stations achieved Park Access Accreditation for our accessible and inclusive car parking facilities. Ilkeston, Aslockton, Nottingham, Kettering, Longton, Bottesford, Kidsgrove. This work will continue into 2025.

- **Colour Coded Station Ramps**
  In 2024, EMR launched a new colour-coding system onto our station ramps to enable staff to easily spot the correct ramp required for the train that a customer is wishing to board. This improves the safety and efficiency of the Passenger Assistance Service.

Feedback from our passengers, customer organisations and other stakeholders will be vital in shaping our policies and making continuous improvements. In 2025 we will be improving access and services as follows:

- Minor works
- Refresh of training
- Roll out of PA to on train staff
- Additional meeting points
- More ways for customers to apply for scooter permits
- Introduction of the cl.810 fleet
- Refurbishment of the cl.170 fleet
- Additional lounges at Derby & Sheffield
- Painted frames at unstaffed stations to allow assessment of mobility scooters
- Accessibility Maps
- Accessibility April 2025

Management Arrangements

Protecting and improving your access to rail services is an integral part of our business strategy and is supported by the EMR Board of Directors. Accountability for owning and developing our Accessible Travel Policy rests with our Customer Service Director. Acting as a sponsor, this role will liaise with the relevant managers working on the specific tasks that compliance with the Accessible Travel Policy necessitates. Compliance is a feature of EMR management review process. Establishing and maintaining our Accessible Travel Policy is a condition of our Passengers' licence (Condition 6: Provision of Services for Disabled People) and Station Licence. For compliance purposes the Customer Service Director and Commercial Director are currently accountable for both the Passengers' Licence and the Station Licence. The principal vehicle for achieving this will be via the EMR Annual Business Plan, which will include a priority work-stream dedicated to improving the service we offer disabled customers. The Head of Customer Experience, working closely with local managers, is responsible for the day-to-day implementation and compliance with our Accessible Travel Policy.

This is largely achieved through communication with the relevant managers and their teams, alongside 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 is monitored via customer feedback, relevant passenger survey results and the return on investments in the case of ticket sales. Our Inclusivity Forum reviews and report on progress.

Monitoring and Evaluation

To make sure that the provision of services to customers with disabilities is not overlooked and to monitor and evaluate our commitment within the Accessible Travel Policy, our Assisted Travel Survey complements the ORR's national survey of Passenger Assist users and help us better understand customer needs.

We publicise our findings to users, together with the actions we will take in response. An Online Community, representing different types of customers from across the whole network supports our research and offers the chance for more customer feedback. To take part in our Online Community, please get in touch at **eastmidlandsrailway.co.uk/help-manage/manage/contact-us**

Our 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 accessibility and disability travel over the period
- Total number of employees who have received disability awareness training over the period
- Number of passenger assistance failures per 1000 passenger assistance requests provided.

The progress the company makes on current issues related to disabled travel is discussed in a report to the Board of Directors. The Customer Service Centre team review and investigate any complaints or feedback from our disabled customers and provide a detailed response. This ensures that any failures in our commitments are identified and resolved as quickly as possible.

The Accessibility and Inclusion Delivery Manager provides 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 regularly review this policy and 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.

Access Improvements

We are committed to complying with the NTSN and the Code of Practice when installing or refurbishing trains and facilities at stations. We also commit to applying for derogations against the NTSN and/or dispensations against the Code of Practice when necessary, after every effort has been made to comply with the relevant requirements.

All new trains introduced on our network will be built in accordance with the principles set out in the current NTSN and the Code of Practice.

Stations access varies across all 102 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. You can access information about our stations on our website **eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-information**, the **https://www.nationalrail.co.uk/** website.

We will discuss the programme with colleagues across the industry, including other train operating companies, Network Rail, the Rail Delivery Group (RDG) and representatives of disabled passengers such as DPTAC, and confirm the schedule planned.

Minor Works

We will deliver the following improvement schemes at EMR stations within the next 12 months as part of the DfT's Access for All programme and our own Minor Works programme, which invests £213,000 per annum at stations to improve accessibility. The planned schemes are:

Proposed Minor Works

Projects Scheduled 2025/2026

- Additional Passenger Assistance Meeting Points
- Painted frames on platforms at unstaffed to support customers travelling with mobility scooter
- Stairlifts at Leicester station
- Improvements in the walkway to Sheffield's short stay car park

Minor Works

In preparing our accessibility and inclusion proposals for EMR and the development of our accessible policies, we consulted with a cross-section of disability stakeholders, facilitated by Stephen Brookes MBE, Disability Rights UK Ambassador and Rail Sector Champion for the Minister of State for Disabled People.

The key findings were built into our future initiatives, as set out in section B1, sub-heading 'Improving access and services on EMR' (above). Key organisations that represent the interests of customers with disabilities – including ORR, DPTAC, DfT and Transport Focus – have reviewed and approved our Accessible Travel Policy.

We actively consult further with these organisations, together with other important representative organisations such as London TravelWatch, Business Disability Forum, Royal National Institute of Blind People (RNIB), Scope, Action on Hearing Loss, Age Concern, BEAP, Local disability related charities and the National Autistic Society 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.

Our Inclusivity Forum provide a formal means of consulting with the above organisations, and other representatives across a wide range of other interest groups such as parents with infants, young persons and representatives from recognised organisations for minority ethnic groups and LGBT+.

The Accessibility and Inclusivity Forum promotes new ways of raising awareness, encouraging trial journeys and providing training in the wide range of customer needs, including hidden disabilities such as cognitive and intellectual impairments.

We provide reports on the quarterly Inclusivity Forum meetings, covering the agenda topics (such as prioritisation of accessibility improvements), key findings and actions taken. We consult with 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 also promote customer participation in our Online Community to help test ideas around improving accessibility and inclusivity.

We actively promote the availability of assisted travel, with a particular focus on the customer leaflet, 'Making Rail Accessible'. As well as ensuring that this leaflet is available at staffed stations, in prominent locations where public services are provided, and online, we also advertise the leaflet on station posters, on train services and via social media. We make every reasonable effort to ensure that we meet and maintain the standards set out in our Accessible Travel Policy. If we believe that we are not meeting the commitments within our Accessible Travel Policy, we will consult with ORR. We will submit our Accessible Travel Policy to ORR and DfT for regular review from the date of approval.

We also provide an annual report to ORR on the activity and outputs of our work with disabled passengers, local communities and local authorities. We provide regular briefings on the subjects which are given to frontline managers and safety critical employees.

All employees receive updates on the company's policies and procedures relating to disabled customers, diversity and inclusion through their regular briefing sessions.

Staff Training

Induction Training

As part of our induction training for all employees entering service, a disability awareness course is included, which has been created in partnership with a specialist disability consultant. 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, the Equality Act 2010 and EMR 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 session delegates are able to:

- Explain how social factors (such as attitude and design) is 'disabling' people who have impairments.
- Understand the requirements of customers with all types of disabilities, including those temporarily disabled through illness, injury or surgery and non-visible disabilities.
- Explain how they can carry out their day-to-day duties in line with the Disability Discrimination and the Equality Act 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 customer 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)
- Be able to explain both where to find and how to use the resources/aids EMR provides to assist customers who have impairments.

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

We ensure that staff receive the training relevant to their roles with regards to:

- The use of equipment provided to assist people with disabilities, such as ramps, wheelchairs and induction loops.
- Communicating with people with different disabilities.
- Communicating clearly by phone with people who may have difficulty speaking, hearing or understanding.

Customer Service Centre Employees such as 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.

Frontline Staff Training

All EMR Frontline staff will be trained in the nine mandatory training outcomes set out in the ORR's Guidance. Mandatory training outcomes;

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.

Course content has been designed by consulting with disabled people and our Inclusivity Forum and will be available in an online & booklet format.

All new staff, including senior and key managers, as part of their induction, will receive training in understanding the challenges facing disabled people (1), equality legislation (2), defining disability (3), recognising passengers who need assistance (4), the regulatory framework of the rail industry (5) and how the Passenger Assist service operates (6). In addition, all frontline staff that interact directly with passengers will receive training that delivers training outcomes relating to customer and staff communication (7), accessibility within and around stations (8) and how to provide safe assistance (9).

We will ensure agency staff and temporary staff receive a condensed version of the training course, including communication and providing safe assistance; this will also encompass drivers of rail replacement bus services and taxis with regards to providing assistance.

Also, anyone employed at a contact centre who provides information or advice directly to passengers on our behalf a condensed version of the training course covering, as a minimum, the Passenger Assist service and customer communication.

All staff will receive refresher training within two years of the training they have received, and as a minimum every two years thereafter; in order to ensure the mandatory training outcomes described above are maintained.

We will harness the experience and expertise of people with a range of disabilities in the development and delivery of our training courses.

Our Inclusivity Forum members have provided advice and resources to support of this aim and will monitor performance on a yearly basis.

At the time of submitting our Accessible Travel Policy for review we ensured that all statistics, legislation and language used in training were up to date. This approach to training will ensure 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 EMR commitment to further improve levels of accessibility.

EMR

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