

# Making Rail Accessible

Helping older and disabled customers

May 2019



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# Policy Summary

London North Eastern Railway Limited (LNER) is a wholly owned subsidiary of the Department for Transport.

**This document gives details of our services and facilities, how we provide them and the standards of service you can expect, as well as how we help if services are disrupted.**

It forms part of our Disabled People's Protection Policy to help us meet the needs of customers who are disabled or whose mobility is impaired. Our trains are for everyone and we'll do everything we can to make each journey relaxing and enjoyable.

Our routes link London King's Cross with the East Midlands, West Yorkshire, North Yorkshire, Lincoln, Doncaster, Leeds, Hull, York, Newcastle, Edinburgh, Glasgow, Aberdeen and Inverness. These provide for a range of long-distance journeys by direct, through-trains, which are a significant benefit to people with disabilities.

## **WE MANAGE 11 STATIONS**

Berwick-upon-Tweed, Newcastle, Durham, Darlington, York, Wakefield Westgate, Doncaster, Retford, Newark North Gate, Grantham and Peterborough.

The rest of the stations on our routes are managed by other Train Operating Companies and Network Rail and are shown on our route map at the end of this document.

We also have ticket offices and/or customer service teams at London King's Cross, Stevenage, Leeds and Edinburgh Waverley to help you and answer any questions.

We use a mixture of Diesel, Electric and Azuma trains. If you'd like to know more about these please see Section 7.4 of this document.

## Assistance for Customers

### 2.1 BOOKING ASSISTANCE

a) For information about our services, including any changes due to engineering work, and the services available at the stations at which they stop, please call our Assisted Travel Team on:

Phone: **03457 225 225** (select Option 3)

Text Relay: **18001 03457 225 225**

between 08.00 and 20.00 Monday to Saturday or  
between 10.00 and 20.00 on Sunday, except Christmas Day  
and Boxing Day.

If you'd like to make an assistance booking on Boxing Day just give National Rail Enquiries a call on **03457 48 49 50** and you'll be directed to available call centres.

b) The Assisted Travel team also offers travel information and advice about the most convenient and accessible stations for you to use, lets you buy a ticket for your whole journey, and can arrange help through the national Passenger Assist computer system. This includes reserving appropriate seats and wheelchair spaces onboard, as well as help with getting on and off trains.

c) We recommend customers requiring assistance contact the Assisted Travel team up to 24 hours in advance and let us know any specific requirements you may have.

d) You can also arrange assistance online through **[LNER.co.uk/customer-service/contact-us/assisted-travel](https://www.lner.co.uk/customer-service/contact-us/assisted-travel)**

e) As well as our 11 managed stations, we call at 42 others, levels of accessibility and assistance available can vary a lot from one to another. We and others in the rail industry give information to Knowledgebase, a national database which has details of accessibility at stations and helpline numbers for you to use. This database is available through National Rail Enquiries, our Assisted Travel Team, on our website at **[LNER.co.uk](https://www.lner.co.uk)**, through our ticket offices and at stations.

f) Knowledgebase is constantly refreshed so information on the Station Journey Planner is up-to-date, and you can be made aware of any limitations or temporary restrictions. This covers area such as:

- Stations which have physical constraints preventing some disabled people from using it.
- Significant temporary work being carried out which affects station accessibility.
- Changes to stations that would make them temporarily inaccessible (eg. when facilities such as lifts or toilets at stations are out of order).
- Facilities on trains for disabled customers that are unavailable, as far as this is reasonably practicable.

g) All our onboard staff will look out for customers with specific needs and offer help if necessary, including getting off the train, whether you've booked assistance or not.

h) If your hearing, vision or mobility is impaired, please tell our team on the train as soon as you can - for example when tickets are checked. If you need assistance to use the train's facilities, or if additional help would be needed in an emergency, please tell us this when you call our Journey Care team before you travel.

i) Our trains serve both staffed and unstaffed stations and levels of accessibility can vary a lot. When you call our Assisted Travel team they will advise on the facilities available at the stations we serve, help you plan your journey, explain how we can help you and book assistance or make arrangements so you can complete your journey.

j) If you've booked assistance at a station we manage, we will provide assistance off the train when the train arrives. At terminal stations, we aim to help you within 5 minutes of the train's arrival.

k) If you have booked assistance through Travel Assist and it is not provided at a station we manage, we will refund 100% of the cost of your single ticket or 50% of the cost if your ticket is a return. To claim a refund please complete an online form at the following link:

[LNER.co.uk/customer-service/contact-us/enquiry](https://lner.co.uk/customer-service/contact-us/enquiry)

## **2.2 ASSISTANCE WHICH HAS NOT BEEN BOOKED**

We understand assistance might be needed for journeys you might have to make at very short notice, or you may not be able to tell us in advance what time you're planning to travel. In these circumstances, we'll do everything we can to provide the care and assistance needed and if we can't guarantee this, we'll always tell you why. If you are travelling with us and will need help getting off the train and haven't arranged this in advance, please let our team on the train know and they will arrange help for you.

## Alternative Accessible Transport

If you can't travel from one of our stations because it's inaccessible to you (eg. because of a physical constraint), we'll provide an appropriate alternative accessible service to take you to the nearest or most convenient accessible station from where you can continue your journey.

Our Assisted Travel Team will be happy to discuss these arrangements to meet your specific needs.

Very occasionally our trains are replaced by buses and if this is the case for you, we'll do everything we can to make sure accessible vehicles are available to keep you on the move. We can't always guarantee this so if we can't, alternative arrangements will be made, for example arranging a suitable taxi, at no extra cost to you.

If getting in to or around one of our stations is affected by temporary lack of a facility, like a lift, we'll organise ways to take you to an alternative accessible entrance, such as an accessible taxi, or to the nearest appropriate accessible station, at no extra charge.

## Customer Information

Our teams at the station have information about station accessibility, meeting customers who have pre-arranged assistance, and details of the availability of facilities such as hearing loops and help points. We constantly review this information with staff at our stations to ensure the best possible pre-travel advice is available to you. You can also find all this information on the National Rail website at [nationalrail.co.uk/stations](https://nationalrail.co.uk/stations)

Our database is updated by our Retail Support team to reflect any changes to accessibility, temporary or otherwise, at our 11 managed stations within 24 hours of notification.

Details of the normal accessibility of our 11 stations can be found in the appendix. A list of the different types of trains and routes we use is available in section 7.4.

This information is updated as part of the annual review of this DPPP.

## 5

# Tickets and Fares

You can use a Disabled Persons Railcard to get more affordable travel on our trains. This Railcard gives discounts to the holder and an accompanying adult on a wide range of our tickets.

Disabled customers who, due to their disability, haven't been able to buy a ticket before boarding the train, are entitled to buy one during the journey with any relevant reduction, including by a Railcard, without any restriction.

If you don't have a Railcard and are blind or partially sighted and travelling with a companion, or if you use a wheelchair, you can get a discount on Anytime tickets, which may be a cheaper option than other ticket types available for the journey. These discounts range from 34% to 50% off the price. Further details are available from [disabledpersons-railcard.co.uk](https://disabledpersons-railcard.co.uk)

## 6

# At the Station

### 6.1 STATION ENTRANCES

We will not permanently close any entrance at our stations if this leads to a reduction in accessibility for disabled customers to any platform or facility, without having first consulted Transport Focus, London TravelWatch (as applicable) and disability groups, and without having obtained the consent of the Department for Transport.

We'll also assess the needs of disabled people when restricting or temporarily closing access points at stations, for example during building works. We will take account of these needs during work and deliver suitable alternative access whilst works are completed.

### 6.2 AURAL AND VISUAL INFORMATION

We'll provide clear and consistent aural and visual information of train departures and other relevant messages through our customer information screens and public-address systems available at all our stations, particularly in the event of delays or disruption.

### 6.3 INFORMATION POINTS AND DISPLAYS

At our larger stations, staffed information points are available for providing assistance.

## **6. AT THE STATION** (continued)

We generally use these information points, or booking offices at smaller stations, for people who have booked assistance to meet our station staff. We tell customers when they book these places are where they should go when they get to the station. These are detailed within the Appendix.

At our smaller stations, our booking offices can provide information for you.

All information on the facilities, services and accessibility of all our stations will be available to you at information points, station ticket offices, by phone and online.

Information on timetables, fares, connections and confirmation of help arrangements made through Travel Assist will be available at information points.

Timetables, posters, information leaflets and other materials are placed so both wheelchair users and standing customers can obtain or have access to them.

Staff at our information points will give you with the most up-to-date information, including information on the services and facilities provided by other operators, as well as the accessibility of other transport available near the station.

All information about train services on display at stations is also available through our staffed information points.

At stations, we provide real-time information about delays, diversions and any other events which affect your journey.

### **6.4 TICKET MACHINES**

Our self-service ticket machines issue tickets for use with the Disabled Person's Railcard, and are accessible to wheelchair users.

### **6.5 TICKET GATES**

All stations we manage which have automatic ticket gates, and any associated manual gates, will be kept open if there are no staff available to supervise them.

### **6.6 LUGGAGE**

We can provide assistance with luggage at our stations and when boarding and alighting trains. To book this assistance, please contact our Assisted Travel team (see section 2 for contact details). This service is free of charge.



Space for luggage on our trains is limited so please give thought to its size and weight. As a guide, you may take up to two items of luggage which should not exceed 30 x 70 x 90cm in size or 23kg in weight. You may also take a single item of hand luggage that must be capable of being held on your lap.

## **6.7 LEFT LUGGAGE**

Fully accessible Left Luggage facilities are available at London King's Cross, Leeds, York, Edinburgh Waverley, Glasgow Central, Aberdeen and Inverness.

## **6.8 RAMPS**

Ramps are available at all stations we manage to help you and your luggage get on and off our trains, as well as other staffed stations we serve. At unstaffed stations, our Train Managers will be pleased to help you between the train and platform using the onboard ramps as long as arrangements are in place for you to get out of the station. If you do require use of these ramps or assistance at any station, we recommend you contact our Assisted Travel Team (please refer to Section 10 for contact details).

## **6.9 FACILITIES PROVIDED BY THIRD PARTIES**

We do everything we can to make sure services and facilities provided by third parties at our stations are as accessible as possible, and will highlight to them any deficiencies brought to our attention. We also make accessibility considerations a requirement of their contracts with us.

## On the Train

### 7.1 AURAL AND VISUAL INFORMATION

All our trains have public address equipment and external facing signs in each coach showing the stops the train will call at. Our onboard team make clear announcements when delays occur, and before each station stop in plenty of time to enable you to be ready to get off the train comfortably. If you may have difficulty hearing such announcements please advise our onboard team at the earliest opportunity. Our Azuma trains are equipped with both automatic audio announcements and visual information screens providing information on where the train will stop at as well as some safety information.



## 7.2 SEATS ON TRAINS

Seat reservations are strongly recommended for all journeys on our trains. They're free to make if you have a ticket for the journey. We aim to make seat reservations available around 12 weeks in advance of travel until two hours before the train starts its journey (or the previous evening in the case of trains leaving their starting station early in the morning).

We strongly recommend wheelchair accommodation, priority seating and assistance onboard our trains or at stations are booked in advance, as described in section 2.1. Arrangements can normally be made from up to 12 weeks before the date of travel.

All our trains have a wheelchair space and table in Standard and are located near an accessible toilet. Our electric trains also have wheelchair spaces in First Class which are also near an accessible toilet. All our Azuma trains have wheelchair spaces in First Class but only our 9 carriage trains have wheelchair spaces in Standard. If you are travelling on a 5 or 10 carriage Azuma train we will upgrade you to First Class at no additional charge. All this accommodation can be reserved through Passenger Assist. The size of wheelchairs we can carry varies by train type:

**Electric or Azuma train** – up to 120cm long and 70cm wide

**Diesel train** – 120cm long by 70cm wide in Standard

However, two of our diesel trains have a slightly different seating layout with the wheelchair space and accessible toilet located in First Class rather than Standard. If you have reserved a wheelchair space on one of these trains, or require a wheelchair space and one is available, we'll upgrade you to the First Class space on the train for free. Our teams at the station can advise what type the train you are due to travel on will be.

If you'd like to reserve a Standard wheelchair space, and if all Standard spaces have already been booked, we'll upgrade you to the First Class space on the train, if it is available, for free. This upgrade is also available for one travelling companion. If travelling on an Azuma train that has no Standard wheelchair spaces, we will upgrade you and one companion to First Class for free. If travelling in a group of more than two people then please get in touch with our assisted travel team who will aim to accommodate you.

The places on the train where wheelchair spaces can be found are clearly indicated on the outside of the train by the international wheelchair sign by the appropriate door.

All our trains have a 'priority' seats available for customers who require additional leg room. They also have designated seating for customers travelling with an assistance dog.

You can reserve these seats through Passenger Assist.

7.3 MOBILITY SCOOTERS

Unfortunately, we can’t accommodate many of the larger outdoor runabout powered scooters due to problems with their weight, dimensions and manoeuvrability. If your scooter doesn’t exceed the dimensions listed above for wheelchair users and can be manoeuvred into the wheelchair space (this is generally achievable for those with a triangular footprint) we should be able to help. Alternatively, we can accommodate it, if it can be folded and carried as luggage. Further advice can be obtained from our Assisted Travel team.

7.4 INFORMATION ABOUT OUR TRAINS

All our trains have dedicated spaces for customers whose mobility is impaired, including wheelchair spaces located within passenger accommodation next to an entrance door and near to an accessible toilet. There are two wheelchair spaces in Standard with another space in First Class on our electric trains. There are two wheelchair spaces in First Class on all our Azuma trains with an extra two first class wheelchair spaces on a 10 carriage Azuma or two Standard wheelchair spaces on a 9 carriage Azuma. However, we operate two trains of a different style that just have one space in First Class. We also have onboard staff on every train.

Wheelchair accessible toilets are provided on all our trains, near to the wheelchair spaces.

All vehicles have powered interior doors.

Most trains include a Foodbar which is open for most of the journey. Assistance dogs are allowed in all coaches on all our trains. Our onboard staff will also be happy to serve disabled customers food and drinks at their seat if they’re unable to visit the shop.

OUR TRAIN TYPES

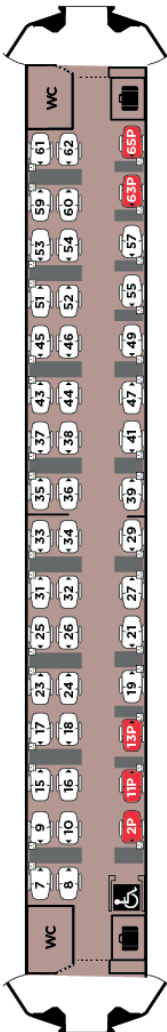
Stations	Routes	Space for wheelchairs	Wheelchair accessible toilet	Fully RVAR Compliant
Diesel (HST)	All routes	Yes	Yes	No
Electric (Intercity 225)	All routes other than those to/ from Inverness, Aberdeen, Hull, Harrogate and Lincoln	Yes	Yes	No
Azuma	All routes	Yes	Yes	Yes



**FACILITIES FOR CUSTOMERS WITH  
DISABILITIES ON OUR DIESEL\* TRAINS  
WITH STANDARD SEATING LAYOUT**

All seats have fold-up armrests to make it easier to get in and out. “Priority” labelled seats with additional legroom and fold-up tables are situated near doors in all coaches. There is one wheelchair space in First Class and two in Standard all with companion seating. Assistance buttons can be found adjacent to wheelchair spaces and in the accessible toilet (please note access to the First Class wheelchair space is restricted. Please see page 14 for further details).

**FIRST CLASS**  
Coach L



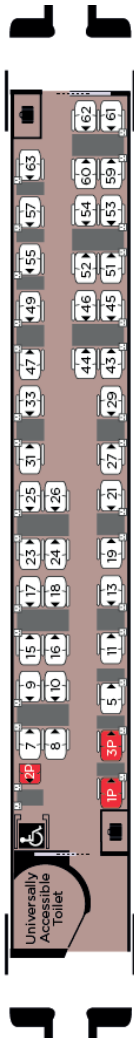
**STANDARD**  
Coach F



**FACILITIES FOR CUSTOMERS WITH DISABILITIES  
ON OUR ELECTRIC\* TRAINS**

All seats have fold-up armrests to make it easier to get in and out. “Priority” labelled seats with additional legroom and fold-up tables are situated near doors in all coaches. There is one wheelchair space in First Class and two in Standard all with companion seating. Assistance buttons can be found adjacent to wheelchair spaces and in accessible toilets.

**FIRST CLASS**  
Coach L



**STANDARD**  
Coach F





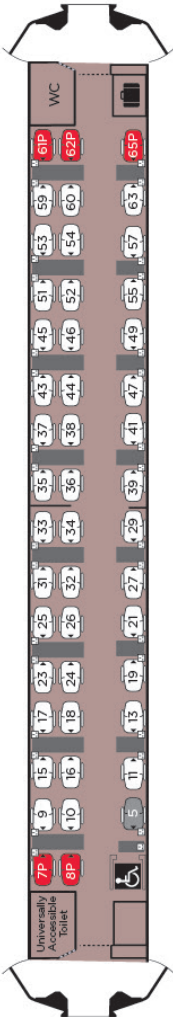




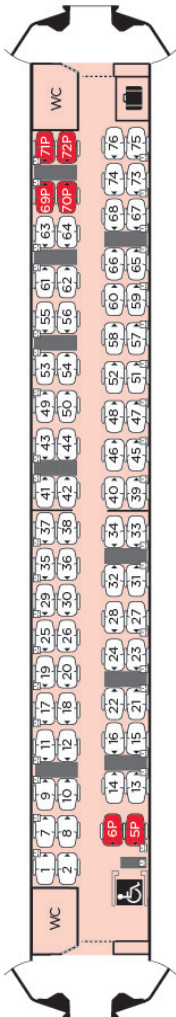
**FACILITIES FOR DISABLED PASSENGERS  
ON OUR DIESEL\* TRAINS WITH A  
NON-STANDARD SEATING LAYOUT**

There is one wheelchair space in First Class and one in Standard both with companion seating. Please note that there is no accessible toilet in Standard on this train.

**FIRST CLASS**  
Coach L



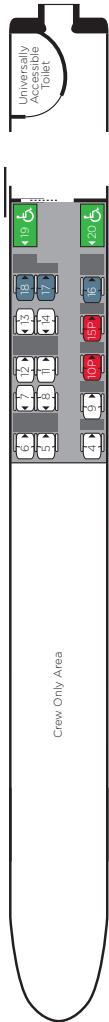
**STANDARD**  
Coach F



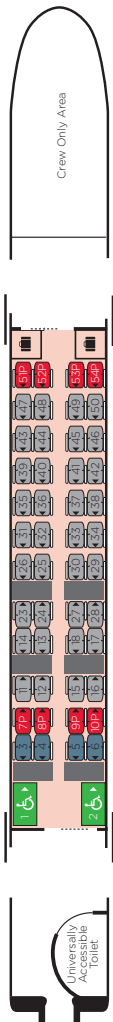
**FACILITIES FOR CUSTOMERS WITH  
DISABILITIES ON OUR 9 CAR AZUMA TRAINS**

All seats have fold-up armrests to make it easier to get in and out. “Priority” labelled seats with additional legroom and fold-up tables are situated near doors in all coaches. There are two wheelchair spaces in First Class and two in Standard all with companion seating. Assistance buttons can be found adjacent to wheelchair spaces and in the accessible toilet.

**FIRST CLASS**  
Coach M



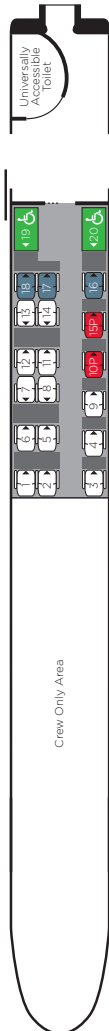
**STANDARD**  
Coach A



## FACILITIES FOR CUSTOMERS WITH DISABILITIES ON OUR 5 AND 10 CAR AZUMA TRAINS WITH

All seats have fold-up armrests to make it easier to get in and out. “Priority” labelled seats with additional legroom and fold-up tables are situated near doors in all coaches. There are two wheelchair spaces in First Class on a 5 car Azuma and four in First Class on a 10 car Azuma, all with companion seating. There are no Standard wheelchair spaces on 5 or 10 car Azuma trains. Assistance buttons can be found adjacent to wheelchair spaces and in the accessible toilet

### FIRST CLASS Coach E\*/ M\*



\*E on 5 car Azuma  
\*M on 10 car Azuma

# 8

## Making Connections

### 8.1 CONNECTIONS TO OTHER TRAIN SERVICES

We'll help you make your connections to other trains when requested, whether they're our trains or not.

We'll make sure we give you sufficient notice aurally and visually if platforms change at short notice, and will give any assistance necessary to any disabled customers.

### 8.2 CONNECTIONS TO OTHER TRANSPORT MODES

We'll help you between trains and other modes of transport within the boundaries of our stations.

We specify in our contracts with taxi and bus companies that provisions are made for disabled customers whenever possible, and we prioritise companies with accessible vehicles in our negotiations. Staff at our stations can help disabled customers to arrange their own accessible taxi where necessary. We also have information posters at our stations that give details of other transport operators which serve the station.

# 9

## Disruption to Facilities and Services

Our onboard team has details of all customers who have reserved accommodation or arranged mobility assistance through Passenger Assist. Our Assisted Travel Team receive automated updates on changes to a train's itinerary in response to operational contingencies. When such changes are made, the team will review the Passenger Assist information and take appropriate action.

All onboard staff are encouraged to provide the highest levels of customer service and are empowered to resolve appropriate issues on the spot. We have dedicated Customer Service Controllers located in our Control office who make arrangements for individual customers during disrupted journeys,

In the event of serious delay we focus on the requirements of customers with disabilities or impaired mobility. We encourage anyone requiring help or advice who hasn't booked assistance in advance to make themselves known to the onboard staff.

All our onboard teams have smart devices available with various journey planning tools to help you re-arrange your journey should your plans change for any reason. The teams are also regularly in touch with our Control office.

If facilities on trains which materially affect disabled customers are out of use (eg. accessible toilets), we will do everything we can to let customers know before joining the train.

Where trains are replaced by other transport, we will give aural and visual information to enable disabled people to find the substitute transport, and provide staff assistance where required.

If customers have booked assistance in advance through Passenger Assist and provided contact details, we will aim to contact them if the service is seriously delayed or cancelled. When doing so, we will also offer to re-book the assistance if required.

If a train changes platform after a disabled person has been helped onboard, staff will return to assist them to re-board at the new platform.

Where services or facilities for disabled customers at our stations are altered or removed we'll provide reasonable replacement services or facilities that are accessible.

We have written procedures for our station and onboard staff to follow in the event of an emergency which deal specifically with the arrangements for dealing with disabled customers.

## 10 Station accessibility information

The present position regarding access at our own stations can be found in the Appendix of this document. All stations we manage have Secure Stations Accreditation, awarded by the Department for Transport.

### STATION FACILITIES AT STATIONS MANAGED BY NETWORK RAIL

All the stations we operate are staffed during the times when trains are calling, have Customer Information Screens and Public-Address systems, seating, hearing loops within booking offices, and meeting points. They all have a taxi rank, and an accessible set down area.

Station	Step free access	Step free access note	Low level ticket counter	Number of waiting rooms	Refreshment facility	Wheelchair accessible toilet	Car park spaces	Blue Badge car park spaces
London King's Cross	Full	Lifts to all platforms	Yes	Seating in main concourse mezza-nine floor – has lift access (covered)	Yes	Four in main concourse	322 Car park shared with London St Pancras	12
Leeds	Full	Lifts to all platforms	Yes	2	Yes	Platform 1	796	14
Edinburgh Waverley	Full	Lifts to all platforms	Yes	5	Yes	All platforms	276	16
Glasgow Central	Part	Lifts to all platforms	Yes	2	Yes	Platform 1	101	6

STATION FACILITIES AT STATIONS MANAGED BY LONDON NORTH EASTERN RAILWAY (LNER)

All the stations we operate are staffed during the times when trains are calling, have Customer Information Screens and Public-Address systems, seating, hearing loops within booking offices, and meeting points. They all have a taxi rank, and an accessible set down area.

Station	Step free access	Step free access note	Low level ticket counter	Number of waiting rooms	Refreshment facility	Wheelchair accessible toilet	Car park spaces	Blue Badge car park spaces	Designated meeting points at LNER stations
Peterborough	Full	Lifts to all platforms	Yes	6	Yes	All platforms	1186	28	Customer Information Point, main concourse
Grantham	Full	Lifts to all platforms	Yes	2	Yes	Platform 1	796	17	Customer Service Office, Platform 1
Newark North Gate	Full	Lifts to all platforms	Yes	5	Yes	All platforms	276	7	Ticket Office, main concourse
Retford	Part	Access to Platform 3 on low level is via a steeped footbridge or a 'barrow crossing' which requires staff assistance	Yes	2	Yes	Platform 1	101	3	Ticket Office, main concourse
Doncaster	Full	Lifts to all platforms	Yes	4	Yes	Platforms 3 & 8	573	25	Customer Information Point, main concourse ( or ticket office outside 08:15-18:00)
Wakefield Westgate	Full	Lifts to all platforms	Yes	2	Yes	All platforms	900	19	Customer Information Point, main concourse
York	Full	Lifts to all platforms	Yes	6	Yes	Platforms 2 & 9	634	12	Customer Information Point, main concourse
Darlington	Full	Access to platforms from Victoria Road station entrance is via steep ramps	Yes	1	Yes	Main Concourse	382	8	Customer Information Point, Platform 4
Durham	Full	Lifts to all platforms	Yes	2	Yes	All platforms	358	11	Customer Information Point, Platform 1 & 2
Newcastle	Part	Access to platforms 5 to 8 is via a steep ramp	Yes	4	Yes	Two on main concourse and one on Platform 4	481	20	Customer Information Point, main concourse
Berwick-upon-Tweed	Full	Lifts to all platforms	Yes	3	Yes	Main concourse and Platform 1	124	5	Ticket Office, main concourse

## Contact Us

Please let us know what you think about any aspect of our service, including information about facilities which are not working. You can get in touch through any member of our station or onboard teams, through our website, by phone, email, post or textphone.

### VIA OUR WEBSITE

[LNER.co.uk/customer-service/contact-us](https://lner.co.uk/customer-service/contact-us)

### TELEPHONE

0345 7225 333 (available during normal office hours)

### EMAIL

[customers@LNER.co.uk](mailto:customers@LNER.co.uk)

### BY POST

**London North Eastern Railway**

Freepost RTUH-TUGH-GCLZ

Cramlington

NE23 1WG

### TEXTPHONE

18001 03457 225 225

(available during normal office hours)

Normally our Customer Services team will respond to customers in writing, and if requested to do so will reply in alternative formats such as large print, by telephone, or in audio format.

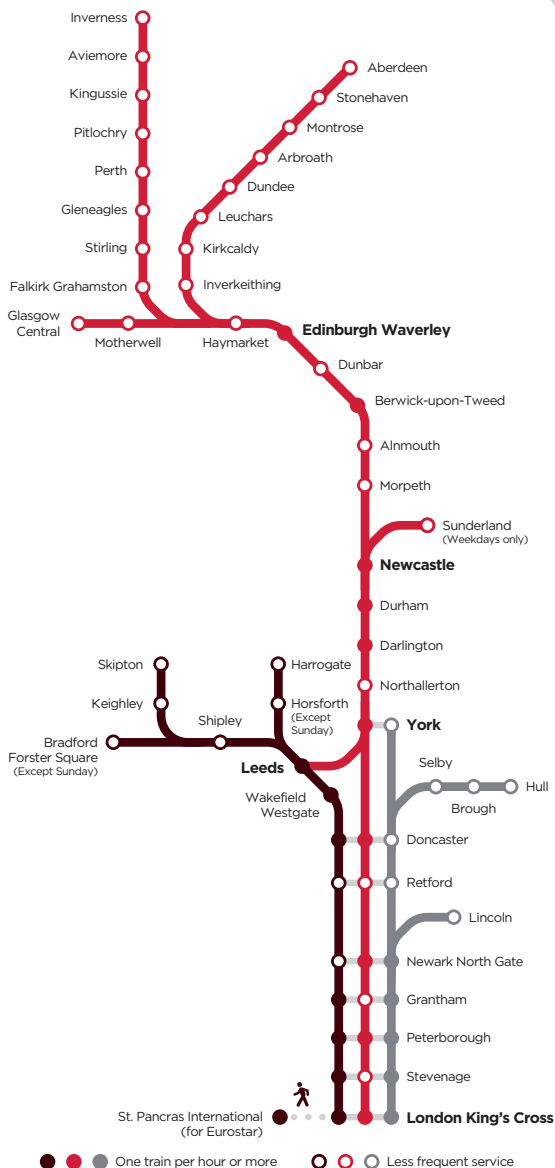
## Alternative Formats

Copies of the full Disabled People's Protection Policy are available for free from our Customer Services team, at the above address. The Policy can be obtained in alternative formats on request, within seven working days, such as in large print or audio format. A copy is also available electronically through [LNER.co.uk](https://lner.co.uk)



# Weekday Service

# LNER



[LNER.co.uk](http://LNER.co.uk)

LONDON NORTH EASTERN RAILWAY LIMITED. Registered in England No.04659712  
Registered Office: East Coast House, 25 Skeldergate, York YO1 6DH

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