

Hull Trains

Accessible Travel Policy

From 1st April 2023



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A: Our commitment to providing assistance for you

Hull Trains is owned and operated by FirstGroup plc. We provide intercity rail services between London King's Cross and Hull with some extended to/from Beverley and Cottingham, calling at Grantham, Retford, Doncaster, Selby, Howden, Brough and, on Sundays at Stevenage.

As an Open Access Operator (a Train Operating Company (TOC) that is not subject to a national rail contract and instead purchases individual timing slots on the railway), we do not operate any stations, however we call at 11 stations which are operated by other TOCs or Network Rail. We work closely with these companies to ensure a high quality of service is provided to all of our passengers, including the delivery of assistance for passengers that need this the most.

This policy document is designed to complement our passenger leaflet which is entitled, 'Making Rail Accessible: Helping Older and Disabled Passengers', and is available at all staffed stations, as well as on our website: www.hulltrains.co.uk. As each licensed operator is required to do, this document sets out our policies and approach towards providing assistance for passengers with restricted mobility and requiring assistance, for example:

- those with visual impairments;
- those whose mobility is permanently impaired or have other temporary or long-term conditions;
- those with mental health conditions, e.g. anxiety, depression, OCD, schizophrenia, personality disorders;
- those with Autism and Asperger Syndrome;
- those with sensory processing difficulties;
- those with cognitive impairment, e.g. dementia, traumatic brain injury, learning disabilities;
- those with 'non-visible' physical health conditions, e.g. chronic pain, respiratory and heart conditions, diabetes, cancer;
- those with hearing loss;
- older people;
- those accompanying disabled children in pushchairs or wheelchairs; and
- disabled passengers requiring assistance with luggage.

In this document we provide information to help you understand how we plan to meet your expectations when you are travelling with us. We will explain how to find details of the assistance, facilities and information you will need to help you to plan your journey.

A1: Booking and providing assistance to passengers

Our Passenger Assist team

You can book assistance on our services and those of other TOCs or by contacting our Passenger Assist team, who are available 24 hours a day, except Christmas Day when we are closed completely and during reduced hours on Boxing Day which will be advertised on our website.



The team can be contacted via:

Call: 0800 316 1323

Text Relay: 18001 0800 316 1323 (for deaf or hard of hearing customers)

Online: Visit www.hulltrains.co.uk/support-and-contact/assisted-travel and complete the webform

WhatsApp: 07816 123149

Passenger Assist System

The Passenger Assist System is a national system supported by all TOCs which allows operators to make necessary arrangements to assist passengers with disabilities or restricted mobility. We are committed to using Passenger Assist and will provide assistance, when booked in advance at stations at which we call and on our trains. We will provide sufficient resources to maintain the system and enhance performance, and we will fulfil our legal requirements in relation to disabled passengers.

We will work with other train companies and station operators to an agreed process. This will ensure that if your journey involves a change or connection onto other operators' services, assistance can be booked through our team as one point of contact. The team will check the station accessibility information, which will also be available to view on the National Rail Enquiries station web pages, as well as advice on connecting modes of transport e.g., bus, tube and trams. Our team will discuss your individual requirements at the time of booking. You will be provided with a Passenger Assist reference number and booking confirmation via email (or post on request, if there is adequate time to send this to you) which you will need to take with you when travelling so that staff on stations and trains can identify your booking.

While arranging assistance we also offer you the facility to buy tickets and make reservations. Tickets can be posted (please leave five working days for delivery) or collected from self-service machines at all of the stations at which we call. You can view a list of stations with this facility on the National Rail website www.nationalrail.co.uk

When you arrive at your destination, if the station is staffed, station staff will help you to get off from the train as soon as possible and in any event within five minutes of the train's arrival time if at the station where the train terminates. If the station is unstaffed, our On Board team will help you get off the train.

Recommended booking notice periods

For the most effective service, we recommend booking and reserving assistance 2 hours before you travel. We will also help you if you don't book in advance.

Our Passenger Assist team are available 24 hours a day except Christmas Day when we are closed and Boxing Day when our opening hours are reduced. Please note we may not always be able to guarantee the availability of the wheelchair user space in cases where a train may have



left its origin station. This is because reservations are uploaded and displayed when the train leaves its origin station and cannot be updated once the train has left this station.

If you cannot give the recommended notice, please contact our Passenger Assist team and we will do all we can to help you by contacting the staffed stations to let them know that you will be travelling and require assistance.

Assistance at part-staffed and unstaffed stations

When booking Passenger Assist, if your journey is to or from a station which does not have staff there all the time (or has no staff) we will do our best to ensure you have the help and assistance you need. Our Passenger Assist team will take into account the staffing levels on the train and at the station, together with the level of accessibility at the station in relation to the type of assistance you will need, to ensure you can be assisted to your destination. If our Passenger Assist team believes there is any risk of you not being provided with sufficient assistance at a particular station or stage of your journey, they will provide an alternative journey plan, assistance or transport to get you to your destination.

Once you have been assisted in getting on a train, our staff will communicate with the destination station staff, as appropriate, to ensure you are provided with assistance to get off the train. Our Passenger Assist communication system will track assistance provided throughout the journey; currently through the manual passing of key information between staff along the route and through staff mobile app technology. Where assistance has not been arranged in advance, please speak with a member of station or train staff or, at an unstaffed station, if one is available, use the Help Point, and either we or one of the station operators will do everything we can to help you with your journey. Our On Board Manager will get off the train and check the platforms at unstaffed stations before they close the doors of the train, so if there is no Help Point, please get their attention and ask them for assistance to get on the train.

Ramps

Ramps are available on our trains and some of the stations at which we call to get on and off trains. Further information about facilities on our train fleet can be found at: www.hulltrains.co.uk. The ramps are specifically designed for helping passengers with disabilities onto and off the trains and are regularly inspected to ensure your safety. Our staff can use these ramps to help you even if you have not booked assistance. If you have booked assistance to get on or off a train at an unstaffed station using a ramp, we will ensure that a member of staff, with a ramp, is available to assist you. This will be discussed with you at the time of booking. If you have not booked assistance, please advise a member of station staff or staff on the train, that the ramp will be required during your journey.

Journeys with connections

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



Changes in arrangements

During your journey, our staff are trained to assist all of our passengers and they will communicate news of any service disruption and provision of alternative transport via the customer information systems or, where possible, to you in person. This includes providing audio and visual information, and then a check to see if there are passengers who either seem not to have understood the announcements or are likely to have difficulties in light of the announcements (for example, changing platforms). Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist you. 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 as soon as possible. When a change occurs station staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible.

Intermodal connections

Wherever possible station staff will help you connect with other services operating from stations such as trams, buses and taxis. With regards to taxis, whilst licensed by the local councils, we work with station operators so that they ask companies when applying for permits to ensure that they can provide wheelchair accessible vehicles and that their drivers are trained in disability awareness. We cannot guarantee such taxis will always be available.

For further information on local bus and tram connections please contact Traveline on 0871 200 2233 or go to www.traveline.info

For further information on taxi companies that serve stations in Great Britain please go to www.traintaxi.co.uk

Station facilities and services

We will ensure that the information regarding our services is up to date and passengers requiring assistance are aware of any limitations and/or temporary restrictions. Our Head of Customer and Stakeholder Engagement is responsible for updating the information relating to the accessibility of our trains provided on the National Rail Enquiries website. Information is also provided on the National Rail Enquiries website regarding station accessibility and details of the times assistance is available at 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, toilets and set down/pick-up points.

For full details please see up-to-date stations facilities section on the National Rail Enquiries website www.nationalrail.co.uk/stations.



Alterations to facilities

If a facility on board our train is out of order, such as an accessible toilet, that impacts your ability to travel, we will do everything we can to let you know. This information is displayed on our website in the Journey Check section <https://www.journeycheck.com/hulltrains/> and also through our Twitter channel (@Hull_Trains) when known. Where possible, our Passenger Assist team will pro-actively contact you to help re-arrange your journey if this is necessary. This may not be possible as sometimes these facilities go out of use at short notice while in service, so in these situations the station teams, our On Board team and our Passenger Assist team will work together to provide a solution.

Assistance with luggage

We will provide help with luggage, free of charge, if you have booked assistance in advance. However, station operators do not employ staff solely to carry passengers' luggage and if you have not booked assistance, platform staff may have to attend to train safety before they can help you. Please bear in mind the weight, size and quantity of luggage and do not exceed the limits set out in our Passengers' Charter (and repeated below), as station staff must be able to lift the item(s) safely. This states that you may bring with you up to two large items (generally weighing between 15kg and 23kg) and one small item free of charge.

- Large items should not exceed 90x70x30cm
- Small items should not exceed 56x45x25cm

We have also partnered with https://www.carrymyluggage.com?ref_id=37 who provide door-to-door luggage delivery services throughout Great Britain. Their service is chargeable, but can help make your travel easier, moving larger or heavy luggage items so you don't have to worry about carrying these around with you. Hull Trains passengers receive a 10% discount when they click on the link above or may also use promo code HT101 if they use the carrymyluggage.com booking page directly.

Seats on trains

We can offer seat reservations to all passengers including those with disabilities on our trains.

Priority Seating (which has extra legroom and situated near the doors) is clearly marked and available on all our trains, as are spaces for wheelchair users. Our On Board team will assist in ensuring these dedicated spaces give wheelchair users and mobility scooters users priority.

Our staff on the train, are equipped with smart devices to receive information regarding assistance booked in advance, including any seating requirements. If assistance is booked, we will advise whether a seat has been reserved. We will provide written details of the reservation made and where it is located on the train. If you are with companions and/or family members, we will do our best to reserve them close to your seat. In particular, we will aim to ensure that family groups, especially those requiring adult supervision, are located in close proximity. On other operator's trains that are not reservable, staff on the train or at the station will assist you in locating an appropriate seat.



Assistance Dogs

Assistance dogs are welcome on all of our trains, free of charge, and can travel in any part of the train. Our Passenger Assist 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. Our handy seat reservation cards for your dog will ensure that they get suitable space during their journey.

A2: Passenger information and promotion of Passenger Assist

We want to provide you with information relevant to your journey experience that is accessible, accurate, consistent, timely and simple. We're committed to giving you assurance and confidence at each stage of your journey, including when planning your journey prior to your departure, as well as if your journey involves a change of train or transfer to another mode of transport.

A2.1: Our Accessible Travel Policy leaflet for passengers – ‘Making Rail Accessible: Helping Older and Disabled Passengers’

To accompany this Accessible Travel Policy document, we have produced a shorter and more concise leaflet to help in planning your journey, entitled ‘Making Rail Accessible’; both documents are available in alternative formats. Our leaflet is also available from ticket offices at the stations at which we call and available online as a PDF on our website at www.hulltrains.co.uk

We will be happy to provide Easy Read, Large Print, Braille or Audio versions of this leaflet on request (without charge) via our website, phone and text direct. We will respond to your request within seven working days informing you when we can provide these formats. In addition, we will also work with stakeholders through the Rail Accessibility and Inclusion Forum for the North (RAIFN) to identify suitable locations in which to display our Accessible Travel Policy leaflet.

A2.2: Stations and train accessibility information

We will ensure that accessibility information relating to our trains is readily available to you and kept up to date. In order to achieve this, we will maintain this information in an online format, attached to the online version of this policy document via the following link <https://www.hulltrains.co.uk/support-and-contact/assisted-travel> which can be easily accessed via personal mobile devices, as well as in accessible formats. We will also provide the same information to the National Rail Enquiries website to ensure consistency of information. Through their smart devices, our On Board team will also be able to provide you with the same up-to-date information on request. Stations information is provided by station operators' websites or through the National Rail Enquiries website.

Station accessibility information

For information on whether the following accessible services and facilities are available at stations please see our website www.hulltrains.co.uk covering:

- Disabled Parking



- Accessible Set Down and Pick-Up Points
- Ticket office opening hours
- Induction Loops
- Ticket Vending Machines (TVMs)
- Help Points
- Catering Facilities
- Accessible Toilets
- National Key Toilets
- Accessible Waterproof Waiting Facilities
- Meeting Points for Assistance
- Staffed Customer Information Points
- Staffing Hours/Assistance Availability
- Ramp for Train Access On Board team will provide
- Level of Platform Accessibility
- Wheelchair Availability
- Customer Information Systems

The same information for every station on the rail network in Great Britain is provided on the National Rail website. This includes a journey planning tool called “Stations Made Easy” which helps you plan your route around a station. Go to www.nationalrail.co.uk/stations for more details. The National Rail website includes any temporary restrictions, for example, because of building work or when facilities such as lifts and toilets at stations are out of order. If you book assistance via our Passenger Assist team, they will advise you of the latest accessibility issues relevant to your journey.

Train accessibility information

On our website at www.hulltrains.co.uk we provide an overview of the seating plan and internal layout of trains we use to assist you in planning your journey with us.

A2.3: Passenger journey information

We recognise that many of our passengers are infrequent or occasional users and 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 at every stage of the passenger journey - whether at home, online, on the move, at the station or on the train.



At the Station

Train departures and arrivals information

We're committed to working with station operators to providing you, wherever possible, with clear and consistent information, regarding train departures and delays or disruption. All stations at which we call have a combination of customer information screens and automated public announcements providing accurate, clear and consistent information. Some also have Ticket Vending Machines or Information Touchscreens which can provide information.

At times of disruption, station operators will update information screens as soon as they can and make announcements to keep passengers informed of the situation.

Wayfinding and Connections to Other Transport

All stations at which we call have posters displaying information about the station, facilities and accessibility information. The posters include a station map and the contact details for the station operator's Passenger Assist team.

We are also aware that several station operators whose stations we call at are working with the local authorities to provide wayfinding signage to the station.

Within stations, signage is provided directing passengers to platforms and key facilities such as accessible toilets.

Delays, diversions and disruption

Where passengers have booked assistance, and we know more than 24 hours in advance that the journey is no longer viable due to engineering works, industrial action, severe weather, our Passenger Assist team will contact you to discuss your journey and make alternative arrangements or provide a refund if you choose not to travel.

Where replacement transport is in use station operators will provide, where possible, visual information on customer information screens and automatic announcements or staff announcements to direct passengers to alternative transport.

Both station and On Board teams are trained to anticipate your needs, as covered in Section A of this document. They will communicate news of any service disruption and provision of alternative transport via the Passenger Information Systems or, where possible, in person. Help Points, which are provided at several of the stations at which we call, give a link to our station operator's teams 24 hours 7 days a week (except Christmas Day). They will also be able to assist you in re-planning your journey

On the train

All our trains have public address equipment and a visual display in each carriage showing the train's destination and the next stop.



Our On Board teams are trained to provide timely, helpful and clear announcements and will ensure these are made in enough time for passengers, especially those with reduced mobility, to prepare to get off the train, at least two minutes before arriving at each station.

Our team will make announcements about any alterations to the normal service, including delays.

If you have difficulty hearing such announcements, please advise the On Board Manager or other on-board staff at the earliest opportunity.

A2.4: Ticket Offices, Information Points, Help Points and Contact Centres

You can obtain information about the services provided by us and other train companies at station ticket offices or clearly signed Information Points at some of the larger stations (usually staffed at the same time as the ticket office). Information, such as details of fares, timetables, connections and confirmation of bookings made by Passenger Assist (including bookings by other TOCs) can be provided, as well as the facility to arrange Passenger Assist.

If you require information regarding accessibility onto other forms of transport from the station then station staff will do the best they can to help you, or they will be able to advise you where this information can be obtained. We work with station operators to ensure that they provide up-to-date information regarding our services and those of other train companies. 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 Twitter @Hull_Trains or visit our website www.journeycheck.com/hulltrains/

Leaflets regarding our services and those of other TOCs who serve stations, are also available and placed at varying heights to be accessible to you. Information is provided on station posters giving you information about local services/transport available from that station. Where provided, you may also use the station Help Points to speak to an operator to gain information and assistance from staff.

Information regarding all national train services is also available by contacting National Rail Enquiries:

Tel: 03457 48 49 50

Website: www.nationalrail.co.uk

Text Direct: 0345 60 50 600: (for people who are hard of hearing or deaf)

A2.5: Websites

Our website has been designed to adhere to best practice by following the industry-recognised Web Content Accessibility Guidelines (WCAG) W3C standards, which define how to make web content more accessible for people with disabilities. Pages have been built to comply with a minimum standard of WCAG 2.0 single 'A' guidelines and we aim to extend this to the 'AA' rating.

Our focus is on making the user experience for all users (of varying levels of ability) a practical and easy one - this can at times mean considering not only the technical coding standards, but also the



information and process flows within the site. Our policy, wherever feasible, is to offer the same functionality and experience to all users and avoid the need for a 'text only' version of the site. Having recently worked to gain Shaw Trust accreditation for the website, we will seek further accreditation from a suitable independent assessment provider to drive continuous improvement.

To help you find the information you need, we also provide a homepage link to our Passenger Assist 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). There is also a link to enable you to access the 'Making Rail Accessible' passenger leaflet and details of how to obtain it in accessible formats. Furthermore, we provide guidance on how you can give feedback or make a complaint, and we include information on the availability of redress for when assistance has not been delivered as booked. Where other information is located elsewhere, we provide a connecting hyperlink on the Passenger Assist page.

A3: Ticketing and Fares

Tickets can be bought from station ticket offices at staffed stations, at stations with self-service Ticket Vending Machines, online at www.hulltrains.co.uk, via our app which is downloadable from the App Store (iOS/Apple) or Play Store (Android) or by contacting our Passenger Assist team.

We are committed to providing you with impartial and accurate ticketing information and advice about the best ticket options for you, irrespective of which TOC provides the service you wish to use.

Where it is difficult for you to purchase a ticket before you travel due to your disability, (or if a Ticket Vending Machine does not sell the non-Railcard reduced fare for your journey), you will be able to buy tickets on board the train or, if this is not available, at your destination. You will still receive any fare reductions that you are entitled to, and no penalties for ticketless travel will be applied.

Discounts

We participate in a number of schemes offering discounted fares, these are detailed below.

If you are a vision-impaired person travelling with a companion and you do not hold a Railcard, the following discounts on Anytime/Day tickets apply for both of you:

- First or Standard Class Anytime Single or Return – 34% off
- First or Standard Class Anytime Day Single – 34% off
- First or Standard Class Anytime Day Return – 50% off

No concession applies if you are travelling alone and you do not hold a Railcard.



To get these discounts, a document confirming your disability, issued by a recognised institution (for example, a Social Services department, Local Authority, Guide Dog Ownership certificate, Royal National Institute of Blind People (RNIB) or Blind Veterans UK) is required.

These discounts are only available from station ticket offices or on board our trains and cannot be purchased online or from Ticket Vending Machines.

If you remain in your wheelchair throughout the journey and you do not hold a Railcard, you will be given the following discounts on Anytime/Day tickets:

- First or Standard Class Anytime Single or Return – 34% off
- First or Standard Class Anytime Day Single – 34% off
- First or Standard Class Anytime Return – 50% off

The same discount will apply if you have one companion.

Disabled Persons Railcard

A Disabled Persons Railcard is available: with options for 'one year' and 'three years'. Both entitle you to discounts of up to a third on most rail tickets. One adult accompanying you can also travel at the reduced fare. Full details on how to get a Railcard can be found on:

- **Website:** www.disabledpersons-railcard.co.uk
- **Email:** disability@raildeliverygroup.com
- **Telephone:** 0345 605 0525
- **Minicom/Textphone:** 0345 601 0132 (for people who are deaf or hard of hearing)

Ticket vending machines have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion.

Senior Railcard

Senior Railcards are available to anyone aged 60 and over and give you up to a third off most rail fares throughout the rail network in Great Britain. You can choose from a one-year or three-year Railcard.

Senior Railcards can be bought online, on the phone or at any staffed station with your passport, birth certificate or UK driving licence as proof of age.

- **Website:** www.senior-railcard.co.uk
- **Email:** railcardhelp@railcards-online.co.uk
- **Telephone:** 0345 300 0250
- **At stations:** Using your birth certificate, Passport or Driving Licence as evidence

There may be other Railcards that may be suitable for you. Please visit www.railcard.co.uk for further information.



Ticket vending machines

All of the stations at which we call have self-service Ticket Vending Machines. The machines are compliant with the Department for Transport joint code of practice which outlines what they need to sell.

Ticket gates

Some of the stations at which we call have ticket gates which are staffed. The gates are locked in the open position when there are no staff available to operate the ticket gates. All the ticket barriers at stations at which we call have at least one wider accessible gate for wheelchair users and passengers using other mobility aids.

Availability of facilities when purchasing tickets

Where tickets are available for purchase (via any of the available channels, including online, at the ticket office or via telecommunications), we will remind customers that facilities vary across the rail network (e.g. accessibility of the train type, or availability of wheelchair user spaces in First Class) through information online during the booking process or through our Passenger Assist team if purchasing tickets over the telephone. This may relate to the provision of wheelchair user spaces in First Class which not all other operator's trains offer and is part of our commitment to ensure that passengers do not purchase tickets which they cannot make use of. Hull Trains services have an accessible wheelchair user space in both First and Standard Class.

Booking assistance when purchasing tickets

When buying tickets with a Disabled Persons Railcard, our Passenger Assist team is trained to ask you if you require assistance with any aspect of your journey. Our teams can also arrange assistance and tickets as one transaction.

A4: Alternative accessible transport

We will ensure you can make as much of your journey by rail as possible but the accessibility of the stations at which our services call and across the British rail network does vary considerably.

If you can't access a train service because of a physical feature at a station we will provide alternative accessible transport, usually a taxi, at no extra cost to you, to the nearest most convenient accessible station. If you can't access the standard alternative transport provided as a replacement to rail services, e.g. during planned engineering work or unforeseen service disruption, we will arrange a specific appropriate alternative depending on your journey plans. When you contact us, let us know the type of alternative transport you need so that we can make sure the arrangements are the most suitable for your needs.

A5: Wheelchairs and mobility scooters

Wheelchair users: We have spaces for wheelchair users on all our trains so long as your wheelchair fits within the following dimensions:

- **Width** 70 cm



- **Length** 120 cm
- **Weight** (including passenger) 300 kg

Mobility scooters: Some powered scooters are only meant for road use and cannot be used on trains. If, however, your scooter fits the dimensions and maximum weight when you are riding it displayed below, we will be able to accommodate you on our trains.

3 Wheel Scooter

- **Length:** 120cm
- **Width:** 70cm
- **Weight** (including passenger) 300 kg

4 Wheel Scooter

- **Length:** 110cm
- **Width:** 55cm
- **Weight** (including passenger) 300 kg

These dimensions have been informed by the Technical Specification for Interoperability (TSI) for wheelchairs which standardises the requirements of trains to meet the needs for disabled people. Risk assessments and the weight limit are determined by the maximum allowed weight on the ramp between the platform and the train and the turning circle of scooters on our train.

Please be aware that you are required to transfer from your scooter to a seat whilst travelling for safety reasons, recommended by the scooter manufacturers.

If you have a scooter which is folded and carried as luggage it can be taken on any of our trains. If it cannot be folded, you will not be able to bring it with you on our trains and may wish to instead consider requesting a station wheelchair to help you when travelling.

If you are travelling with a scooter, we recommend contacting our Passenger Assist team who will be able to arrange assistance for you when getting on or off the train.

When making a journey that involves more than one TOC you may find that each operator's policy relating to scooter usage on their services varies. Our Passenger Assist team will be able to help by both booking assistance and advising you on each operator's policy on scooter carriage.

Full details of our trains, with diagrams illustrating the layout and the location of facilities and features of relevance to disabled passengers, are shown on our website at www.hulltrains.co.uk.

A6: Delays, disruption to facilities and services, and emergencies

We understand that disruption to services and facilities can have a big impact for older or disabled passengers. We are committed to improving the management of service disruption for all our passengers, including providing alternative transport and improved information.



When services are disrupted, we will do everything possible to ensure that our disabled passengers are able to continue with their journeys, proactively taking your needs into account in both our contingency plans and the service we provide on the day.

In advance of travel

When you plan your travel, our Passenger Assist team will be able to advise you of any planned engineering works or amended service plans that might affect your journey and advise you of the best options.

Rail Replacement Buses, Coaches and Taxis

Train services may occasionally be replaced by buses, coaches, or taxis during service disruption. We will work with third party suppliers and local transport companies, outlining our requirements to comply with the PSVAR requirements and request accessible buses, coaches and taxis, but this is not always possible, particularly at short notice. If we are not able to provide an accessible bus or coach, a taxi suitable for your needs will be provided at no extra charge to you to take you to the nearest or most suitable accessible train station so that you may continue your journey by rail. Station staff or a member of our Customer Action team (who help at stations during disruption), will help you find the replacement transport at the station on the day and provide assistance as required.

Twelve weeks before major planned engineering works we take appropriate steps to assess the requirement for accessible transport and alternative accessible vehicles for use as substitute transport and where necessary, procure the use of such vehicles.

For planned disruption, such as engineering works, we will advertise on our website if our rail replacement coach or bus is accessible and if not what alternative is available.

During your journey

Station operators will make announcements at stations to update passengers during disruption and update customer information screens with latest travel information. You can also use Help Points (where provided) at stations. Station Information notices at the entrance to stations show contact details for Passenger Assist teams. Severe disruption will also be communicated in the form of banners across the top of rail websites such as www.nationalrail.co.uk and www.hulltrains.co.uk. Station teams and our Customer Action teams will help you to rearrange your booked assistance.

If platform alterations occur at short notice, station staff, where available, will be able to assist you to the correct platform. Our teams will also:

- Update customer information screens at the station and make additional announcements
- Seek to identify passengers with disabilities and provide any assistance you need
- Try to give enough time to allow you to get on the re-platformed train

Where facilities that affect disabled travellers are out of use, e.g. accessible toilets, we will try to advise you of this before you join the train. We will also report the fault to our maintenance teams so that it can be fixed as soon as possible.



Where replacement transport is in operation we will provide information to station operators so that they can, where possible, display visual information on information screens and make automatic announcements or staff announcements to direct you to the alternative transport.

If service disruption occurs whilst you are on the train our On Board team will be able to advise and assist you. The On Board Manager on each of our trains has the details of all passengers who have booked assistance. If you haven't booked assistance in advance but require help or advice, make yourself known to a member of the On Board team. All On Board team members are encouraged to provide the highest levels of customer service and empowered to resolve appropriate issues "on the spot". If a train terminates before it has arrived at its destination, the On Board team will arrange assistance for you for your onward travel.

If you need to change your journey due to service disruption, our staff will assist you with arranging your revised journey and any assistance you require. If you have booked assistance, we will also inform other operators and stations about the changes to your journey so they can still provide the assistance you need. If we are not able to run train services at all and you wish to travel on a different day, we will help you to make a new booking. We will also arrange accessible transport to take you back to the station where you started your journey if this is more convenient.

If services are going to be disrupted for a longer period, or if we are aware more than 24 hours before you travel that there is going to be a problem, our Passenger Assist team will call or email passengers who have booked assistance. They will use the Passenger Assist system to understand who will be affected by the disruption so that they can make them aware of the changes and provide advice, including helping them make new arrangements, where appropriate.

Emergency procedures

Staff will supervise any action that needs to be taken in the event of an emergency either at a station or on a train. They will identify the quickest 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.

All our staff have received disability awareness training, and in the event of an incident, will discuss with any passenger who requires additional assistance what action is most appropriate. In accordance with the nature of the incident, our staff are trained to consider your needs, especially if you have reduced mobility, a vision impairment, are deaf or hard of hearing, or if you are older, infirm or vulnerable.

Every station has a Local Station Emergency Plan detailing evacuation routes for all passengers, stating whether the route is suitable for wheelchair user 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 at staffed stations) to await rescue by a member of the emergency services. All local station emergency plans are shared with the local emergency services.

A7: Station facilities



A7.1: Left Luggage

We do not provide a left luggage service at the stations at which we call; however accessible facilities are provided at London King's Cross operated by Network Rail.

A7.2: Blue Badge Parking Spaces

Information on car parks can be found at www.nationalrail.co.uk . Most stations have a tarmac or concrete surfaced car park, with designated parking spaces available for Blue Badge holders (although charges may apply).

These spaces are usually located in the most suitable place to ensure you will have easy access to stations and 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.

A7.3: Facilities and services provided by third parties

We work with station operators to ensure that any services and facilities provided by a third party are as accessible as possible. As service operators, they have their own responsibilities under the Equality Act 2010, but we will share any feedback that we receive about the services they provide.

A7.4: Replacement facilities

We will work with station operators to ensure they 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. as a result of the breakdown, alteration or removal of facilities).

A7.5: Station entrances

Whilst this is directly outside of our control, we will work with station operators so that they take into account your needs when considering the need to restrict or temporarily close access points at stations.

A8: Redress and Compensation

Our teams work hard to provide you with the help and assistance you need to be able to complete your journey with ease, however we recognise that sometimes, things do not go as planned.

If the assistance you have booked is not provided or does not meet your requirements, please let a member of staff or the Passenger Assist team know at the time so that we can resolve the issue.

If you need to provide feedback after travelling, please contact our Passenger Assist or Customer Service teams. Contact details can be found in section 4 of this leaflet.



Where things have not gone as planned, we will use the feedback provided to improve how we work and the approach of others who provide the assistance service on our behalf.

Where assistance has been booked on our services but has not been provided, as confirmed by us, we will offer you a refund for the cost of that journey, i.e. 100% of the single ticket, or 50% of a return. You can claim this by contacting our Customer Service team. You will need to provide proof of purchase, i.e. a copy of your train tickets or a booking confirmation; along with your Passenger Assistance reference number, which can be found on your confirmation email.

When your assistance was booked for travel on one of our trains, we will provide both the compensation and a response. You can claim this by contacting our Passenger Assist team. If you were travelling on another train company's service for all or part of your journey, you can choose to complain to them directly. Should your journey have involved multiple train companies, we will coordinate a response to your complaint and we will provide you with a full explanation, including why it happened and what mitigating actions we or the other operators intend to take as a result.

Where both Delay Repay and Passenger Assist compensation could apply, you will be entitled to whichever value is the highest but will not be able to claim both.

We will also always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by a service failure. We will take each case on its merits and respond appropriately. This will not affect your legal rights to make claims under the Consumer Act 2015, although you must not seek to recover the same money twice for example both under our claims process and the Consumer Rights Act 2015.



B: Strategy and Management

B1: Strategy

Improving the accessibility of the rail network and supporting older or disabled passengers to travel with confidence and ease is of key importance to us. We believe that when you travel with us you should expect high standards of service throughout your journey. We recognise the importance of providing consistency in approach and service provision across the rail network. We will proactively work with industry partners to assist in the delivery of incremental and continuous improvement over the life of our Track Access Agreement, engaging with customers, user groups and accessibility and inclusion forums.

We work closely alongside our industry colleagues, the ORR, Network Rail, local authorities, the DfT, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, London TravelWatch, the Rail Ombudsman and other stakeholder organisations, especially those representing all passengers, to further improve the services, products, facilities and information we provide. We believe that you have the right to safe, comfortable, punctual and seamless journeys, so our close partnership with other TOCs is helping to deliver this consistent experience for our passengers.

Our Accessible Travel Policy fulfils our obligations under our Passenger Licences, the ORR Guidance and the requirements of legislation such as the Human Rights Act 1998, and considers the provisions within the Equality Act 2010.

Improving access and services on Hull Trains

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 customers and stakeholders representing disabled people 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. This feedback will be vital in shaping our policies and making continuous improvements.

We are working to improve access and services as follows:

- **Passenger Assist app:** We use the national Passenger Assist app, enabling passengers to book Passenger Assist journeys and are continuing to work with the wider industry to support the continued development of this app.
- **Sunflower Lanyards and Assistance Cards:** We continue to actively promote and distribute these to passengers with non-visible disabilities who want railway staff to be alerted to their possible need for assistance during their journey.



- **Re-Launch of the Rail Accessibility and Inclusion Forum for the North (RAIFN):** From Summer 2023 we will take part in the formation of a new customer panel working in partnership with 6 other TOCs (Lumo, LNER, TransPennine Express, Grand Central, CrossCountry and Northern). This will be supplemented by further insight provided by the new customer insights survey project currently being delivered by the Rail Delivery Group.
- **Howden Platform Improvements:** We have improved accessibility onto our trains at Howden station, investing over £1m raising the platform level to improve the stepping distance to/from the train to the platform at this station.
- **Inclusive Transport Leaders Scheme:** We intend to apply for membership of the inclusive Transport Leaders Scheme in 2023 which promotes good practice and provides a framework for transport operators to make services more accessible.
- **Allowing Passengers to book further in advance:** We have extended our booking horizon (which is how far they can book in advance with certainty that our services will run) so passengers can plan travel further ahead.
- **WhatsApp:** We have introduced the ability to book Passenger Assistance using WhatsApp to give passengers another booking channel.
- **Partnership working:** We are working closely with Network Rail and local councils to identify key accessibility improvements at stations, including platform improvements at Hull Paragon and Beverley.
- **Providing a live BSL tool:** In order that customers who use BSL can converse with our teams on board our trains in real time.

B2: Management arrangements

The Head of Customer and Stakeholder Engagement, working closely with local managers, is responsible for the day-to-day implementation and compliance with our Accessible Travel Policy. This will largely be achieved through communication with the relevant managers and their teams, alongside customer satisfaction surveys, post travel research and periodic reports.

We will ensure that every member of our team understands their responsibilities in relation to improving the travel experience of our older or disabled passengers. Training programmes, online learning modules, internal briefing and communications such as newsletters, employee online information and apps will all help ensure that accessibility and inclusion and the needs of people with disabilities are considered in all aspects of our business.

B3: Monitoring and evaluation

We will closely monitor the delivery of all aspects of our Accessible Travel Policy and processes. We will track compliance with this policy, legislative requirements and industry guidelines as well as measuring our performance against our goals and targets in relation to accessibility, particularly focusing on feedback from our customers. The results will inform and prioritise our efforts to deliver improvement in relation to accessible travel.

Our approach will include monitoring and evaluating:

- Response times in relation to Passenger Assist bookings on all channels
- Monitoring any failure to provide booked assistance



- Monitoring the volume of booked assistance requests
- Monitoring the volume of unbooked assistance requests
- Availability of accessible features e.g. accessible toilets, etc
- The delivery of improvement plans to projected timescales
- Customer complaints received in relation to any aspect of Accessibility

We will evaluate results every 4 weeks and carry out an in-depth annual review. We will share information and the results of our evaluation across industry forums such as the Rail Delivery Group and with the ORR, fully complying with the ORR's Core Data reporting requirements including providing the ORR with details of any key actions to improve performance.

We will measure passenger satisfaction in relation to our accessible services, to inform improvement and identify best practice, using:

- Mystery shopper exercises
- Feedback from our Passenger Assist team
- Feedback from our RAIfN, disabled passenger groups and other organisations

B4: Access improvements

We will comply with the PRM-TSI and National Technical Specification Notices, and will work with station operators to support the Joint Code of Practice (which provides guidance to all station operators on the standards required so that they continue to improve access to their services) when developing proposals for improvement across our business. If compliance is not possible, we will apply for any necessary derogations but only after every effort has been made to comply with the relevant requirements.

Trains

Our fleet of 5 Paragon trains are fully compliant with PRM-TSI.

Stations

Access varies across the 11 stations at which we call for a number of reasons. We will continue to work with station operators, providing support and funding, where we feel it is appropriate, to enhance accessibility at stations.

B5: Working with disabled passengers, local communities and local authorities

Our Head of Customer and Stakeholder Engagement will represent us on industry forums such as the quarterly Rail Delivery Group Accessibility Group (RDG-AG) meetings and be an active participant in associated working groups.

We will play an active role in the RDG-AG, working with our fellow operators to improve the accessibility of the British rail network by sharing best practice and implementing consistent approaches.



We will widely consult and engage relevant stakeholders on our plans in relation to accessibility across the franchise. In addition to the Rail Accessibility and Inclusion Forum for the North, Transport Focus, London TravelWatch and DPTAC, we will also seek to work with:

- Members of Parliament
- Local government members and officers at Unitary, County, District and Parish level
- Local Enterprise Partnerships
- Chambers of Commerce
- Community Rail Partnerships and Rail User Groups
- Charity and Community groups

We will actively promote the availability of Passenger Assist, with a focus on the passenger leaflet, 'Making Rail Accessible'. We will ensure that this leaflet is available at staffed stations, in prominent locations where public services are provided, and online. Furthermore, we will also advertise the leaflet on station posters, on train services and via social media.

We will make every 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 inform the ORR.

B6: Staff training

We recognise the importance training plays in delivering consistently excellent customer service. We provide all our staff with training and development appropriate for their role in relation to accessibility to ensure that they have the knowledge and skills to always provide consistently high quality, reliable and safe services appropriate to the needs of our disabled or older passengers. To ensure we include the experience of disabled passengers in our training, we are using videos provided by RNIB, and will include bespoke videos recorded with staff with disabilities.

The aims of our Disability Awareness training are:

- To enable our teams to identify and meet the needs of our passengers, so we can ensure that the service we provide reflects their needs at all points of the journey
- Understand the requirements of relevant legislation including the Equality Act 2010
- Gain an appreciation of the different types of disability and what this means for passengers
- Learn about our policy and processes in relation to our Accessible Travel Policy including the accessible features of our trains and stations
- Learn how to assist wheelchair users safely and the correct etiquette
- Recognise passengers with a variety needs of needs as listed in Section A of this document and demonstrate effective ways of communicating with them.

Disability Awareness training is part of all new entrants' induction training, ensuring that new starters have appropriate training prior to delivering frontline customer service duties. This training covers:



- Understanding disabled people and their everyday challenges
- Equality legislation
- Defining Disability
- Recognising Customers who need assistance
- The Railway Regulatory Framework
- Passenger Assist

All employees who interact directly with passengers, will also receive relevant training in:

- Communication
- Accessibility in stations and on trains
- Providing safe assistance (including providing assistance in an emergency)

We will work with our training provider to provide a condensed version of our disability awareness training course, covering as a minimum Passenger Assist, Communication and Providing Safe Assistance to any contact centre team member, including where contracted on a temporary basis or through a third party.

We will also work with our third-party suppliers to support them in delivering appropriate accessibility training to their team members, where their employees will interact directly with our passengers e.g., contact centre teams, rail replacement bus operators, taxi drivers and cleaning teams, so that they are able to provide appropriate and high-quality assistance. This may include sharing training materials, agreeing training principles and/or providing introductions to disabled user groups.

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 commit to ensure that all existing frontline staff who deal with passengers requiring assistance receive the appropriate disability awareness training. This also includes our staff members who deal with customers by telephone, so that they know how to effectively communicate with passengers who may have difficulty speaking, hearing or understanding.

All statistics, legislation and language used in the training will be verified for accuracy so that they correct and appropriate to the instruction delivered.

We will include a report into the training we have delivered in relation to Disability Awareness every year as part of our annual submissions to the ORR.

