

Making Rail Accessible: Guide to Policies and Practices

TfL Rail
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Our Strategy

The Elizabeth Line is a major new rail service for London and the South-East. It is a joint venture between Transport for London (TfL) and the Department for Transport (DfT). The Elizabeth Line is managed by Transport for London (TfL) and operated by MTR Corporation (Crossrail) Limited (MTR). By 2019, the Elizabeth Line will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. It will greatly improve commuting access across the capital. Upon completion the Elizabeth Line route will serve 40 stations and run 118 km (72 miles) from Reading and Heathrow in the West, through new tunnels below central London to Shenfield and Abbey Wood in the East.

Crossrail services will be introduced as follows:

May 2018	Heathrow to Paddington (Mainline Platforms) when TfL Rail takes over the Heathrow Connect service and the GWR suburban stopping service
December 2018	Paddington (Lower Level Elizabeth Line platforms) to Abbey Wood
May 2019	Paddington (Mainline and Lower Level Elizabeth Line platforms) to Shenfield
December 2019	Full through service (including services to Reading)

Our vision is to set a new transport standard for the UK, moving people and connecting communities better than anyone else. Our mission is to:

- Enhance our customers' experience, ensuring a safe, reliable and high quality journey
- Actively engage with communities to move London forward
- Foster a company culture whereby we inspire, empower and develop our people
- Build our business through innovation and continuous improvement

All TfL Rail stations are staffed along the route from first to last train, apart from Iver, Langley, Burnham and Taplow which are staffed during ticket office hours. Currently, TfL Rail's service is in operation between Shenfield and Liverpool Street and Paddington and Heathrow Terminals 2, 3 and 4. All trains and stations have been deep cleaned and revitalised. Disabled customers needing assistance will be able to use the Turn Up And Go scheme, with no need to pre-book assistance. Staff will be fully trained and equipped to assist passengers at all stations, as is the case on London Underground and London Overground services. The Elizabeth line will be fully accessible from December 2019. As part of this, we will ensure we will continuously raise the awareness of assisted travel facilities at our stations; we will ensure that the provision of assisted travel is consistently reliable; and we will ensure that our staff training supports our accessibility obligations and aspirations to set a new transport standard for the UK.

MTR are committed to improve accessibility by collaborating with Network Rail, TfL and the Department of Transport (DfT) to support the delivery and development of accessible stations. We support disabled persons groups and develop practical solutions to help our employee's better assist people with barriers to travel. Where MTR identify opportunities for further positive changes to customer experience, they work with TfL and Network Rail to ensure considerations are included within programme works.

In addition to physical adjustments to stations and trains, the company regularly enforces its Equality and Inclusion agenda to all aspects of operations and customer service delivery. MTR strive in creating valuable continuous improvements to provide reliable, safe and friendly services to all customers. Our Station Staff, Management Team, Community Ambassadors (who work on our railway and within the wider community), and Travel Safe Officers (who help people with ticketing and ensure customer safety) are encouraged to engage with all customers and identify/address any travel concerns.

More detail about the station improvements and TfL Rail services are available on the Transport for London website at www.tfl.gov.uk/TfLrail

Management Arrangements

The Customer Experience Director is responsible for the Disabled People's Protection Policy (DPPP) comprised of:

- Making Rail Accessible: guide to policies and practices (this policy document)
- Making Rail Accessible: helping older and disabled passengers (passenger information leaflet, available from stations and online)

Our Customer Experience Team review these documents annually. Since the network is under major redevelopment, policy reviewing will occur more regularly to ensure any modifications that impact the information's validity is updated. If necessary, relevant directors will implement corrective actions if any DPPP requirement deficiencies are identified. All changes would be communicated internally to all staff via our Internal Communications Team. Additionally our DPPP will be reviewed annually by the Office of Rail and Road Regulation (ORR).

All new entrants to the business (regardless of role) receive comprehensive training as part of their company induction. As a result, all staff (including managers) have received specific training in understanding and responding to the needs of our customers, including those with barriers to travel and accessibility considerations. Refresher training is important and is reviewed regularly.

The Customer Experience Team is responsible for delivering the DPPP's objectives at stations and on trains. To guarantee frontline staff fully comprehend the policy's requirements, to deliver excellent customer service and training, multiple awareness strategies are mandatory:

- Company induction training
- 'Equality & Inclusion and Disability Awareness Training' course
- High level briefing cycles to all employees
- Face to face briefing by line managers
- Situational exercises
- Refresher training

To ensure the business and senior management receive feedback regarding the effective delivery of the arrangements described in this policy, frontline staff are required to report any issues encountered by disabled passengers when using our network to MTR's Control Room.

Staffed raised issues, customer complaints from TfL Contact Centre and TfL's comprehensive reporting concerning disabled customers are reviewed daily by MTR's Customer Experience Team. This allows MTR's Head of Customer Experience to rapidly identify issues, themes, and inconsistencies in service delivery. These are addressed by implementing staff briefing action plans including refresher training and individual reviews with line managers where required.

Our Control and Customer Experience Teams liaise with their counterparts to make arrangements for assistance for an entire journey, including where this starts or finishes beyond the TfL Rail network. We recognise the importance of working to ensure that any special arrangements requested by our passengers are seamless. In order to achieve this we maintain regular contact with others in the rail industry, benchmarking our service to establish what works, how we know it works, and how we improve service delivery.

We produce and review a number of reports to ensure continuous improvement. These include:

- Accessibility Mystery Traveller Survey
- Customer Service PowerBi Dashboard (includes data on assisted journeys)
- Customer feedback
- Public Performance Measure
- Quality performance regime
- TfL's Customer Satisfaction Survey
- National Rail Passenger Survey

These performances are analysed by our specialist auditing teams regularly and presented to the executive team and used as part of our business planning process.

At a policy level MTR is a member of the Rail Delivery Group (RDG) and participates in all relevant RDG initiatives associated with improving access to railway services as well as following guidelines set by TfL. Our Customer and Community Engagement Manager attends RDG's Disability Group and TfL's Accessibility Working Group to participate in joint projects and facilitate best practice.

Monitoring and Evaluation

In addition to our regular reviews, our Head of Customer Experience reviews performance through our Customer Service PowerBi Dashboard on a four-weekly basis. This review ensures that highlighted issues are correctly addressed regarding:

- The number of assistance requests received in advance
- The number of customers using Turn Up And Go service
- The number of complaints regarding our services to disabled customers
- The number of passenger service staff having completed the necessary training within the first six months of operation

The data collected as part of the review will be formally considered by the Customer Experience Team in order to evaluate the effectiveness of our policies. Benchmarking our service to establish what works, how we know it works, and how we improve service delivery ensures any deficiencies are identified and resolved.

We will continue to provide sufficient resource to maintain Passenger Assist (a free service allowing passengers with barriers to travel to request assistance, enabling them to complete their journey), improve our assistance performance and are committed to updating information as often as practicable and at least annually. All incidents relating to assisted journeys are recorded with our Control team and monitored periodically by the Customer Experience Team. We are proud of our high success rate (96% of assistance correctly delivered) and investigate all the circumstances of any failures to prevent recurrence.

Access Improvements

TfL Rail is committed to making every possible effort to meet the standards of the DfT's Code of Practice for Accessible Train and Station Design. Additionally, TfL Rail complies with the European technical specification for interoperability relating to persons with reduced mobility (PRM-TSI). Wherever possible TfL Rail will adopt a best-practice approach to access for disabled passengers.

However, there may occasionally be circumstances where TfL Rail is unable to comply fully with the Code regarding:

- New or enhanced station facilities
- Refurbishment of existing trains
- Station or on-train services

In this case, TfL Rail will approach the ORR to seek dispensation from the relevant section of the Code at the earliest possible stage after all possible options have been considered.

A number of improvement schemes have been completed over the last year which include:

- Accessible waiting shelters at Brentwood, Harold Wood, Manor Park in preparation for the installation of lifts this year to create step-free access to the stations
- Accessible toilet facilities implemented at Harold Wood on platform 3
- Installed accessible ticket vending machines at Taplow, Burnham, Langley, Iver, West Drayton, Hayes & Harlington, Southall, Hanwell, West Ealing, Ealing Broadway, Acton Main Line, Abbey Wood, Forest Gate, Manor Park, Ilford, Seven Kings and Gidea Park.

In the last year the following step-free changes have taken place:

- Abbey Wood's new station opened, which included lifts to Platforms 1 and 2, making it fully accessible from street to platform

Station works are currently in progress at many of our stations to improve the level of access available. These improvements are expected to be completed by late 2018:

- Harold wood – Three new lifts providing step-free access to all platforms and improved customer information feeds and lighting
- Gidea Park – Two Three new lifts providing step-free access to all platforms, one new platform lift to allow accessible access from the main station entrance and improved customer information feeds and lighting
- Goodmayes – Two new lifts opening step-free access to all platforms and improved customer information feeds and lighting
- Seven Kings – Three new lifts providing step-free access to all platforms and improved customer information feeds and lighting

- Manor Park – Three new lifts opening step-free access to all platforms and improved customer information feeds and lighting
- Forest Gate – Three new lifts providing step-free access to all platforms and improved customer information feeds and lighting
- Maryland – Three new lifts providing step-free access from the main station entrance and to all platforms, improved customer information feeds and lighting
- Burnham – One new lift allowing access to Platform 2/3 and improved customer information feeds and lighting

To develop the Elizabeth Line, all new central stations are built to be fully accessible from street to platform for our customers. This includes:

- Woolwich
- Custom House
- Canary Wharf
- Paddington (Elizabeth Line, Lower Level)

Further access improvement projects have been approved to progress stations in becoming step-free and completely accessible by late 2019. These plans include:

- Romford – A new accessible station entrance, spacious ticket hall including an accessible ticket office and ticket gates, three new lifts providing step-free access to all platforms, and improved decoration, toilets, customer information feeds and lighting
- Ilford - A new accessible station entrance, spacious ticket hall including an accessible ticket office and ticket gates, three new lifts providing step-free access to all platforms, and improved decoration, toilets, customer information feeds and lighting
- Acton Main Line – A new ticket hall including an accessible ticket office and ticket gates, two new lifts and a new footbridge providing step-free access to all platforms and improved customer information feeds and lighting
- Ealing Broadway – A larger accessible station entrance, a new spacious ticket hall including an accessible ticket office and ticket gates, four new lifts providing step-free access to all platforms, new supportive staircases to platforms 1 and 2/3, new customer toilets and a changing places toilet, new retail space and improved decoration, customer information feeds and lighting
- West Ealing – A spacious ticket hall including an accessible ticket office and ticket gates, two new lifts providing step-free access to all platforms, a new footbridge and supportive stairs and improved customer information feeds and lighting
- Hanwell – Two new lifts allowing all platforms to have step-free access and refurbishing entrances, subway, toilets, customer information feeds and lighting
- Southall – A spacious ticket hall including an accessible ticket office and ticket gates, three new lifts providing step-free access to all platforms, a new footbridge and supportive stairs and improved decoration, customer information feeds and lighting
- Hayes and Harlington – A spacious ticket hall including an accessible ticket office and ticket gates, four new lifts providing step-free access to all platforms,

- a new footbridge, a new accessible waiting room on platform 4/5 and supportive stairs and improved decoration, customer information feeds and lighting
- West Drayton – Three new lifts allowing all platforms to have step-free access, extending the footbridge, a new accessible station entrance and refurbishing the ticket office and hall, waiting rooms, toilets, customer information feeds and lighting
 - Iver – Three new lifts allowing all platforms to have step-free access, a new accessible station entrance, ticket office and ticket gates and improving customer information feeds and lighting
 - Burnham – Improving customer information feeds and lighting
 - Langley – A new ticket hall including an accessible ticket office and ticket gates, three new lifts and a new footbridge providing step-free access to all platforms and improved customer information feeds and lighting
 - Taplow – Two new lifts opening to platforms 2/3 and 4 allowing step-free access, refurbishing the station's ticket office, ticket hall, waiting rooms and toilets and improving customer information feeds and lighting

Currently, a mixed train fleet of class 345 and class 315 are operational between Shenfield and London Liverpool Street and between Heathrow and London Paddington a mixed train fleet of class 345 and class 360 are in operation. Both the class 315 and class 360 are gradually being phased out as we move towards the launch of the Elizabeth Line. The new class 345 trains are Rail Vehicle Accessibility Regulations (RVAR) compliant and include designated wheelchair spaces, priority seating, wide full length carriages and improved customer information systems.

Working with others

TfL Rail maintain regular contact with key stakeholders on matters affecting accessibility, including ways to improve and prioritise access along our network. These include: London TravelWatch; Office of Rail Regulation; Transport Focus; Disabled Persons Transport Advisory Committee (DPTAC); relevant London Boroughs and the British Transport Police (BTP).

We consult on the content of our improvements programmes and maintain a regular dialogue with local user groups and local councils. We endeavour to attend user groups, local transport liaison, local authority mobility forums and industry-related accessibility meetings. We are also committed to building our relationships and working with our representative groups of Havering Association for People with Disabilities, Brentwood Access Group, Transport for All, Autism Ambassadors and TfL Accessibility team.

TfL Rail aims to ensure that all of its customers feel safe, reliable and comfortable with the service provided. Therefore, we seek to engage with customers with barriers to travel through accessibility sessions within communities, bespoke trips along the line and personal visits to those who experienced missed assists. Our objective is to encourage confidence and invoke the option of independent travelling.

When feedback is received on the services, if necessary, investigations will be conducted and action response within three days.

Staff Training

In order to implement our DPPP we must train our management and staff properly. We provide all new staff members a three-day induction course covering disability training on:

- Disability and discrimination, in relation to the Equality Act 2010
- The Social Model of Disability
- The Rail Vehicle Regulations
- The effects of different types of disability
- Disabled passengers using the TfL Rail network
- Communication with disabled passengers and colleagues

Included in our training are a number of simulated and practical activities, including:

- Methods of leading the visually impaired
- Assisting a wheelchair user on and off the train
- Understanding the needs of those with non-visible disabilities
- First-hand experience training of living and travelling with a disability

We provide all our frontline station staff a further two-day intensive customer service course, which emphasises correctly implemented aids, treating everyone as an individual, and communicate strategies. The Station Induction training particularly focuses on assistance techniques (ramp training), speech clarity, intonation, emphasis, timeliness and language to find out people's particular needs. The training is designed to raise awareness of potential communication issues and emphasise how ineffective communication can impact upon disabled customers.

All our employees participate in continuous training to ensure excellent customer service. Briefing cycles are regularly issued to inform and remind staff of focusses such, as our DPPP. We have recently implementing a new interactive training initiative to raise staff engagement and retention of customer experience information.

Our staff awareness and training is a large part of achieving this document's aims. To do so we:

- Give all disability training to make sure they know their responsibilities to disabled passengers. That includes senior and key managers.
- Teach frontline staff who may, at any time, need to help passengers. We will provide appropriate training on how to use boarding equipment such as ramps, wheelchairs, induction loops and 345 training.
- Train our staff who may, at any time, deal directly with passengers to help them communicate with people with communication needs.
- Refresh training and monitor performance to provide additional support and resources when needed.
- Train any staff that answer telephones to communicate clearly with people that may have difficulty speaking, hearing or understanding.

Emergency Procedures

Every station managed by TfL Rail has a local emergency plan which details the procedures for evacuating the station in an emergency. It includes thorough evacuation arrangements staff must execute to evacuate all customers, taking disabled customers' needs into account. All station staff are fully trained in their responsibilities of the emergency plan and conduct evacuation exercises annually at all stations.

Should our emergency procedures have to be applied at a station that does not have step-free access, wheelchair users and those unable to use stairs may have to be taken to a place of safety, such as a safety refuge, until the emergency services arrive with suitable aid and support to evacuate the less able bodied e.g. wheelchair user. These arrangements comply with the individual station's fire certificate, as well as providing refuge places according to British Standard BS9999.

All our drivers, along with our station staff and Travel Safe Officers have been trained in the emergency and evacuation procedures for our trains. Particular assistance will be given to disabled people, young children or senior citizens when evacuating a train.

Communications Strategy

We follow TfL's design standards when delivering customer information. Where possible we implement a holistic method that incorporates disabled customer's need, such as display boards to make train departure and arrival information more readable, and interactive route maps aboard trains. However, some of the important information that we can easily communicate to regular rail users might be less likely to reach disabled people. Therefore, we ensure customer information is available in alternative formats to meet our passengers' requirements such as audio, large print, black and white print, step-free guide, toilet guide of the tube and rail map of London. All of our stations have induction loops fitted at all of our stations' ticket offices, help-points and on class 345 trains.

We communicate with London Boroughs and other relevant organisations to make publicity and information available within the community, such as: at libraries, community centres and local travel hubs. We work alongside local authorities to ensure stations are consistently signposted within the local area, including signage from our stations to nearby bus stops to help passengers when rail replacement bus services are running.

To provide customers with the best possible amount of information, we update our stations information on the National Rail Enquiries website pages 'Stations Made Easy' which includes:

- Schematic maps of all TfL Rail's stations
- Photos of every possible route through and around the stations
- Photos of station entrances and the range of facilities at managed stations. This includes car parks, station entrances, lifts, stairs, ticket counters, accessible toilet facilities and the various retail and catering offerings.
- Facilities and services information breakdown

We will provide good quality telephone services for disabled passengers. We have implemented a Type Talk prefix for those hard of hearing and deaf and telephone numbers that allow customers to connect with human operators.

Online information about TfL Rail's services can be accessed via the TfL website. This website has been carefully designed to meet the requirements of all users and current standards and is monitored to improve its accessibility.

Our station improvement programme renews station signage to be in line with TfL branding guidelines. This permanent signage meets the requirements of the standards found in the DfT's Code of Practice and considers the Railway Safety and Standards Board (RSSB) best practice regarding signage location. This programme has already equipped some of our stations with modern passenger information, public address and help point systems. All audio based systems are equipped with induction loops.

Car Park

NCP (on behalf of TfL) manage the car parks at Brentwood, Harold Wood, Gidea Park, Hayes and Harlington, West Drayton, Langley, Burnham and Taplow. The designated disabled parking spaces at our station car parks are monitored jointly by our CCTV network (with direct access to our Control Room) and by our car parking contractor.

As part of NCP's contract, they enforce our car parks' terms and conditions and it is their policy to prosecute persons who infringe the regulations, such as imposing parking fines for the misuse of designated disabled bays.

While we only have a small number of stations with car parks, we view them as part of the entire journey experience. TfL regularly review the demand for car parking and commit to providing the DfT stated usage figures for Blue Badge spaces. Car parks where the number of designated disabled parking spaces is less than five per cent of the total number of parking spaces, would not expect qualifying passengers who could not locate a Blue Badge space to be charged.

Contact Information

The TfL Rail Contact Centre can be contacted as follows:

Phone: 0343 222 1234*
Textphone: (18001) 0343 222 1234*
Fax: 0343 222 6000
Post: TFL Contact Centre
Fourth Floor
14 Pier Walk
London SE10 0ES
Online: www.tfl.gov.uk/TfLrail

For all TfL Assisted Travel visit our website or contact the Contact Centre. Alternatively, contact National Rail Enquiries on: 08457 48 49 50 or www.nationalrail.co.uk

Telephone between 0900 and 1700 Monday to Friday (except Bank Holidays). Calls outside office hours will be routed to a recorded message stating the opening hours and along with options for receiving automated information.

If after contacting us you wish to take your comments further, please write to the independent statutory watchdogs for transport users in and around London.

Post: London TravelWatch,
169 Union Street,
London, SE1 0LL
Email: enquiries@londontravelwatch.org.uk
Website: www.londontravelwatch.org.uk

For any further queries you can contact Transport Focus:

Telephone: 0300 123 2350
Fax: 0845 850 1392
Email: info@transportfocus.org.uk
Website: transportfocus.org.uk

The information within this booklet is available to download from www.tfl.gov.uk/tflrail

Information correct as at May 2018.