

Marcus Clements
Head of Consumer Policy
Rail Markets and Economics



Email:

04 February 2021

Matthew Golton
Managing Director
Great Western Railway
By Email

Dear Matthew,

Approval of Great Western Railway's (GWR) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting GWR's revised Accessible Travel Policy (ATP) for approval.

When I wrote to you on 9 March 2020 confirming approval of your interim ATP, I highlighted a number of commitments that would need to be included in the revised ATP by 20 April 2020, should GWR continue to operate services under a new contract beyond the end of its previous franchise term on 31 March 2020.

Following the successful conclusion of discussions on a number of topics, including the reduction in the notice period for booking assistance to 6 hours in April 2021 and 2 hours in April 2020, and the technical requirements of the handover protocol to be used to ensure alighting passengers are met by staff, we have now reviewed the ATP against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). I can confirm that GWR's ATP now meets the full range of requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

Please provide a branded version of all ATP documents by 5 March 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

As you are aware, ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Clements', is written over a light grey circular stamp.

Marcus Clements

Accessible Travel Policy

February 2021

Contents

Commitments to providing assistance.....	1
Sunflower Lanyard and Help Card scheme.....	2
Booking and providing assistance	3
Station facilities and services.....	7
Our Information screens and announcements.....	9
Passenger journey information.....	12
Ticket offices, Information points, Help Points and our customer service centre.....	14
Accessible standards for our website.....	15
Ticketing and Fares.....	16
If you don't have a Railcard.....	18
Alternative Transport.....	20
Wheelchairs and Mobility Scooters.....	22
Delays, Disruption to facilities and emergencies.....	24
Station Facilities.....	26
Station Entrances.....	28
Redress and Compensation.....	29
Strategy and management.....	30
Staff Training.....	36

Commitments to providing assistance

Welcome to Great Western Railway (GWR). This policy document is designed to complement our 'Making Rail Accessible: Helping Older and Disabled Passengers' leaflet. A copy of this can be found at all GWR staffed stations, as well as on our website at **[GWR.com/PassengerAssist](https://www.gwr.com/PassengerAssist)**.

We want everyone who travels with us to have a safe and enjoyable journey and this document gives you everything you need to know about our Accessible Travel Policy for elderly and disabled passengers. In this document you will find details of:

- our services and facilities
- how you can use our services and facilities
- what you can expect from us
- what happens if we can't give you the services or facilities you require

GWR is committed to continuous improvement of services and facilities for disabled people. All our trains have accessible facilities and many of our stations are fully accessible. At those stations which are not yet fully accessible we will continue to work with the Department for Transport (DfT) and Network Rail to ensure we provide this wherever possible.

Recent improvements have been to the step free walking route between platforms at Truro, improvement of wayfinding on the Severn Beach line, improvements to the stairs at Bugle.

Sunflower Lanyard and Help Card scheme

GWR participates in the Sunflower Lanyard and help card scheme. This is a project that is designed to assist customers with non-visible or hidden disabilities.

Wearing the Hidden Disabilities Sunflower lanyard or showing people your sunflower help card discreetly indicates to people around you including staff, colleagues and health professionals that you may need additional support, help or a little more time.

Supporting the Sunflower scheme is our way of showing customers that we care about everyone that uses our network and we want to make it as easy as possible for them to travel with us. The lanyards and help cards are available free of charge from many station ticket offices or alternately by contacting our Passenger Assist team on **0800 197 1329**, email **Passenger.assist@GWR.com** or by contacting GWR on social media.



Booking and providing assistance

Passenger Assist is a national system used by all train operating companies, which allows us to make the necessary arrangements for your journey. If you have a disability, non-visible disability or are elderly you can pre-book assistance with just one call to our dedicated team. We can make sure you get the help you need for your journey and will arrange everything, including changes and connections that involve other train companies. You just need to let us know by 10pm on the day before your trip and we will:

- Help you find your nearest station with the best facilities for you
- Help you plan the easiest route for your journey
- Make sure our staff know you're coming and what support you need
- Give you all the help we can along the way – around the station and on the train
- Ensure your destination is aware that you are travelling so that they can meet you on arrival

We can also give you advice about the trains and stations you want to use, and how accessible they are. If they're not accessible for you, we'll suggest some other options to make your trip easier which might include getting you to or from a station that is more accessible, free of charge.

By April 2021 we will reduce this notice period to 6 hours and then to only 2 hours' notice by April 2022.

Our Passenger Assist team are available between 0600 and 2300 every day except Christmas Day. They can also sell tickets and make seat reservations for your journey. To contact them:

- Call them free on **0800 197 1329**
- Text relay on **18001 0800 197 1329**
- Email **Passenger.assist@GWR.com**
- Book through **GWR.com/PassengerAssist**

Once they have arranged everything, they will send you an email confirmation of what has been booked.

If you can't give us 24 hours' notice of your journey, please speak with a member of our station or train staff when you arrive (or contact our Passenger Assist team) and we will do our best to support you. However, we can't guarantee we'll be able to give you the same level of help, as our staff may not be freely available when you need them and therefore assistance may take longer to be provided. We will still do everything we can to assist you onto the train and call ahead to your destination station with your assistance needs.

When you arrive at the station

It's best to arrive at the station in plenty of time for your train so you can let our staff know if you need any support. If you're travelling from London Paddington, which is managed by Network Rail, you need to go to the Customer Reception at the concourse end of Platform 1. The staff will tell the station team you have arrived and call the station at your destination, so the team there can meet you. When a train arrives at a GWR terminating station, we aim to meet you as soon as practical and within five minutes of the train's arrival time. This assistance may be provided by GWR station colleagues, other train operating staff or from our onboard staff.

Where assistance is to be provided by our station-based staff, in order to ensure that you will be met by a member of staff at your destination, we provide each station with a dedicated telephone number and a member of staff who is responsible for receiving calls. In conjunction with all other train operators we will be participating in the ORR handover protocol and we are working with the Rail Delivery Group on new initiatives to ensure the reliability and robustness of our service for assisted travel customers.



We have designated meeting points at all our staffed stations. These are for customers who have booked assistance to know where to meet our staff and information on their location can be found at [GWR.com/stations](https://www.gwr.com/stations) and the national rail website.

We would advise that you turn up to the station 30 minutes before travel.

Ramps

We can help customers who use a wheelchair or mobility scooter on and off the train with a portable ramp, specially designed and tested for the purpose. Most of our trains have ramps on board and we also provide ramps on the platforms at the staffed stations they stop at.

Our station staff and train crew are trained to use the ramps safely and support you on and off the train. If you need a ramp and have pre-booked assistance, our staff will be ready to help you board. If you haven't booked assistance, please let station staff know that you need a ramp as soon as you arrive, and they will ensure you get on your train safely.

At some of our larger accessible staffed stations we can provide a wheelchair to help you as far as the train. For safety reasons, they cannot lift anyone into or out of a wheelchair, up steps or into a train seat.

Assistance at part-staffed and unstaffed stations

We're happy to support you from any of our stations but some do not have staff available and others are not accessible.

We recommend you call our Passenger Assist team before you travel. They will talk you through your journey options and find out what support you need. They can also arrange for you to get to and from a station that is inaccessible, at no extra cost.

When booking your assistance, our Passenger Assist team will discuss with you how we will meet your needs. If our 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.

If you need help when you get to an unstaffed station, you can either call our Passenger Assist team, whose phone number is on the welcome board at the station or press the information button on the platform Help Point and you'll be able to speak to someone who can help

GWR has introducing dedicated mobile staff on our driver only routes in the Thames Valley. This is to provide assistance to passengers where there is no second person on board the train. They will be focused around our accessible stations on the route, that are otherwise unstaffed or staffed only during busier times of day. We would recommend booking assistance in advance through our Passenger Assist team who will be able to let you know what to expect.

Journeys with connections

If you need to change trains on your journey, we can help you at staffed stations. If there are no staff at the station, you'll need to book some support with our Passenger Assist team.

If your journey involves changes or connections with other operators' services, our team will provide a single point of contact for booking and arranging assistance. We aim to provide enough time during your journey so that you can make your connections.

Sometimes the arrival or departure platform for a train can be changed at short notice. When this happens, our staff will let you know and help you get to the new platform as quickly and safely as possible. We will also update aural and visual information at our stations, as quickly as possible, to help inform all passengers of any change.

If you continue your journey on other transport

We will provide assistance from when you arrive at the station to when you leave it. We can also point you in the right direction for other accessible transport – like buses or taxis – to continue your journey away from the station and make it as easy as we can for you. For example, we:

- Make sure the taxi rank and bus stops are clearly signposted around our stations
- Put up information about local taxis and buses – including accessible ones
- Have pick-up and drop-off points outside many stations (some with dropped kerbs) as near to the entrances and exits as possible
- Work with bus companies and local authorities to make sure there's step-free access between buses and trains, wherever possible
- Work closely with local authorities and taxi associations to provide, where possible, accessible taxis at ranks managed by GWR. Where accessible taxis are not locally available from the taxi rank we would source a vehicle from further afield via our taxi management supplier contract
- Where access by Private Hire Vehicles to stations is regulated under contract with GWR, the terms of the contract will include, from the earliest opportunity, the requirement for the taxi operator to provide wheelchair-accessible vehicles and a reasonable number of drivers trained in disability awareness.

Station facilities and services

We work with other train companies to make sure the national database, which keeps information about how accessible UK stations are, is correct. You can find the database at:

nationalrail.co.uk/stations

GWR have recently undertaken an audit of all stations to confirm and improve the information on the National Rail database to ensure accurate and consistent wording with the following fields populated for each of our stations;

- Step free access note
- Passenger Assist
- Staff help available

Our Mobility & Inclusion team will make sure the information about our stations is kept up to date. One of the ways they do this is by contacting National Rail with the details of any short-term or unplanned changes that could affect a customer's journey. They update this information within 24 hours of being notified of any changes. Information they pass on includes details of:

- Significant, temporary work that will affect a station's accessibility
- Any problems at stations that make them temporarily inaccessible – like lifts and toilets being out of order.

Alterations to facilities

Should the facilities on which you rely for your journey become temporarily unavailable on a train or at a station. We'll make sure the information is on:

- **GWR.com**
- Customer Information Screens
- National Rail Enquiries website

If we have your contact details and you have booked assistance, we will endeavor to contact you by telephone or email, this includes:

- Where a station has a physical constraint preventing use by some disabled people
- Where significant temporary works affects station accessibility
- Where changes to stations make them temporarily inaccessible (e.g. lifts or station toilets out of order)
- Where changes to train facilities materially affect disabled passengers — where reasonably practicable to do so.

Assistance with luggage

If you've booked some support for your journey, we can help you around the station with any luggage you have. However, we do not employ staff solely to carry customers' 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 in the National Rail Conditions of Travel luggage policy.

Our staff must be able to lift the item(s) safely so please bring with you up to two large items (no heavier than 23kg) and one small item.

Seats on trains

When you book with our Passenger Assist team, it's a good idea to book seats or the wheelchair space on the train at the same time. All of our trains have priority seats at the end of each coach, they are near the doors and most can be booked in advance. Wheelchair spaces are available on trains, and our on-board staff will assist in ensuring these dedicated spaces give wheelchair users priority.

If you don't book ahead, there are some non-reservable priority seats and wheelchair spaces you can use. This is on a first come first served basis and our staff will do everything they can to make sure you get a seat or a space for your wheelchair, whether you've booked or not.

If someone else is using the seat or space you booked, let our staff know. They'll make sure you get your seat, or a different one, so you can carry on your journey as planned.

We aim to ensure that disabled customers travelling in family groups or with companions, are booked to sit close together, wherever practicable. On trains that are not reservable, staff on the train or at the station will assist you in finding suitable seats.

Priority Seat Cards

There are clearly labelled priority seats on all our trains, usually near the doors.

We always ask our customers to give up priority seats for people who need them more but it's not always obvious why someone needs a seat.

If you're disabled, pregnant, 65 or over, or travelling with a child under 3 and you need to sit down when you travel, you are eligible for a Priority Seat Card. That way, when you ask someone for their seat, you can show your card without having to explain anything.

To check if you can get a card, call our Passenger Assist team on **0800 197 1329** or go to **GWR.com**

Assistance Dogs

We're more than happy to welcome you, and your registered ADUK guide or assistance dog on all our trains, including on our Night Riviera service where your dog can stay in the berth with you for no extra cost. If you book assistance through our Passenger Assist team, they will reserve the seat next to you in seated accommodation, wherever possible, to ensure adequate space for your assistance dog to travel.

Our information screens and announcements

We know how important it is for you to have plenty of information when you travel by train, both before and during your journey. It is our aim to provide you with information that is accessible, accurate, relevant, consistent, up-to-date and easy to understand.

Information about accessibility

You can get up-to-date details of all the accessibility services and facilities we offer:

- At **GWR.com**
- On the National Rail Enquiries' journey planner, Stations Made Easy, at **Nationalrail.co.uk/stations**
- By calling us on **03457 000 125***
- Or text relay on **18001 0800 197 1329**
- At our booking offices

* Standard network charges apply. Calls from mobiles may be higher

Information about your journey

You can get the latest Information about train times, including delays and planned improvement work:

- At **GWR.com**
- On our Facebook page, **Facebook.com/GWRUK**
- On our Twitter account, **@GWRHelp**
- By calling our Passenger Assist team on **0800 197 1329**
- By calling National Rail Enquiries on **03457 48 49 50*** or textphone **0345 60 50 600***
- By calling National Rail Enquiries' Welsh language service on **0345 60 40 500***
- Or text relay on **18001 0800 197 1329**
- Using the Train TrackerTM text service – text 'dep' then the station you need to **84950** to get real-time information (texts cost 25p plus your normal network rate)
- By calling the Train TrackerTM speech recognition system on **03457 48 49 50***, which will tell you the latest train times

*Standard network charges apply. Calls from mobiles may be higher.

Clear information

We know how important it is for our customers to have the information they need for their journey and we can provide information in a variety of ways to suit the needs of all our customers, including those with a disability.

Our booking offices and customer information points are the easiest places for customers with a disability to get the information they need. Many of these are equipped with induction loops and some booking offices have low-level counters. The staff here can give you details about the facilities, services and level of accessibility at all railway stations in the UK and answer any questions about your journey – including about train times and connections.

Accessible Travel Policy documentation including alternative formats

To accompany this Accessible Travel Policy, we have a shorter and more concise leaflet available, which you might find helpful. The leaflet is called 'Making Rail Accessible: Helping Older and Disabled Passengers'. You can find the leaflets in our ticket offices and leaflet racks at GWR staffed stations, and as a PDF on our website at **GWR.com/PassengerAssist**. Our website is accessible using screen readers or other software with accessibility features.

Leaflets and other printed materials

We display our printed information clearly at our stations, and make sure the display is accessible for people in a wheelchair. If you can't find what you need, please let one of our team know and they will do their best to provide what you need. If you need a copy, documents are available on line at **GWR.com**, from all our staffed stations, or from our Passenger Assist team.

If you need them in a different format, please let us know. We have copies in a few different formats, including audio, large print, Welsh & braille and can send them out to you within 7 days.

Here's how to get in touch with our Passenger Assist team:

- Call them free on **0800 197 1329**
- Dial text relay free on **18001 0800 197 1329**
- Email **Passenger.assist@GWR.com** or
- Go to **GWR.com**

Our Mobility and Inclusion Manager represents us at the quarterly Rail Delivery Group Disability Group meetings and is actively involved with many of the associated working groups.

They work with local charities and local access groups to ensure that disabled people are aware of our Accessible Travel Policy and the service that is available to support customers wishing to travel by rail.

They also meet with representatives of local authorities, and many other groups with links to transport and disabilities.

Stations and rolling stock accessibility information

We ensure that accessibility information relating to our stations and trains is readily available to you and kept up-to-date. In order to achieve this, we maintain information in an online format which can be easily accessed via personal mobile devices, as well as in accessible formats. We provide the same information to National Rail Enquiries for their website.

Stations

Information about the accessible services and facilities that are available at our stations can be found on our website, at **GWR.com/stations** and on request. This will include details about; disabled parking, staffing hours, accessible toilet provision and accessibility of the station and platforms.

Trains

You can find a brief description of what facilities our trains have, and the routes they generally take, in our rolling stock information booklet that can be found on our website **GWR.com/PassengerAssist** and on request. This includes our Night Riviera sleeper train, which has an accessible sleeping berth.

Passenger journey information (Online, at stations and on trains)

We know that some passengers don't travel frequently, 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, especially if you have a hidden disability.

Train departures and arrivals information

We commit to providing you, wherever possible, with clear and consistent aural and visual information: both at the platform and on the train.

Stations – aural and visual information

Many of our stations have a combination of customer information screens and automated public announcements providing accurate, clear and consistent aural and visual information. We give up-to-date information about trains, delays and other disruption on our information screens and with announcements as often as we can. Should the facilities on which you rely for your journey become temporarily unavailable on a train, for example the accessible toilet, we will make sure the information is on our Customer Information Screens and that both station and on-board staff are aware. Our staff will then be able to discuss with you and provide alternate travel options as required.

If you have trouble reading our information screens or hearing our announcements, please let a member of staff know. They can tell you if you need to be on a different platform and help you get there safely if you need some support.

Trains – aural and visual information

We are committed to providing important aural and visual travel information in a variety of means so that it can be accessed as easily as possible. Our on-board staff are trained to give announcements and all of our trains provide automated information throughout the journey. If your disability means that you are unable to hear the on-board announcements, please advise a member of staff so that alternative arrangements can be made.

All our trains have a PA system for the train crew to give updates during the journey and all our trains also have scrolling passenger information screens, as well as automated announcements (except our Night Riviera sleeper service). You can find out more information about our trains in the rolling stock information booklet found at **[GWR.com/PassengerAssist](https://www.gwr.com/PassengerAssist)**

During all the journeys on our trains, our announcements let customers know what the next station is. We make these announcements in plenty of time for customers with a disability to get ready to leave the train safely.

Our train crew, or the drivers on 'driver only' trains, give customers the latest information about delays or other disruptions. The crew can help customers make other arrangements if they need to and for 'driver only' trains, the staff at the station will help instead.

Our help points

We've fitted accessible help points on the platforms of all our stations. Each one gives the latest information about train times and can be used for emergency calls or to get information about the station or the train service.

All our help points feature audio frequency induction loops for our customers with hearing difficulties and feature buttons of different sizes and colour's for customers who are blind or partially sighted.

Connections and wayfinding

Our staff will provide you with information on how to make connections with other modes of transport both prior to your journey and when travelling on our trains and through our stations. We also provide onward connection information and local maps on posters at many of our stations. When planning our services, we consult with all local authorities that our services run to, through or near. This is so we make sure the needs of local communities inform any decisions we make concerning service provision.

Ticket offices, information points, help points and our customer service centre

You can obtain information about the services provided by GWR and all other train companies at our ticket offices or clearly signed information points at some of our larger stations (usually open at the same time as the ticket office). We will provide details of fares, timetables, connections and confirmation of bookings made by Passenger Assist (including bookings by other train operators).

Information regarding other forms of transport from the station is available from our staff, or they will be able to advise you where this information can be obtained. Further detail of the information facilities available at our stations can be found on our website GWR.com/stations. We will ensure that up-to-date information regarding the services we provide is available to other train companies and station operators. This includes information regarding delays, diversions or other events that may affect your journey. For up to date train running information on the day of travel please follow us on Twitter [@GWRHelp](https://twitter.com/GWRHelp) or visit our website: **GWR.com**

Leaflets regarding our services and those of other train operators who serve the station, are also available and placed at varying heights to be accessible to you. We also provide information on station posters which give you information about local services/transport available from that station. You can also use the station Help Points to speak to an operator to gain information and assistance from staff.

More information regarding all national train services is available by contacting National Rail Enquiries. You can call them on **03457 48 49 50*** and their website can be found here: **nationalrail.co.uk**.

Alternatively, TextDirect: **0345 60 50 600***

* Standard network charges apply. Calls from mobiles may be higher

Accessibility standards for our website

We are committed to working towards achieving the industry-recognised WCAG standards but until we do we know that our website needs to be easy for everyone to use, including those with a disability. We use the web content accessibility guidelines to help achieve that standard wherever possible. Our website includes many features that help to make it accessible such as colour considerations and easily resizable fonts. We meet the requirements of the Equality Act 2010 when it comes to providing services online. You can find out more about this at [Gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps](https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps)

We're always looking for ways to improve our website and we'll continue to follow these accessibility guidelines where possible, which includes the use of an independent site audit to check compliance and highlight recommendations for improvement.

Accessibility features on our website

To improve navigation for text-only browsers, people who use screen readers and keyboard navigation, we use:

- Style sheets
- Font sizes and colours
- Forms, tables and links
- Scripting and browsers

Questions or feedback about our website

We are always open to receiving feedback about our website, and any suggestions you have for improvements when it comes to accessibility. If you'd like to give us feedback, or ask a question, here's how to get in touch with our Passenger Assist team:

- Call them free on **0800 197 1329**
- Dial text relay free on **18001 0800 197 1329**
- Email Passenger.assist@GWR.com or
- Go to **GWR.com**

Ticketing and fares

Booking your tickets with our Passenger Assist team

If you book some support with our Passenger Assist team, they can also book your tickets for you. You will be able to collect your tickets from the station, or if you are planning your journey in advance then we can send them to you in the post.

We are committed to selling tickets impartially and to providing accurate information and advice about your journey and ticket options, irrespective of which train operating company provides the service. Our ticket office staff and Passenger Assist team are familiar with the accessibility of our various types of rolling stock, and they are trained to ensure that the tickets you purchase will be appropriate for your journey. We are exploring options with the providers for our Ticket Vending Machines to improve information and where this is not possible will be placing labels on the machines to make customers aware of the need to ensure that tickets purchased will be appropriate for a journey. Our web site provides similar information for ticket sales.

You'll be able to pick your tickets up from a machine or a ticket office at the station two hours after you book them. If you do, you'll need the card you paid with and the booking reference.

Buying your own tickets

You can also buy your tickets from:

- our station ticket offices
- our self-service ticket machines
- **GWR.com**
- other train operators and their ticket offices
- on the **GWR app**

If due to your disability you can't buy a ticket before you board, you'll be able to buy one (with any discount you're entitled to) on the train or at your destination, without penalty.

If you have a Disabled Persons Railcard

If you have a Disabled Persons Railcard, we'll give you a discount when you buy your tickets online or at the ticket machine. One adult accompanying you can also travel at the reduced fare. At the ticket office, you just need to show your railcard when you buy them. You also need to carry your railcard when you travel, so our ticket inspectors can make sure you have the right tickets.

Full details on how to get a railcard can be found on:

- Website: **Disabledpersons-railcard.co.uk**
- Email: **Disability@raildeliverygroup.com**
- Call: **0345 605 0525***
- Minicom/Textphone: **0345 601 0132*** (for people with hearing impairments)

* Standard network charges apply. Calls from mobiles may be higher

For more details on the discount and how to get a railcard, go to **Disabledpersons-railcard.co.uk**

If you have a Senior Railcard

If you're aged 60 or over, you can get a Senior Railcard. This gives you a third off standard and first-class tickets across the UK. You can buy it online, on the phone or at any staffed station with your passport or UK driving licence as proof of age. You can find out more:

- at your local ticket office
- from National Rail Enquiries on **03457 48 49 50***
- at **Senior-railcard.co.uk**
- Email: **Railcardhelp@railcards-online.co.uk**

* Standard network charges apply. Calls from mobiles may be higher

If you don't have a Railcard

If you are visually-impaired

If you are a visually-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 / Standard Anytime Single or Return – 34% off
- First / Standard Anytime Day Single – 34% off
- First / Standard Anytime Day Return – 50% off

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

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

Season tickets – you can be issued with one adult season ticket to cover two persons; the two travelling for the price of one. A different companion may travel with you on different days.

If you remain in your wheelchair for a rail journey

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

The same discount will apply to one person travelling with you.

Ticket machines

We've fitted self service ticket machines at many of our stations over the last few years. All of them are designed to comply with the Department for Transport's 'Accessible train station design for disabled people: a code of practice' and they all give a discount for people with the Disabled Persons Railcard, and their companion.

Some stations also have 'ticket collection only' machines to allow tickets bought in advance online or over the telephone to be easily collected.

Ticket gates

Some of our stations have automatic ticket gates. This means you need a valid ticket to get on to the platforms. There's always at least one wider, manual gate for people in a wheelchair and people with reduced mobility. There will always be a member of staff to help you when the gate is closed. Otherwise, the gate will be open so you can get through.

Purchase of advance tickets

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

Booking assistance when purchasing tickets

When buying tickets through our Passenger Assist team with a Disabled Persons Railcard, our staff are trained to ask you if you require assistance with any aspect of your journey. They will be able to arrange assistance and tickets as part of the same transaction.

Alternative transport

Arranging replacement transport

Some of our stations may not be fully accessible to you, due to constraints of the location. We are always happy to arrange other transport for you if you are unable to use the station to make the journey you wish.

You can check the accessibility of your local station through **[GWR.com/stations](https://www.gwr.com/stations)**

If your local station or the station you need to get to is not accessible you just need to let us know by 10pm on the day before you travel. Our passenger assist team will talk you through your journey options and find out what support you need. We aim to ensure that you are able to make as much of your journey by rail as possible. However, for those parts of the journey where this is not possible, we will arrange alternative transport that is accessible to you, to the nearest or most convenient accessible station.

Sometimes, if the platform you need isn't accessible, we may ask you to go to the next accessible station, then come back to your destination station to a more accessible platform. We only do this if there are frequent trains to your station, and we never charge you more.

If we run a replacement bus service

If a bus service is required to replace a particular train, GWR will provide accessible options wherever possible, and only use vehicles that are not fully accessible when all other options have been exhausted.

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.

In the event that a customer's accessibility requirements are not met by the provisioned rail replacement service, GWR will arrange an accessible taxi for them instead.

Arranging a taxi

If you've booked with Passenger Assist, and your train or replacement bus is inaccessible to you, we can organise an accessible taxi free of charge. We can book these from a range of firms and we will make sure the staff at the station you're going to know you're coming in a taxi, so they are expecting you when you arrive.

If you haven't booked assistance in advance, let us know as soon as you arrive and our staff will book one for you, but we can't guarantee there will be one available right away.

Giving you the transport and information, you need

If we need to run replacement transport, we always work hard to give you clear information through, information screens, signs and announcements. We also always make sure staff are available to answer questions and help you on your journey.

We understand that a disruption to our services or facilities can have a big impact on customers with a disability. If there are any problems, we do everything we can to keep the impact to a minimum, and make sure you can get to where you need to be.

If you need information during your journey, our social media team can help. You can contact them on twitter **@GWRHelp** or via WhatsApp on **07890 608043** between 0700 - 2300.

If trains are cancelled or delayed

In cases of delay, disruptions and emergencies, we will ensure that the rail replacement services and taxis provided are accessible wherever possible.

Disability awareness for Alternative Transport Providers

Taxi Providers

All our contracted taxi drivers are given disability awareness training to ensure that they understand the needs of disabled customers and how best they can provide assistance.

Bus/Coach Operators

From 1st April 2021, and where reasonably practicable, we will require all contracted accessible bus and coach drivers to receive disability awareness training as part of the driver's initial training and/or ongoing within their Certificate of Professional Competence training cycle.

Wheelchairs and mobility scooters

If you use a wheelchair or a mobility scooter, we're happy for you to travel with it on our trains. However, there are a few things you need to know.

Wheelchairs

All of our trains take manual or powered wheelchairs that:

- Are no more than 700mm wide
- Are no more than 1200mm long (including the footplate)
- Weigh 300kg or less (including the weight of the customer)

On the platform

When you're using a wheelchair on the platform, please do not exceed speeds of 4mph. Also, please stay behind the yellow line until it's time to board and secure the wheelchair brake when you don't need to move.

On the train

Once you're on board, you can use the wheelchair space. If you can, you can also sit in a seat on the train so you can travel more safely and comfortably.

Mobility scooters

If you have a mobility scooter, we're happy for you to bring it with you, as long as you have a permit. We can take most scooters that:

- Are no more than 700mm wide
- Are no more than 1200mm long
- Weigh 300kg or less (including the weight of the customer)
- Have an anti-tip device

You can find out more and apply for a permit by calling our Passenger Assist team on **0800 197 1329** or go to **[GWR.com/PassengerAssist](https://www.gwr.com/PassengerAssist)**

No GWR trains can safely carry mobility scooters outside the limitations set out in this policy.

On the platform

When you're using a scooter on the platform, please don't go over 4mph. Also, please stay behind the yellow line until it's time to board.

Please take any luggage off your scooter before the train arrives, so it won't affect the balance if you use the ramp. Our staff can help you take the luggage on to the train.

On the train

Once you've got your scooter on board and safely stored, please sit in a seat on the train if you can, so you can travel more safely. Please also follow any advice our staff give you to make your journey safe and comfortable.

If you don't have a permit

We can still take your mobility scooter if it can be folded down – to no bigger than an average large suitcase – because it can go in the luggage rack. Please see luggage section for details of size and weight limits. If you need to fold your scooter to get on the train, please fold it before the train arrives so you're ready to board.

If you need to fold your scooter and it would be easier for you to use a wheelchair to get on the train, just let us know. Most of our accessible staffed stations have a wheelchair on the platform. We can arrange for a member of staff to help you to the train if you need to use it.

Further points

Please also note that for safety reasons, members of GWR staff are unable to lift or physically maneuver the scooter. It is your responsibility to ensure that you can control your scooter and that you can board and alight the train safely. Although we can book assistance on other train companies' services, their scooter policies may differ, including the requirements for scooter permits. We can advise you of these requirements or provide contact details for the relevant train company to ensure your scooter is permitted. This should be done prior to making your journey, if you intend to travel with another train operating company.

Delays, disruption to facilities and emergencies

What we do when there's disruption

We try to let our customers with a disability know in advance about anything that could affect their journeys. Wherever possible, we share information with local groups and councils, as well as customers with a Disabled Persons Railcard who have opted in for updates, in the areas where travel will be affected.

If there's an unexpected problem, we always try to let our customers know as soon as we can, through:

- **GWR.com**
- Our customer information screens, help points and station announcements
- Our email, social media and text alerts
- On the national rail enquires site

Disruption

Disruption to facilities and services can have a significant impact on your level of confidence in travelling on the railway. If you've booked some support through Passenger Assist, we'll let you know if anything is going to seriously affect your journey as soon as we can. If we have your contact details, we'll be in touch to make different arrangements if we need to.

Our staff are trained to anticipate your needs, especially if you have a non-visible disability. They will communicate news of any service disruption and provision of alternative transport to you via the Customer Information Systems or, where possible, in person. On train staff will continually monitor the train they are working on and will help assist and advise passengers when disruption does occur.

We have Help Points at all our unstaffed stations, which can connect you to someone who can help provide journey information for 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 aurally as soon as possible. When a change occurs, our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible.

When disruption causes the cancellation or alteration of train services, we will provide you with accessible substitute transport. This will be done without additional charge. Our rail replacement team has contractual arrangements with bus and taxi operators across the GWR network, including securing, wherever possible, the provision of accessible vehicles. When train services are replaced with buses, we will endeavor to secure accessible buses from local operators. When this is not possible, we will book a taxi that is accessible to you. Our staff, supported by our rail replacement team, have the authority to do all that is reasonably practicable to arrange suitable substitute services for you in such circumstances.

If you require any support or information during disruption, we would advise speaking to staff. However, if they are not available, you can get in contact with us through either:

- Using the Help Points at each station
- Twitter using **@GWRHelp**
- WhatsApp on **07890 608043**
- Calling Passenger Assist team on **0800 197 1329**

Disruption to our facilities

We work hard to make sure all of our accessible information equipment works properly. If there's ever a problem, we fix the fault as soon as we can. We make sure the information you need is available from our staff, posters and the Passenger Assist team in the meantime.

If there's an emergency

Keeping our customers safe is our priority. So, when it comes to handling an emergency, we do everything we can to give customers the support they need.

We display safety information in all our trains about what to do in the rare event of an emergency. Our evacuation guidelines are either in the areas by the doors, on the coach walls or alongside the seats.

Supporting people with a disability in an evacuation

Our emergency plans for our stations and trains include information about how to support people with a disability in an emergency. We train all our train crew on evacuation procedures and our staff will supervise any action that needs to be taken in the event of an emergency, either at a station or on a train.

If there's an emergency, the safest option is nearly always for customers to stay on the train until our staff have fully assessed the situation. If we need to evacuate the train, the safest place to do it is at a station.

In order to minimise the risk of causing injury to you in an evacuation, we will only evacuate wheelchair users during an emergency if the situation is life threatening. Based on the type of incident and the risks involved, we will move you to a safer part of the train until arrangements can be made to move the train to the nearest station. We will endeavour to make sure that you are always accompanied. If it becomes necessary to evacuate a train between stations, we will work closely with the emergency services to attend and provide assistance with the evacuation.

Providing guidelines in different formats

To make it easier for people with learning difficulties or disabilities, and for people who don't understand English, we use pictures to make our guidelines as clear as possible.

Our train crew can give out Braille versions of our safety leaflets to blind or partially sighted customers. At the moment, we can't provide Braille versions on our 'driver only' services. But you can get a free copy from our Passenger Assist team on **0800 197 1329** before you travel.

Station facilities

Left luggage

We don't have any facilities for storing luggage at any of our stations.

If you're using London Paddington, which is managed by Network Rail, there's a Left Luggage Office on Platform 12 with step-free access. It's run by the Excess Baggage Company and open 0700 to 2300, Monday to Sunday.

Blue Badge parking

We've set up a programme to make sure our station car parks have a suitable number of designated parking bays for customers with a disability.

If a car park has fewer bays than the number specified in the Code of Practice, we report on the average weekly usage of the bays in the car park and review this every six months.

Whenever we find there's a significantly larger demand for more bays in a certain car park, we add more, and we address any bays that currently don't meet the dimensional guidelines for wheelchair access, when renovating car parks.

We locate these spaces in the most suitable place to ensure you will have easy access to our stations. Usually these spaces are located as close to the main station entrance as possible. Spaces for Blue Badge holders are marked with the International Symbol for Access on the ground.

Making sure the bays are used properly

If we find people without a current International Blue Badge using a designated bay, they will get a Parking Charge Notice or, in exceptional cases, we will prosecute them under Railway Byelaw 14.

The Blue Badge scheme

Parking is free for all customers displaying a current International Blue Badge at a GWR managed station. If there aren't enough designated Blue Badge parking bays, customers with a disability can park in a non-designated bay free of charge, as long as they display their current International Blue Badge in their vehicle. At car parks that are monitored by Automatic Number Plate Recognition (ANPR) there may be additional procedures required, so please see local signage.

Third party provided facilities

We're always working hard to improve the accessibility of station facilities provided by a third party. For example, we work closely with local authorities and taxi associations to provide, where possible, accessible taxis at the ranks managed by GWR. We also encourage the owners of shops or cafés at our stations to make them as accessible as possible. While it is recognised that third-party service providers have their own responsibilities under the Equality Act, our sub-leases with our tenants contain a standard clause that compels them to comply with all relevant statutes to ensure that any services and facilities provided by others at our stations are as accessible as possible.

Replacement facilities

We will 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. toilets, shelters, as a result of the breakdown, alteration or removal of facilities).

Station entrances

Accessible entrances and exits

We work with Network Rail and the Department for Transport to provide step-free access to our stations where we can.

If we're considering closing an entrance to one of our stations, even temporarily because of things like building work, we always consider the needs of disabled people and where necessary would consult with Department for Transport, Transport Focus and local access groups first. We will also comply with the agreed code of practice with regards to mandatory standards regarding unobstructed progress during building works. If we do close an entrance, we make sure there's another clear way in and out of the station.

Redress and compensation: Passenger Assist – what to do if our assistance fails

All individual train operating companies have their own recompense policies, which can be found within their own Accessible Travel Policies. If you travel with GWR and your booked assistance fails, you will be compensated. If GWR fail to provide your booked assistance this will be 100% of the cost of a single ticket, or 50% if a return ticket is held. If another train company was responsible for the failure, you can contact them directly, or we can liaise with them on your behalf and provide you with a full explanation in response, including why it happened and what mitigating actions we intend to take as a result.

The compensation scheme set out above does not limit or exclude your other legal rights to compensation under the Consumer Rights Act 2015, or Equalities Act 2010. If you believe this applies to your journey, please contact our Customer Support team who will take each case on its merits and respond appropriately.

You can contact our customer support team through either:

- **GWR.com** and filling in our online form
- Calling **03457 000 125***
- Emailing **GWR.Feedback@GWR.com**
- Write to us at **Freepost GWR CUSTOMER SUPPORT**

* Standard network charges apply. Calls from mobiles may be higher

Where assistance has not been provided due to a delay, and both Delay Repay and Assisted Travel redress could apply, you will be entitled to whichever value is the highest but will not be able to claim both.

For information regarding your rights when you are travelling as a consumer, including under the Consumer Rights Act 2015, see **[Gov.uk/consumer-protection-rights](https://www.gov.uk/consumer-protection-rights)**

Strategy and management

Strategy

We know some of our older customers and customers with disabilities need support when they travel. We want to treat them fairly, and make sure all our trains and stations are as accessible as they can be.

We have made a commitment to an ongoing programme of improvement to accessibility for as long as we have the franchise.

Whatever work we do, we do it with the Equality Act in mind and ensure it's in line with the standards set out by the Department for Transport in 'Design Standard for Accessible Railway Stations' (Code of Practice). We also work with the standards from the European 'Technical Specification of Interoperability for Persons of Reduced Mobility' (PRM TSI). Whilst we will exhaust every possible avenue, should we not be able to meet these standards on stations, we will consult with the DfT at the earliest stage in the design process so that suitable alternatives can be considered, and dispensation sought from the Code of Practice.

When the COVID-19 position allows, GWR will continue to invest in improvement schemes during the current franchise to improve the facilities for disabled customers.

GWR is committed to the continuous improvement of services and facilities for disabled people. We believe that when you travel with us you should expect high standards of service on your journey. We work alongside our industry colleagues ORR, Network Rail, local authorities, DfT, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Community Rail Partnerships, Rail Ombudsman and other stakeholder organisations, especially those representing all customers, to further improve the services, products, facilities and information we provide. We believe that you have the right to safe, comfortable, punctual and seamless journeys, and we will work to broaden accessibility and equality on GWR throughout the franchise.

Improving access and services on GWR

We will be improving access and services as follows:

- **New Passenger Assist app:** We will support the Rail Delivery Group roll-out the national Passenger Assist app, which will enable you to book Passenger Assist journeys, letting our staff know you are coming.
- **Passenger Assist Survey:** we will continue to conduct a monthly survey of our Passenger Assist service, to complement the ORR's national survey of Passenger Assist users, to help us better understand your needs, and make improvements to our customers' journeys.
- **Closer professional collaboration:** GWR will work closely with our customers and stakeholders across the network to help improve the service further.
- **Greater station investment:** we will continue to invest in accessibility features for our stations, until the end of our current franchise.

Management arrangements

Executive responsibility

We think about accessibility in everything we do. We make it part of our business planning, and keep track of our progress by measuring, reporting and adjusting to make sure we're meeting our accessibility goals. Here's how we do it.

Our Business Assurance Director is responsible for our Accessible Travel Policy, and makes sure:

- We review it every year
- We include it in our business plans and at the planning stages of all our major projects
- We consider what people with a disability need at every stage of our work
- People with a disability are represented at board level and communications from the board can be cascaded, with the rest of the organisation, through the Managing Directors Monthly telephone conference calls and internal publications.

Our Engineering Director is responsible for making sure that whenever we refurbish our trains, we do it in line with:

- Our Accessible Travel Policy
- The standards set out in the Code of Practice
- The Rail Vehicle Accessibility Regulations
- The PRMTSI.

Giving our staff everything they need

We make sure all our managers and staff know their responsibilities to our vulnerable customers, which includes customers with a disability, with training programmes, online learning modules, internal publications, online information and briefings.

We will provide regular briefings that are given to frontline managers and safety critical employees. All employees receive updates on the company's policies and procedures relating to disabled customers, diversity and inclusion, through their regular briefing sessions.

All staff receive disability awareness training. Additionally, we train all staff who work directly with customers to give them the skills and knowledge they need so they know exactly what to do when it comes to meeting the needs of our customers.

Protecting and improving your access to rail services is an integral part of our business strategy and is supported by the GWR Board of Directors. Accountability for owning and developing our Accessible Travel Policy rests with our Business Assurance Director. Acting as a sponsor, this role will liaise with relevant managers throughout GWR, to ensure compliance with the Accessible Travel Policy.

The Mobility and Inclusion Manager, 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.

Monitoring and evaluation

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

Our key performance indicators are:

- Total number of customers who have booked assistance;
- Total number of customers who have booked assistance and were satisfied/dissatisfied;
- Total number of complaints we received about issues relating to disabled travel;
- Total number of complaints received as a percentage of the booked journeys; and
- Total number of employees who have received disability awareness training

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

We will review this policy and report to the ORR with details of the achievements of objectives, new initiatives to improve our service to disabled customers and any difficulties we have encountered with the implementation of this policy.

Access improvements

We are committed to complying with PRM-TSI (Persons with reduced mobility technical specification for interoperability) and the Code of Practice when installing or refurbishing trains and facilities at stations. We also commit to applying for derogations against the PRM-TSI and/or dispensations against the Code of Practice when necessary, after every effort has been made to comply with the relevant requirements.

Trains

All our services are provided by trains that are accessible and compliant with accessibility requirements.

Stations

Access varies across all the stations we operate. In accordance with the DfT's Access for All programme and in partnership with the DfT, Network Rail, local authorities and businesses we will work to secure funding for and develop an ongoing strategy to improve the accessibility of our network in accordance with the standards required by the Code of Practice. Details of the accessibility at each individual station can be found at **[GWR.com/stations](https://www.gwr.com/stations)** and **[Nationalrail.co.uk/stations](https://www.nationalrail.co.uk/stations)**

We've been doing a lot of work to ensure our stations are accessible and plan to carry on making changes for as long as we have the franchise. We are working with the Department for Transport and Network Rail to add platform lifts and ramps wherever we can. We also work with local authorities to find other ways to improve our stations, so we can make travelling by train more accessible. Our aim is to improve accessibility at all our stations and we will do so as funding is made available. Some of the stations outstanding, require substantial civil engineering work.

Recent improvements have been implemented at the following stations in the last 12 months:

- Improvement of wayfinding on the Severn Beach line.
- Improvements to stairs at Bugle.
- Improvements to step free walking route between platforms at Truro

Working with disabled passengers, local communities and local authorities

We work with a variety of groups and committees to make travelling with us, and on public transport generally, better for older people and people with a disability.

Consulting on issues that affect people with a disability

We consult with the Department for Transport, Transport Focus, London TravelWatch, TravelWatch South West and the Disabled Persons Transport Advisory Committee. We also use mystery shoppers with disabilities who feed back to us on all aspects of our services.

We also work with:

- Members of Parliament
- Members of the Senedd and Welsh Government
- 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
- Station adoption groups
- Passenger watchdogs
- Charity and Community groups
- Customers through our Advisory Board and Meet the Manager events.

Our Customer Panels

We usually hold customer panels across our network with an aim to visit each of the regions we operate within – the East, London, Central, the West and South Wales at least once a year. We try and hold them in a central location and away from the station. The meetings provide an opportunity for those who use our services to tell us what they think and for us to share information about current issues and what is happening across the network.

Due to the pandemic we have not been able to hold these meetings and are instead sending regular email updates to our customer panel members and making plans to move the meetings to an online platform. As soon as it is safe to do so we expect to resume our physical meeting plans subject to any Emergency Measures Agreement approvals that might be in place at the time.

Our customer panel is open to all customers. You don't need to be part of any particular group - it is individual experiences of GWR we want to hear about.

GWR hold a regular Accessibility Panel, comprising of disabled passengers and users of Passenger Assist, with whom we can consult on accessibility issues, such as options for access improvements, raising awareness of assisted travel and developing new initiatives. Customers that would like to be involved in this should e-mail **MobilityAndInclusion@GWR.com** or speak with the Passenger Assist team on **0800 197 1329**.

Our Advisory Board and other stakeholders

In preparing our accessibility and inclusion proposals for GWR and the development of our accessibility policies, we consulted with a cross-section of disability stakeholders. Alongside this, key organisations that represent the interests of customers with disabilities – including ORR, DPTAC, DfT and Transport Focus. We arrange meetings with other stakeholder groups as often as we need to.

We customarily hold two conferences a year, an annual Stakeholder Conference and an annual Community Rail Conference, along with an annual networking event for members of Local Enterprise Partnerships. We have not been able to hold a Community Rail Conference this year due to the pandemic, but we are making plans for a virtual stakeholder conference and for digital workshops and seminars to discuss forward plans. As soon as it is safe to do so we expect to resume our physical meeting plans subject to any Emergency Measures Agreement approvals that might be in place at the time.

What we discuss at the meetings varies – and sometimes the groups will set their own agenda for what they want to talk about. These meetings are a great way for us to find out what people think of our services.

We will actively promote the availability of Passenger Assist, meeting local disability groups and making promotional material such as the Assisted Travel leaflet "Helping make rail accessible for elderly and disabled available to stakeholders highlighting and promoting the service available to them.

Having access to the expertise of our customers and stakeholders, as well as the feedback they give us, is really important. It helps us develop our services, look at ways to improve the things our customers are concerned about, and give all our customers the best possible experience.

Staff training

At GWR, we provide our staff with the tools and information to do their job. One important aspect of this, is providing an extensive disability awareness training course. This course covers various areas of disability, as well as:

1. Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion.
2. Equality Legislation: exploring and understanding the Equality Act 2010.
3. Defining Disability: an introduction to the various definitions of disability and the appropriate terminology.
4. Recognising passengers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance.
5. Railway Regulatory Framework: understanding regulations and policies that are relevant within the railway industry
6. Passenger Assist: how it works for disabled passengers and the staff's role in delivering the service
7. Communication: finding a way to communicate with disabled people with patience, respect and dignity.
8. Accessibility in stations: the identification of accessible features at the stations where staff work as well as at the key destination stations on the network
9. Providing safe assistance: duties and process to ensure that both staff and passengers remain safe at all times.

This one-day bespoke training course is part of our corporate induction training for all front line staff. We have also been re-training existing front-line staff, to ensure they have attended the most relevant and up-to-date course we provide. This training course was delivered and designed with the input and involvement of various disabled and elderly people, to ensure we provided a true reflection of the needs of our customers.

Providing Government and Public Health England Guidance continues to allow, all new staff, including senior and key managers, will as part of their induction, receive disability awareness training in a predominantly classroom-based setting, that delivers the mandatory training outcomes required by the ORR.

This training will be continually reviewed, and refresher training provided, currently every two years.

Our employees also undertake disability training as part of any safety critical training, competency management assessments and local safety briefings. We will ensure that staff receive the training relevant to their roles with regards to:

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

Our Passenger Assist team also receive specific briefings relating to their job role, such as; using a text-phone and checking databases to ensure the best possible journey advice is given to customers with disabilities.

Where reasonably practicable our agency staff, contact center staff and staff contracted on a temporary basis, that interact directly with passengers, will receive a condensed version of the disability awareness training that delivers the mandatory training outcomes required by the ORR.

At the time of submitting our Accessible Travel Policy for review we ensured that all statistics, legislation and language used in our disability training course are up to date.

The training we provide will ensure all of our staff have the skills and knowledge to enable them to best meet the needs of customers with a disability.



Great
Western
Railway

Making Rail Accessible

Helping Older and
Disabled Passengers

February 2021

Contents

Introduction	2
Assistance: What is available and how to obtain it	3
What to Expect: our commitment to passengers at every stage of the journey	9
Common features found on our trains	21
Redress and Compensation	26
Where to get more Information	28

Introduction

Welcome to Great Western Railway. We want everyone who travels with us to have a safe and enjoyable journey and this leaflet gives you a key overview of our Passenger Assist service for elderly and disabled passengers.

You'll find details of:

- What assistance is available and how to get it
- What to expect from us and our commitment to you
- If things do not go as planned
- Where to get more information and how to get in touch.

Assistance

What is available and how to obtain it

Booking Assistance

Passenger Assist is a national system used by all train operating companies, which allows us to make the necessary arrangements for your journey. If you have a disability, non-visible disability or are elderly you can pre-book assistance with just one call to our dedicated team. We can make sure you get all the help you need for your journey and will arrange everything, including changes and connections that involve other train companies. You just need to let us know by 10pm (2300) on the day before your trip* and we will:

- help you find your nearest station with the best facilities for you
- help you plan the easiest route for your journey
- make sure our staff know you're coming and what support you need
- give you all the help we can along the way – around the station and on the train.

* From 1 April 2021, you will just need to let us know up to 6 hours before you travel.

We can also give you advice about the trains and stations you want to use, and how accessible they are. If they're not accessible for you, our Passenger Assist team will talk you through your journey options and find out what support you need. We aim to ensure that you are able to make as much of your journey by rail as possible. However, for those parts of the journey where this is not possible, we will arrange alternative transport that is accessible to you, to the nearest or most convenient accessible station, free of charge.

Our Passenger Assist team are available between 0600 and 2300 every day except Christmas Day. They can help plan your journey, book your assistance, sell tickets and make seat reservations for you. To contact them:

- call them free on **0800 197 1329**
- text relay on **18001 0800 197 1329**
- email **Assisted.travelteam@GWR.com**
- book through **GWR.com/PassengerAssist**

Once they've arranged everything, they'll send you confirmation of what has been booked.

For Immediate Travel

You can turn up at any station that is accessible to you and request assistance onto a train from a member of staff. We would recommend arriving 30 minutes before your train is due to depart, to ensure staff are able to provide the assistance required. If a station is unstaffed and you require assistance, please call our Passenger Assist team, on **0800 197 1329**, or alternatively use the help point located on the platform. We will provide the help you need as quickly as possible.

The accessibility features and staffing hours of all our stations are detailed on the National Rail Enquiries website at **Nationalrail.co.uk** or our own website **GWR.com/stations**

During times of disruption, or if you wish to travel to or from a station which you cannot access without assistance, it may be necessary to provide alternative transport (at no additional cost to you) to an alternative station. Please be aware this may take some time to provide whilst we source a vehicle appropriate to your needs.

Assistance available

Passenger Assist offers a variety of help for our disabled and elderly passengers. This includes:

- Booking assistance for getting on and off the train, as well as getting to and from the platform. This includes help at staffed stations connecting between train services and from the platform to the station entrance.
- When booking your assistance, 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. If our team believes there is a reasonable risk of you not being provided with sufficient assistance at any stage of your journey, they will provide an alternative journey plan, assistance or alternative transport to get you to your destination.
- Requesting a ramp to be provided for getting on and off the train.
- Assistance around the station and to the platform, including when connecting between different train services.
- Requesting help with luggage. Please bear in mind the weight, size and quantity of luggage as our staff must be able to lift the item(s) safely. You may bring with you up to two large items (no heavier than 23kg) and one small item free of charge.

- Making seat reservations, including for dedicated wheelchair user spaces or priority seats on trains, as well as other operators.
- Providing information and reservations for travelling with scooters or other mobility aids.
- Purchasing travel tickets, (including, where available cheaper advance fares). This can be done at the same time you call to book assistance, all within a single transaction.
- Checking the accessibility and facilities on trains and stations across the UK rail network.

Sunflower lanyard scheme



GWR participates in the Sunflower Lanyard and help card scheme. This is a project that is designed to assist customers with non-visible or hidden disabilities.

Wearing the Hidden Disabilities Sunflower lanyard or showing people your sunflower help card discreetly indicates to people around you including staff, colleagues and health professionals that you may need additional support, help or a little more time.

Supporting the Sunflower scheme is our way of showing customers that we care about everyone that uses our network and we want to make it as easy as possible for them to travel with us. The lanyards and help cards are available free of charge from many station ticket offices or alternately by contacting our Assisted Travel team on **0800 197 1329**.

What to expect

Our commitment to passengers at every stage of the journey

Before you Travel - Journey Planning and Information

We know how important it is for you to have plenty of information when you travel by train, both before and during your journey. It is our aim to provide you with information that is accessible, accurate, relevant, consistent, up-to-date and easy to understand.

Information about accessibility of our stations and trains

Information about the accessible services and facilities that are available at our stations can be found on our website, at **GWR.com/stations** and on request. This will include details about; disabled parking, staffing hours, accessible toilet provision and accessibility of the station and platforms.

You can find a description of what facilities our trains have, and the routes they generally take, in our rolling stock information booklet that can be found on our website **GWR.com/PassengerAssist**

You can also obtain this information by

calling us on **03457 000 125***, or text relay on **18001 0800 197 1329**.

Information about your journey

You can get the latest Information about train times, including delays and planned improvement work:

- at **GWR.com**
- on our Facebook page: **facebook.com/GWRUK**
- on our Twitter account: **@GWRHelp**
- by calling our Passenger Assist team on **0800 197 1329**
- by calling National Rail Enquiries on **03457 48 49 50*** or textphone **0345 60 50 600***
- by calling National Rail Enquiries' Welsh language service on **0345 60 40 500***
- using the Train Tracker™ text service – text 'dep' then the station you need to **84950** to get real-time information (texts cost 25p plus your normal network rate)
- by calling the Train Tracker™ speech recognition system on **03457 48 49 50**, which will tell you the latest train times*

*Standard network charges apply. Calls from mobiles may be higher.

Our booking offices and customer information points are the easiest places for customers with a disability to get the information they need. Many of these are equipped with induction loops and low-level counters. Our staff can give you details about the facilities, services and level of accessibility at all railway stations in the UK, as well as answering your questions about your journey – including about train times and connections.

We also provide a GWR app for a smartphone, which provides up to date journey information.

Ticketing and Fares

If you book some support with our Passenger Assist team, they can also book your tickets for you. If seats are reservable, they can reserve seats and wheelchair spaces for you. For services without reservations, the Passenger Assist team will still book your assistance for your whole journey and our station and onboard team will help you find a suitable space on the train. You will be able to collect your tickets from any station that has a ticket office or ticket vending machine, or if you are planning your journey in advance, then we can send them to you in the post.

We aim to ensure that disabled customers travelling in family groups or with companions, are booked to sit close together, wherever practicable. On trains that are not reservable, staff on the train or at the station will assist you in finding suitable seats.

We are committed to selling tickets at a fair price, whether the ticket is for our network or not, and to provide you accurate information and advice about your journey and ticket options. Our ticket office staff and Passenger Assist team are familiar with the accessibility of our various types of rolling stock, and they are trained to ensure that the tickets you purchase will be appropriate for your journey. We are exploring options with the providers for our Ticket Vending Machines to improve information and where this is not possible will be placing labels on the machines to make customers aware of the need to ensure that tickets purchased will be appropriate for a journey. Our website provides similar information for ticket sales.

You'll be able to pick your tickets up from a machine or a ticket office at the station two hours after you book them. If you do, you'll need the card you paid with and the booking reference. Station staff can also help you collect your tickets if necessary.

Buying your own tickets

You can also buy your tickets from:

- our station ticket offices
- our self-service ticket machines
- at **GWR.com**
- other train operators and their ticket offices
- on the **GWR app**

If, due to your disability you are unable to

buy a ticket before you get on the train, you'll be able to buy one (with any discount you're entitled to) on the train or at your destination, without penalty.

If you have a Disabled Persons Railcard

If you have a Disabled Persons Railcard, we'll give you a discount when you buy your tickets online or at the ticket machine. One adult accompanying you can also travel at the reduced fare. At the ticket office, you just need to show your railcard when you buy them. You also need to carry your railcard when you travel, so our ticket inspectors can make sure you have the right tickets.

Full details on how to get a railcard can be found on:

- Website: **disabledpersons-railcard.co.uk**
- Email: **disability@raildeliverygroup.com**
- Call: **0345 605 0525***
- Minicom/Textphone: **0345 601 0132**
(for people with hearing impairments)

* Standard network charges apply. Calls from mobiles may be higher

If you have a Senior Railcard

If you're aged 60 or over, you can get a Senior Railcard. This gives you a third off standard and first-class tickets across the UK. You can buy it online, on the phone or at any staffed station with your passport or UK driving licence as proof of age. You can find out more:

- at your local ticket office
- from National Rail Enquiries on **03457 48 49 50***
- at **senior-railcard.co.uk**
- Email: **railcardhelp@railcards-online.co.uk**

* Standard network charges apply. Calls from mobiles may be higher

If you don't have a Railcard

If you are visually impaired

If you are a visually-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/Standard Anytime Single or Return – 34% off
- First/Standard Anytime Day Single – 34% off
- First/Standard Anytime Day Return – 50% off

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

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

Season tickets – you can be issued with one adult season ticket to cover two persons; the two travelling for the price of one. A different companion may travel with you on different days.

If you remain in your wheelchair for a rail journey

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

The same discount will apply to one person travelling with you.

Ticket machines

We've fitted automatic ticket machines at many of our stations over the last few years. All of them are in line with the DfT's 'Design standards for accessible railway stations: a code of practice' (Code of practice) when it comes to accessibility. All give a discount for people with the Disabled Persons Railcard, and their companion.

Some stations also have 'ticket collection only' machines to allow tickets bought in advance online or over the telephone to be easily collected.

Wheelchairs

Wheelchairs can be carried, in the designated spaces, on all of our trains so long as they fit within the following dimensions:

- are no more than 700mm wide
- are no more than 1200mm long (including the footplate)
- weigh 300kg or less (including the weight of the customer)

If your wheelchair exceeds the above dimensions, please contact our Passenger Assist team on **0800 197 1329** as they may be able to reserve you on a train which can accommodate your wheelchair.

Mobility scooters

Some powered scooters are meant for road use and cannot be used on trains, so please check the dimensions with us to ensure it is okay to use on our trains.

For this reason and because our trains have different internal configurations, we request that for powered scooters, you must obtain an GWR scooter permit prior to travel in order to board an GWR train, even where your scooter may already meet the dimensions criteria. This is because, with so many different types of powered scooters in use, this permit will ensure that our staff can readily recognise that your powered scooter can be safely transported on our trains.

We can take most scooters that:

- are no more than 700mm wide
- are no more than 1200mm long
- weigh 300kg or less (including the weight of the customer)
- have an anti-tip device

You can find out more and apply for a permit by calling our Passenger Assist team on **0800 197 1329** or go to **[GWR.com/PassengerAssist](https://www.gwr.com/PassengerAssist)**

When you're using a scooter on the platform, please don't go over 3–4mph and for your own safety, please stay behind the yellow line until it's time to board. Also please take any luggage off your scooter before the train arrives, so it won't affect the balance if you use the ramp. Our staff can help you take the luggage on to the train.

If you need to fold your scooter, and it would be easier for you to use a wheelchair to get on the train, just let us know. Most of our stations have a wheelchair on the platform. We can arrange for a member of staff to help you to the train if you need to use it.

On the train

Once you've got your scooter on board, please sit in a seat on the train if you can, so you can travel more safely. Please also follow any advice our staff give you to make your journey safe and comfortable.

If you don't have a permit

We can still take your mobility scooter if it can be folded down – to no bigger than an average large suitcase – because it can go in the luggage rack. Our staff can help you take the luggage on to the train.

At the station

Our website contains information about the facilities and accessibility features at every station we manage. You can also find information on station facilities on the national rail website:

- **[GWR.com/stations](https://www.gwr.com/stations)**
- **nationalrail.co.uk/stations**

If you've booked assistance, please let a member of staff know when you arrive at the station for your journey. It's best to arrive at the station in plenty of time for your train. When the train arrives, we will make sure you, and any luggage, are successfully boarded, seated or in a wheelchair space. We have portable ramps at all our accessible staffed stations and on trains. The staff will then tell your destination station that you are travelling, so the team there can meet you when you arrive.



We have designated meeting points at all our staffed stations. These are for customers who have booked assistance to know where to meet our staff and information on their location can be found at **[GWR.com/stations](https://www.gwr.com/stations)** and the National Rail website. Where assistance has not been arranged in advance, please speak with a member of our station or train staff and we'll do our best to support you. However, we can't guarantee we'll be able to give you the same level of help. For example, our staff may not be freely available when you need them, and there may not be any alternative transport available at short notice, so it may take longer to arrange.

If you need help when you get to an unstaffed station, you can call our Passenger Assist team on **0800 197 1329**, which is also on the welcome board at the station, or press the information button on the platform help point and speak to someone who can help assistance or transport to get you to your destination.

On the train

We have an in-depth guide to all our trains and the facilities on them, which can be found on **[GWR.com/PassengerAssist](https://www.gwr.com/PassengerAssist)**

Common features found on our trains

Designated Wheelchair Spaces; These spaces are prioritised for wheelchair/scooter users and our on board staff will ensure the area is kept free for wheelchair users.

Accessible Toilet; Accessible toilets are situated near the wheelchair spaces.

Seats / Priority seating; There are clearly labelled priority seats on our trains, usually near the doors.

If you're disabled, pregnant, 65 or over, or travelling with a child under 3 and you need to sit down when you travel, you are eligible for a Priority Seat Card. That way, when you ask someone for their seat, you can show your card without having to explain anything.

To check if you can get a card, call our Passenger Assist team or go to **[GWR.com/PassengerAssist](https://www.gwr.com/PassengerAssist)**

Trains – aural and visual information

We are committed to providing important aural and visual travel information in a variety of ways so that it can be accessed as easily as possible. Our on-board staff are trained to give announcements and all our trains provide automated information throughout the journey (except the Night Riviera service). Most of our trains also have scrolling information screens, that provide journey information of that service. If your disability means that you are unable to hear the on-board announcements, please advise a member of staff so that alternative arrangements can be made.

During all journeys on our trains, our announcements let customers know what the next station is. We make these announcements in plenty of time for customers with a disability to get ready to leave the train safely.

We want your journey to be as comfortable and stress-free as possible. If there are any aspects of your journey that you are not sure about, or if you require further support, please ask the station or train crew who will do their best to help.

Assistance Dogs

We're more than happy to welcome you, and your registered ADUK guide or assistance dog on all our trains, including on our Night Riviera service where your dog can stay in the berth with you for no extra cost. If you book assistance through our Passenger Assist team, they will reserve the seat next to you in seated accommodation, wherever possible, to ensure adequate space for the assistance dog.

Assistance on arrival

When a train terminates at a station, we will help you to alight from the train as soon as practical and within five minutes of the train's arrival time. This assistance may be provided by GWR station colleagues, other train operating staff or from our onboard staff.

If things do not go as planned

We try to let our customers with a disability know in advance about anything that could affect their journeys. If there's an unexpected problem, we always try to let our customers know as soon as we can, through:

- **GWR.com**
- our customer information screens, help points and station announcements
- our email, social media and text alerts
- on the national rail enquires site

We will assist you at times of disruption, delay or emergency and provide compensation should we fail to provide your booked assistance. Where disruption and delays do occur, we will do everything we can to ensure that you are able to continue your journey.

If you've booked assistance, we'll let you know if anything is going to seriously affect your journey as soon as we can. If we have your contact details, we'll be in touch to make different arrangements if we need to.

Our staff are trained to anticipate your needs and will communicate news of any service disruption and provision of alternative transport to you via the Customer Information Systems or, where possible, in person. Our train staff will continually monitor the train they are working on and will help assist and advise passengers when disruption does occur.

At unstaffed stations you can call our Passenger Assist team, whose phone number is on the welcome board at the station or press the information button on the platform Help Point and you'll be able to speak to someone who can help.

You can also get in contact with us by either:

- Twitter using **@GWRHelp**
- WhatsApp on **07890 608043**
- Calling Passenger Assist team on **0800 197 1329**

If there's an emergency

Keeping our customers safe is our priority. So, when it comes to handling an emergency, we do everything we can to give customers the support they need.

We display safety information in all our trains about what to do in the rare event of an emergency. Our evacuation guidelines are either in the areas by the doors, on the coach walls or alongside the seats.

Supporting people with a disability in an evacuation

Our emergency plans for our stations and trains include information about how to support people with a disability in an emergency. If there's an emergency, the safest option is nearly always for customers to stay on the train until our staff have fully assessed the situation. If we need to evacuate the train, the safest place to do it is at a station. So, unless the situation is life threatening, we ask our customers with a disability to stay on the train until the emergency services arrive.

Our stations have evacuation plans which take into account the needs of disabled passengers. In an emergency, trained staff, and the emergency services if necessary, will help you get to a safe place. If we need to evacuate an unstaffed station, we will use the station Public Address system to alert you.

Redress and compensation

Passenger Assist - What to do if our assistance fails

If we don't give you the support, you booked

All individual train operating companies have their own recompense policies, which can be found within their own Accessible Travel Policies. If you travel with GWR and your booked assistance fails, you will be compensated. If GWR fail to provide your booked assistance this will be 100% of the cost of a single ticket, or 50% if a return ticket is held. If another train company was responsible for the failure, you can contact them directly, or we can liaise with them on your behalf and provide you with a full explanation in response, including why it happened and what mitigating actions we intend to take as a result.

The compensation scheme set out above does not limit or exclude your other legal rights to compensation under the Consumer Rights Act 2015, or Equalities Act 2010. If you believe this applies to your journey, please contact our Customer Support team who we will take each case on its merits and respond appropriately.

You can contact our customer support team through either:

- **GWR.com** and filling in our online form
- Calling **03457 000 125***
- Emailing **GWR.Feedback@GWR.com**
- Write to us at
Freepost GWR CUSTOMER SUPPORT

* Standard network charges apply. Calls from mobiles may be higher

Where assistance has not been provided due to a delay, and both Delay Repay and Assisted Travel redress could apply, you will be entitled to whichever value is the highest but will not be able to claim both.

For information regarding your rights when you are travelling as a consumer, including under the Consumer Rights Act 2015, see **Gov.uk/consumer-protection-rights**

Where to get more information and how to get in touch

Our Accessible Travel Policy:

this document sets out in more detail our commitments and standards of service provision, as well as relevant policies and practices, with regards to disabled people using the rail network. It is available from our Passenger Assist Team on **0800 197 1329** or online at **GWR.com/PassengerAssist**

Accessibility Panel:

GWR hold a regular accessibility panel comprising of disabled passengers and users of assisted travel, with whom we can consult on accessibility issues, such as options for access improvements, raising awareness of assisted travel and developing new initiatives. Customers that would like to be involved in this should e-mail **MobilityAndInclusion@gwr.com** or speak with the Passenger Assist team on **0800 197 1329**.

Stations and trains accessibility information: available from our website at:

- **GWR.com/stations**
- **GWR.com/PassengerAssist**

Day of travel queries or issues:

- WhatsApp on **07890 6080430**
- Twitter using **@GWRHelp**
- **0800 197 1329**

Passenger Assist service:

- **0800 197 1329** open 6am to 11pm every day except Christmas Day
- Text Relay: **18001 0800 197 1329** (for people with hearing impairments)

National Freephone Passenger Assist service:

- **0800 022 3720**
- **0845 60 50 600** textphone/minicom

Feedback or complaints: You can contact our customer support team through either:

- **GWR.com** and filling in our online form
- Calling **03457 000 125***
- Emailing **GWR.Feedback@GWR.com**
- Write to us at
Freepost GWR CUSTOMER SUPPORT

* Standard network charges apply. Calls from mobiles may be higher

If you are not happy with the way the complaint is dealt with, please contact the Rail Ombudsman:

- Website: **railombudsman.org**
- Email: **info@railombudsman.org**
- Phone: **0330 094 0362**
- Textphone: **0330 094 0363**
- Post: **Freepost – RAIL OMBUDSMAN**

To download a GWR network map, visit **GWR.com/plan-journey/stations-and-routes** or use the QR code below



More information



GWR.Feedback@GWR.com



GWR.com/contact



Follow us: **@GWRHelp**



Like us: **facebook.com/GWRUK**



03457 000 125* (open 0600-2300 daily)



Earn Nectar points
Buy your train tickets online at **GWR.com**



Don't miss out on our latest offers,
special deals and news. Register at
GWR.com/signup