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16 January 2017

Richard McClean
Managing Director
Grand Central

Dear Richard

Review of Grand Central Railway Company Limited Disabled People's Protection Policy (Condition 5 of your GB Statement of National Regulatory Provisions: Passenger)

Thank you for providing updated versions of your Disabled People's Protection Policy (DPPP) documents for review. A copy of your revised DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

I confirm that we have reviewed your DPPP against the 2009 Guidance "*How to write your Disabled People's Protection Policy: A guide for Train and Station Operators*" (the Guidance) and can confirm that your revised DPPP meets the requirements of Condition 5 of your GB Statement of National Regulatory Provisions: Passenger (SNRP).

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance. We also sought views on your policies from Transport Focus, London TravelWatch and the Disabled Persons Transport Advisory Committee (DPTAC).

The main areas where you clarified your policies during our review were:

- **Passenger assistance:** The guidance states that operators are not expected to require passengers to give more than 24 hours' notice for booking assistance. You have now clarified that passengers are not required to give more than 24 hours' notice for assistance bookings.
- **Booking assistance for travel on 27 December:** Your assisted travel booking service is closed 25 and 26 December, meaning that passengers wishing to book assistance for travel on 27 December must give more than 24 hours' notice. This does not meet the requirements of the guidance. You have therefore amended your document to advise passengers to contact the National Rail Enquiries booking line in order to book assistance on 26 December for travel on 27.
- **Provide assistance when booked in advance:** The guidance states that operators are expected to provide assistance, when booked in advance, at any station during the hours that trains are scheduled to serve that station. The assistance that TOCs provide will be dependent upon the needs of the passenger,




and may include alternatives to providing staff (such as accessible taxis), if this is acceptable to the passenger but TOCs should be mindful of allowing passengers to make as much of their journey by rail as possible. You have clarified that in the case that your trains call at an unstaffed station when a passenger requiring assistance wishes to use it, you will discuss with the passenger what help they require and, as Grand Central does not manage any stations, make the appropriate arrangements with the relevant Station Facilities Operator. We note that it is the responsibility of Grand Central to ensure that the assistance agreed with your passenger is provided.

- **Alternative accessible transport:** The guidance states that operators must commit to providing alternative accessible transport for passengers to the nearest or most convenient accessible station. You have confirmed that you will provide assistance in these circumstances to the nearest or most convenient accessible station and that you will discuss the passenger's individual needs with them when arranging assistance.
- **Passenger information:** The guidance states that operators must commit to updating information available online, including the National Rail Enquiries website and their own website, within 24 hours of any changes and that they must nominate one or more specific posts with responsibility for updating this information. You have now confirmed that you will ensure the information is updated within 24 hours of any changes and that your Marketing Manager has responsibility for this.

We expect all supporting information, such as that provided on your website and on your trains, to be consistent with the information provided in your DPPP.

Yours sincerely,



Annette Egginton






GRAND CENTRAL

Making Rail Accessible

Helping older & disabled passengers

grandcentralrail.com

Part of Arriva – a  company



Reach Out

*Be moved to stay
connected with
free Wi-Fi on Grand
Central services**

*Subject to availability

grandcentralrail.com

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WELCOME TO GRAND CENTRAL RAILWAY

Welcome to Grand Central Railway. We want you to enjoy your travel experience when using our services. We provide a high quality, affordable service on two routes:

- North East service which links Sunderland, Hartlepool, Eaglescliffe, Northallerton, Thirsk, York and London Kings Cross.
- West Riding service which links Bradford, Halifax, Brighouse, Mirfield, Wakefield, Pontefract and London Kings Cross.

These routes are illustrated by the route map on the back cover of this booklet.

We call at 14 stations on our routes, Grand Central does not operate any of these, but we have contractual arrangements in place to ensure assistance is provided. Information about accessibility and assistance at each station is available from our Assisted Travel team or the National Rail Enquiries (NRE) website nationalrail.co.uk. You will find contact details in the *Contact Us* section.

Our policy

We believe that all passengers should be able to travel with us at ease and with confidence. We are committed to providing high standards throughout your journey and we recognise the need to provide all our passengers, including those with disabilities, with information about our services, our trains and the stations at which we call.

We aim to continually improve the services provided for disabled people. We do not manage any stations so we work with operators of the stations we serve to assist our disabled passengers. Further information on station access arrangements and facilities is in *Appendix A*.

We will ensure that any new trains we buy, and any existing trains we refurbish, comply with the European Technical Specification of Interoperability for Persons with Reduced Mobility (TSI PRM). If this isn't possible, we ask for dispensation or exemption from the DfT but only after we have exhausted all avenues to make the train compliant.

This document forms part of our Disabled People's Protection Policy (DPPP) and fulfils our obligations under our GB Passenger SNRP, Department of Transport (DfT) Guidance on Disabled People's Protection Policies, DfT ***Design Standards for Accessible Railway Stations*** Code of Practice (The Code) and the requirements of legislation such as the Human Rights Act and the Equality Act.

We will work to identify where current services and facilities do not comply with The Code, if there is any physical feature that makes it impossible or unreasonably difficult for a disabled person to use a Grand Central served station, we will work with the station operator and Network Rail (as landlord) to fully meet the standards, or seek dispensation where this is not possible.

Developing our Disabled People's Protection Policy

This document, entitled ***Making rail accessible: helping older and disabled passengers***, provides useful information for disabled passengers. It provides details of our services and facilities, how they are provided and the standards of service that can be expected, as well as how we help if services are disrupted.

It forms part of our overall DPPP: ***Making Rail Accessible*** through which we seek to meet the needs of passengers who are disabled, or whose mobility is impaired.

The document has been prepared with reference to the DfT publication ***How to write your Disabled People's Protection Policy: A Guide for Train & Station Operators*** (issued November 2009). We will carry out a review of the document at the end of each anniversary year from its issue.

ASSISTANCE FOR PASSENGERS

Planning your journey

Booking assistance

We want you to have all the information you need to plan your journey. To get the best service to suit your individual needs we strongly recommend booking assistance before you travel.

We use the national *Passenger Assist* used by all rail-service operators to book suitable on-train accommodation. Details of all station staffing times, facilities and staff availability are contained in *Knowledgebase*, the tool used by Passenger Assist to check the assistance available at stations and on train. We will allocate sufficient resources to ensure that Passenger Assist is delivered reliably and improved, and also to keep the database updated.

You can buy your tickets and make seat reservations when calling the assisted travel helpline. To help you with your travel needs, we recommend that you give 24 hours' notice for us to arrange assistance.

You will be given a reference number, this will help staff at stations and on train identify your booking, but do not worry if you don't have it with you.

Passenger Assist Reservation Service

The service allows you to:

- Arrange assistance for your journey, for alighting and boarding
- Request a portable ramp for boarding or alighting
- Reserve your seat and if you require it, a priority or wheelchair space. If a reservation is not available then you will be advised this at the time of requesting assistance.
- Make onward travel reservations on services operated by other train companies where reservations are available
- Arrange assistance to and from connecting services

- Purchase travel tickets
- Check the accessibility and facilities on both our rolling stock and at stations we call at.

A summary of the facilities available at the stations we call at is shown in Appendix A, all of which are operated by other companies, such as Network Rail, First TransPennine Express, Northern Rail and Virgin Trains East Coast. This is just a summary, the full list of facilities at each station is shown online at: nationalrail.co.uk/passenger_services/disabled_passengers where you can download station maps. Please see *Contact Us* section for more details.

Live travel updates

Live train service information and details of planned engineering works is available at grandcentralrail.com. Up to the minute information on all UK rail services is provided by NRE on nationalrail.co.uk and Train Tracker on **0871 200 49 50***.

Please always check before you set off.

*Calls are charged at national call rates the same as calls to geographic numbers (numbers starting 01 or 02) and may be included in call packages.. Calls from landlines are typically charged up to 10p per minute; calls from mobiles typically cost between 10p and 40p per minute.

Assisted Travel scheme contacts:

- Phone: Assisted travel helpline **0344 811 0072** (open 08.00 – 20.00).
- Textphone: Assisted travel helpline: **0344 305 6815** (open 09.00 – 17.00).

Please allow up to 24 hours in advance of your journey.

Assisted travel services are open Monday to Sunday, closed Christmas Day and Boxing Day. Currently, our Assisted Travel team are not available on 25th and 26th December, as we do not operate train services on those days.

However, other train operating companies' Assisted Travel teams are available on 26th December, and can book assistance at stations and on trains for all train services.

Please contact National Rail Enquiries on **03457 484950**, who will be happy to transfer you to the appropriate team.

Calls are charged at national call rates the same as calls to geographic numbers (numbers starting 01 or 02) and may be included in call packages. Calls from landlines are typically charged up to 10p per minute; calls from mobiles typically cost between 10p and 40p per minute.

- Web: **grandcentralrail.com** - here you can request assistance whilst buying your ticket on the *Travel Details* page.

We have Station Access Agreements in place with the operators of the stations we call at. These require them to arrange mobility assistance at stations.

If you wish to travel to or from a station that is unstaffed when you need to use it or is inaccessible to you, we can still provide assistance to help you make your journey, with as much by rail as possible. We want to do everything that we can reasonably do to help you make your journey, so, please contact us to discuss your individual circumstances and the help we can provide to support you.

If your assistance needs require it, we can provide alternative transport, such as a taxi, at no extra cost to you, to take you to the most convenient accessible or staffed station, where a member of staff will be on-hand to assist you. We will discuss with you how best to meet your needs and to make as much of the journey by rail as possible and where practicable, we will send a member of staff to an unstaffed station to assist.

Booking Assistance

We recommend booking ahead, giving us 24 hours' notice for us to make arrangements. You can do this through our Assisted Travel Scheme, through the ticket office at staffed stations or at **grandcentralrail.com**. You should bring your reference number so staff on train and at stations can identify your booking.

We recommend getting to the station at least 20 minutes before your train is due to depart so you have plenty of time to get on board.

If you are unable to book in advance we will seek to do everything possible to ensure that you have the same level of comfort and service. Please contact a member of station staff (at staffed stations) on arrival if you have any assistance requirements. If you do not have a reservation, our on board team will assist you onto the train and do their best to help you find a seat.

Further information relating to our services can be found in our timetable which includes train times and on board information. These are available on board our trains, at staffed stations where we call and at **grandcentralrail.com**.

ACCESSIBLE ALTERNATIVE TRANSPORT

If a station is inaccessible to you, we'll provide alternative transport (at no extra cost) to the nearest or most convenient station to enable you to continue your journey. If you're unsure whether the station you intend to use is accessible to you, please call **0344 811 0072** or email **customer.services@grandcentralrail.com** or check the *Stations Made Easy* pages mentioned above.

When we cannot run rail services due to engineering work or disruption we'll make sure that you are able to continue your journey by providing a suitable alternative at no extra cost. We simply ask that you make yourself known to a railway company representative at the station, or speak to the rail replacement bus driver to ensure we give the assistance needed.

In all cases when disruption occurs during the journey our Senior Conductor and on-train team will keep you informed as the situation develops and will make any necessary arrangements to assist you.

PASSENGER INFORMATION

We understand that it's important for you to have confidence in the information available about our services. We will ensure that all information displayed on our website or on a third party website such as National Rail Enquiries is up to date.

Our Digital Marketing Manager will ensure that information on our website is updated within 24 hours of receiving notification of changes.

You can get copies of this leaflet at **grandcentralrail.com** or by contacting Customer Services on **0345 603 4852**. Other formats, such as Braille, large print or in audio, are available on request.

Printed leaflets will be reviewed annually and updated as required.

BUYING TICKETS

The Disabled Persons Railcard

You may qualify for a Disabled Persons Railcard if you have a disability that makes travelling by train difficult.

A railcard offers you and an adult travel companion up to 1/3 off most Standard and First Class fares on the National Rail network. Discounted tickets can be bought on board the train if your disability prevents you from buying a ticket at the station. If you have purchased a ticket with your Disabled Persons Railcard discount, you must carry the railcard with you when travelling. You can contact the Disabled Persons Railcard Office in the following ways:

- Online: **disabledpersons-railcard.co.uk**
- Email: **disability@atoc.org**
- Phone: **0345 605 0525** (7am to 10pm Monday to Sunday)
- Minicom/text phone: **0345 601 0132** (for customers with hearing impairments)
- Post: Disabled Persons Railcard Office, PO Box 1163, Laurencekirk AB30 9AA

Concessionary fares available without a Disabled Persons Railcard

If you need to stay in your wheelchair during your journey or if you are registered blind or visually impaired, you are entitled to the following discounts on First Class and Standard Anytime tickets throughout Great Britain, even if you do not have a Disabled Persons Railcard:

- 34% discount on First Class and Standard Anytime Singles or Returns
- 34% discount on First Class and Standard Anytime Day Singles
- 50% discount on First Class and Standard Anytime Day Returns

An adult travelling with you is also entitled to the same discount.

If you have visual impairment you must travel with a companion to claim this discount. If you have a visual impairment, please bring a document that confirms your impairment when you buy your ticket and when you travel. This must be from an institution such as Social Services, your Local Authority or The Royal National Institute of Blind People (RNIB).

Buying a ticket

You can buy tickets in several ways to travel with Grand Central Railway.

- Online

You can buy tickets at **grandcentralrail.com** for any journey on the National Rail network. You can claim Disabled Persons Railcard discounts, reserve a seat (including priority seating) and request assistance. Tickets can be collected from stations, at ticket offices or self-service machines, or they can be posted to you (please allow five working days or pay an extra charge for next day delivery).

- Over the phone

Telesales are here to help you and can be reached by:

- Phone: **0344 811 0071**

- Assisted Travel Phone: **0345 811 0072**
(open 08.00 – 22.00)
- Textphone: Assisted travel: **0345 305 6815**
(open 09.00 – 17.00)

Open: Monday to Sunday, closed Christmas Day and Boxing Day. We recommend that you give 24 hours' notice for us to arrange assistance.

- At stations

You can buy tickets, reserve seats and book assistance at the ticket office of your local staffed station. Many station ticket offices on our route operate induction loops for people with hearing difficulties and have adjustable height counters for wheelchair users. Detailed information for each station Grand Central stops at is available in Appendix A.

If you are collecting tickets from a self-service machine or at a station that you have selected, you will need to bring the credit or debit card used to make the booking, as well as the booking reference number you will receive. If you are unable to bring the card you used, please contact the retailer where you purchased the ticket immediately and no later than the day before travel. If you are collecting from a station please check the opening hours of the ticket office at **nationalrail.co.uk/stations_destinations/**

- On train

If you are unable to buy a ticket before you board the train, you can get one from the Senior Conductor and use your Disabled Persons Railcard, and still obtain the full range of tickets and reductions.

AT THE STATION

Our on-train staff will always be available to assist you boarding and leaving the train, and to find your seat and secure your luggage on board.

If you wish to travel to or from a station that is unstaffed when you need to use it or is inaccessible to you, we can still provide assistance to help you make your journey if you contact our Assisted Travel Team. .

Please refer to the station facilities table at the end of this booklet for more information or go to **nationalrail.co.uk/stations_destinations/**

We recommend getting to the station at least 20 minutes before your train is due to depart so you have plenty of time to get on board. If you have booked assistance please go to the station information point or ticket office for assistance (see table at the back of this book). London Kings Cross, Doncaster and York have Customer Information Points where you can get specific accessibility information or up to date travel information, timetables and leaflets to help you plan your journey.

Wheelchairs are available at some stations for temporary use (see facilities table at end of leaflet).

Station entrances

Permanent alterations

We work with station operators at the stations we serve to ensure they maintain the accessibility of the stations. Where station improvements require the temporary closure of an entrance, we will work with the station operator to ensure the needs of disabled people are considered and that suitable alternative arrangements are made.

Temporary alterations

Occasionally the third party station operators may need to restrict access to stations. If this happens we will work with the station operator to ensure adequate information is provided and a suitable alternative access route made available if necessary.

Aural and visual information

At stations, information will be provided, in the event of delays or platform alterations, by public address announcements and information display screens to give you clear and consistent information. We will work with each station operator to improve the availability and quality of real time train running information.

Ticket machines

Many stations served by Grand Central have self-service ticket machines which are located to be accessible to all passengers. The machines issue tickets with Disabled Persons Railcard discounts for both the holder and their companion.

Ticket gates

Automatic ticket gates are in operation at London Kings Cross and Bradford Interchange. These gates are normally staffed however if no one is available to operate them, then the gates will be locked in the open position.

Luggage

Assistance with luggage can be provided at stations if booked in advance, and our on-train staff will always be able to provide assistance on and off the train.

Please bear in mind the weight, size and quantity of luggage. Your allowance, as specified in the National Rail Conditions of Carriage, is for two large items not exceeding 90x70x30cm and one small item which you should be able to place on your lap.

Left luggage

Accessible left luggage facilities are available for passengers at the following stations:

- London Kings Cross, **left-baggage.co.uk**
located under the Parcel Yard alongside platform 9
- Near to York station, **leftluggageyork.co.uk**
located in Queen Street (next to the Europcar Office on Queen Street adjacent to the long stay car park)

Facilities provided by third parties

All staff on board our trains are directly employed by Grand Central. If there are occasions when services on our trains are provided by 3rd parties, we will ensure that their staff work to the provisions of this policy.

Car parking

Where stations have designated disabled parking spaces this is shown in the Stations Facilities table at *Appendix A*. Grand Central works with our partners who manage station on our route to improve parking facilities wherever possible.

ON THE TRAIN

Grand Central's train fleet consists of Class 180 trains and refurbished traditional High Speed Trains (HST). The seating plans by train are detailed in *Appendix B*.

Aural and visual information

All our trains have PA announcements and our conductors ensure that announcements are made giving details of the next station stop and of any service disruption whenever they can reasonably do so. On our Class 180 trains, which have electronic visual display screens, we will also display the next stopping point.

Seats on trains

You can make seat reservations at station ticket offices, through telesales and at grandcentralrail.com.

You can reserve a priority seat whilst purchasing a ticket. These seats are labelled (see diagram) and locations can be seen on the train seating plans (see *Appendix B*).

A portable ramp is available on all our trains. If you have booked wheelchair assistance, you should contact a station representative on arrival who will ensure you are assisted to the platform and onto the train.

Wheelchair and priority seating areas

Our Class 180 trains have *priority* seating near coach doors. These are for customers with disabilities, pregnant women, those with impairments or disabilities and for older people. Many of these can be reserved during the booking process. You'll find pictures of the layouts of our carriages at the back of this booklet.

Our trains have designated wheelchair spaces in First Class (Class 180 only) and Standard accommodation (HST and Class 180). There are assistance buttons nearby and at least one wheelchair accessible toilet with *assistance* buttons. These can be found in Coach D on the HST services and Class 180 - Coach F (standard which can be accessed from Coach E First Class).

Wheelchair spaces are available as follows:

- Class 180: Coach F (Standard) and Coach E (First Class)
- HST: Coach D and E (Standard).

To give wheelchair users access to and from the train, all our trains carry ramps able to carry up to 280kg. The maximum dimensions we accept by train are:

- Class 180: 120cm long and 70cm wide in Coach F (Standard) and Coach E (First Class)
- HST: 120cm long and 70cm wide in Coach D and E (Standard).

Sometimes for operational reasons we may have to change the type of train we are using. If you have booked the wheelchair space and the train we are using has a different layout to the one shown in the diagram our staff will assist you to the appropriate space.

Electric mobility scooters

The maximum size of electric mobility scooters which we can convey is;

Width: 700mm

Length: 1,200mm

Weight: 280 kilograms (including passenger)

Please refer to our separate *Powered Mobility Scooters Policy* for more information for scooter users.

Train types

Grand Central operates two types of train – HST and Class 180. They have different seating layouts and facilities on train. You'll find diagrams of the seating layouts of our trains at the end of this booklet.

Class 180 trains have designated wheelchair positions and an accessible toilet facility. Wheelchair positions are available in First Class (Coach E) and Standard (Coach F) accommodation with an accessible toilet facility located close by. This type of train accommodates a standard wheelchair (no larger than 70cm wide and 120cm long) in First Class and Standard accommodation. These trains were built to meet the current Rail Vehicle Accessibility Regulations.

High Speed Train (HST) fleet has two designated wheelchair positions in Standard accommodation (Coach D and E) with an accessible toilet nearby. These trains have manually-operated doors with narrow vestibule areas and aisles. This type of train accommodates a standard wheelchair (no larger than 70cm wide and 120cm long). Wheelchairs cannot access the First Class coach. These trains were not built to meet the current Rail Vehicle Accessibility Regulations.

If there is a change to the type of train we provide or any material changes to the level of accommodation we can provide, don't worry as your assistance requirements are held by our Assisted Travel team. They will contact you in advance to discuss alternative arrangements with you. Our on train team also hold your assistance requirements and they will ensure you are supported during the journey should any issues arise on the day of travel.

We recommend that wheelchair accommodation and priority seating is also booked in advance, as described above. Arrangements can normally be made from up to 12 weeks before the date of travel.

When we refurbish our trains we take account of the Rail Vehicle Accessibility Regulations and look for opportunities to improve accessibility.

Train accessibility information

Our train services offer the following facilities:

- Buffet counter
- An at seat service via an on board host in First Class
- Seat reservations
- Passenger information via manual public address on our traditional High Speed Trains
- Passenger information via manual public address, automated public address and information screens on Class 180 trains
- Accessible toilet facility
- On-board portable ramp
- Graphic evacuation signage
- Colour contrasting grab rails

Wheel chair areas

Our trains have designated wheelchair spaces in Standard accommodation.

- Class 180: wheelchair spaces are available in Coach F in Standard and Coach E in First Class with an accessible toilet in coach F.
- HST: Wheelchair spaces are available in Coach D and in Coach E in Standard. The accessible toilet is located in coach D.

Travelling with an assistance dog

Assistance dogs are welcome on all our trains.

On board announcements

Our staff make on train announcements to help give timely advice, particularly before the train departs and we will ensure that the name of an approaching station is announced to give people enough time to prepare to get off safely.

The on board team have been trained to ensure they make clear, consistent, audible announcements. We will ensure

that when the name of an approaching station is announced we allow an adequate period of time for passengers to prepare to leave the train. If you have any problems hearing the announcements you should advise the on board team; they will be happy to help you throughout your journey.

Our on train team

The on-train team will do their best to make your journey as comfortable as possible. If you are travelling in Standard and unable to access the buffet, staff will be happy to bring you refreshments on request where possible.

Our staff are trained to:

- Understand the term disability
- Understand the legal obligations that apply to the service we provide and how they impact upon staff roles
- Have increased awareness of disability through a range of training tools and simulation
- Have an understanding of the correct techniques to use when offering and providing assistance, especially those involving manual handling such as ramps and wheelchairs
- Understand that an increasing number of disabled passengers chose to travel independently
- Understand the role of assistance dogs in dealing with blind and deaf people and those suffering from epilepsy.

We are committed to the training and development of our staff. As part of our training commitments, our staff undertake disability awareness training. The training course is reviewed and updated in line with industry legislation, in partnership and consultation with local disabled persons groups and when any material changes take place to our trains or facilities.

MAKING CONNECTIONS

We recognise that your travel with Grand Central may only be part of your journey. We want to help you make connections where possible with other modes of transport. Where a disabled passenger is travelling with us to connect with another onward service, our on train staff will make every effort to ensure that accurate information about the connecting service is provided before leaving our train.

Assistance with onward rail connections

The *Assisted Travel* service can give you information about onward connections including booking assistance. Please see *Contact Us* section for details.

Information about other modes of transport

Additional information about other modes of transport can be found through:

- National Rail Enquiries at **nationalrail.co.uk/stations_destinations** for information about taxis and buses from stations.
- Traveline at **traveline.org.uk** or **0871 200 22 33** for information on other forms of transport from rail stations.

DISRUPTION TO FACILITIES AND SERVICES

How we will assist you during service disruption

We recognise that service disruption can cause significant problems for customers with disabilities who cannot necessarily use other travel options. If you have booked your journey through *Passenger Assist* we will to notify you when emergency or amended timetables are introduced. When service disruption occurs on route, our Senior Conductor will keep passengers informed and review assistance arrangements for disabled passengers.

In times of disruption, we will do everything possible to minimise delay and inconvenience to you. We will ensure that when replacement buses and taxis are required, they are fit for purpose and no additional costs will be passed onto you.

Details of planned engineering works may be obtained from the notice boards at the stations where we call, at **grandcentralrail.com**, by telephone (NRE on **08457 48 49 50**) or through the *Assisted Travel helpline*.

Assistance for disabled customers during emergencies

On train staff are trained to deal with emergencies including evacuation and assistance for customers with disabilities. They will assist in the most appropriate way for your safety and that of others. If you use a wheelchair or have significant impairment to your mobility our normal policy is not to evacuate you from our trains until appropriate support is available unless you are in a life threatening situation.

CONTACT US

We welcome your comments about all aspects of our services. The Passenger Charter is available on our website at grandcentralrail.com and on request from our Customer Relations team. You can contact us in many ways so that we can help you.

Assisted Travel Service

- Phone: **0344 811 0072** (08.00 - 20.00)
- Text phone: **0845 305 6815** (08.00 - 20.00)

For timetable and train running information you can check **grandcentralrail.com** for live arrivals and departures or contact the National Rail Enquiry Service (NRE):

- NRE: **0345 74 84 950**
- NRE text phone: **0345 60 50 600**

- TrainTracker Text: Text your station name to **8 49 50** for live departure and arrival times direct to your mobile. Your text sent to **8 49 50** will cost your standard network rate, the reply to you will cost 25p including VAT, and will be charged to you by your operator.

Customer Services team

- Post: Customer Relations Manager, Grand Central Railway, Cannon House, 18 The Priory Queensway, Birmingham B4 6BS
- Phone: **0345 603 4852** (Monday - Friday 09.00 - 17.00).
- Email: **customer.services@grandcentralrail.com**

Open: Monday to Friday, closed Christmas Day and Boxing Day.

General Enquiries/Telephone Sales Team

- Phone: **0344 811 0071**, open Monday to Sunday, closed Christmas Day and Boxing Day.

Refunds of tickets purchased over the phone and from our website

For tickets bought on the Grand Central website, visit your online account to see if your ticket is exchangeable or call **0371 244 0216**.

- Post: Grand Central Ticket Refunds, PO Box 23972, Edinburgh EH3 5DA
- Web: Website Booking Support to check if your ticket is exchangeable
- Phone: **0371 244 0216**

Tickets bought from station ticket offices or through other retailers must be returned to the place of purchase and could be subject to conditions.

COMMUNICATING THIS POLICY

Copies of this booklet are available for free on our website **grandcentralrail.com**. You can also get copies from our Customer Services team, along with the supporting document *Making Rail Accessible: Guide to policies and practices*. Also copies of this booklet can be obtained from the ticket offices at all staffed stations called at by our services (see the station facilities table at the end of this booklet for more information).

You can request a copy in alternative formats such as audio and large print. We aim to have these sent out to you within five working days of your request.

ALTERNATIVE FORMATS

If you would like this leaflet in an alternative format such as large print, audio or Braille, please contact us at the Customer Services team.

STATION ACCESSIBILITY INFORMATION

The following table will provide you with a summary of the facilities available at each of the stations we travel through. This is only a summary, more information can be obtained from our *Assisted Travel team* or the National Rail Enquiries website nationalrail.co.uk.

Appendix A - Station facilities

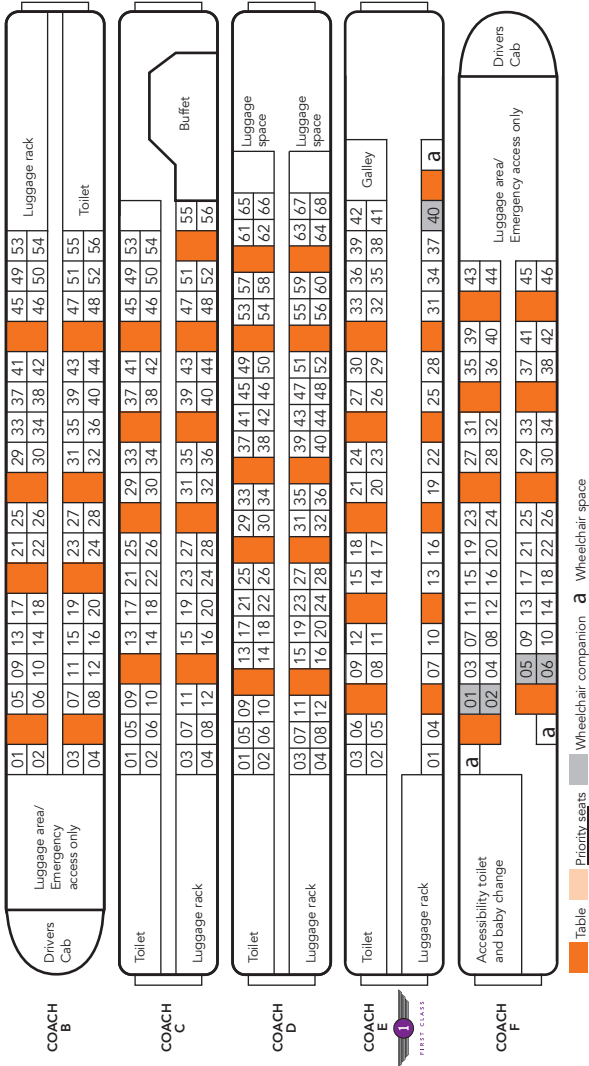
	Bradford Interchange For Leeds and Aire Valley (via Forster Square)	
	Halifax For Manchester, Rochdale and Blackburn	
	Brighouse For Manchester, Dewsbury and Huddersfield	
	Mirfield For Manchester, Dewsbury, Huddersfield and Leeds	
	Wakefield Kirkgate For Wakefield Westgate, Leeds, Sheffield, Nottingham and Barnsley	
	Pontefract Monkhill For Knottingley and Castleford	
	Doncaster For Leeds, Hull, Sheffield, Derby, Birmingham, Lincoln, Scunthorpe, Cleethorpes, South & West England, Newcastle and Scotland	
	London Kings Cross For Manchester, Dewsbury and Huddersfield	
	York For Scotland, Scarborough, Harrogate, Leeds, Hull, South & West England, Sheffield and Birmingham	
	Thirsk (Step free access to platforms and ticket office is only available via a foot crossing when the station is staffed)	
	Northallerton For Darlington, Yarm and Middlesborough	
	Eaglescliffe For Darlington, Middlesborough, Saltburn and Whitby	
	Hartlepool	
	Sunderland For Tyne & Wear Metro services to Newcastle Airport and South Hylton for Heworth & Newcastle	

	Car parking		Step free access
	Waiting rooms		Bicycle storage
	Taxi rank		Airport connections
	Ticket office		Toilets
	ATM		Self-service ticket machine
	Refreshments		Staff for all or part of most days
	Left luggage		

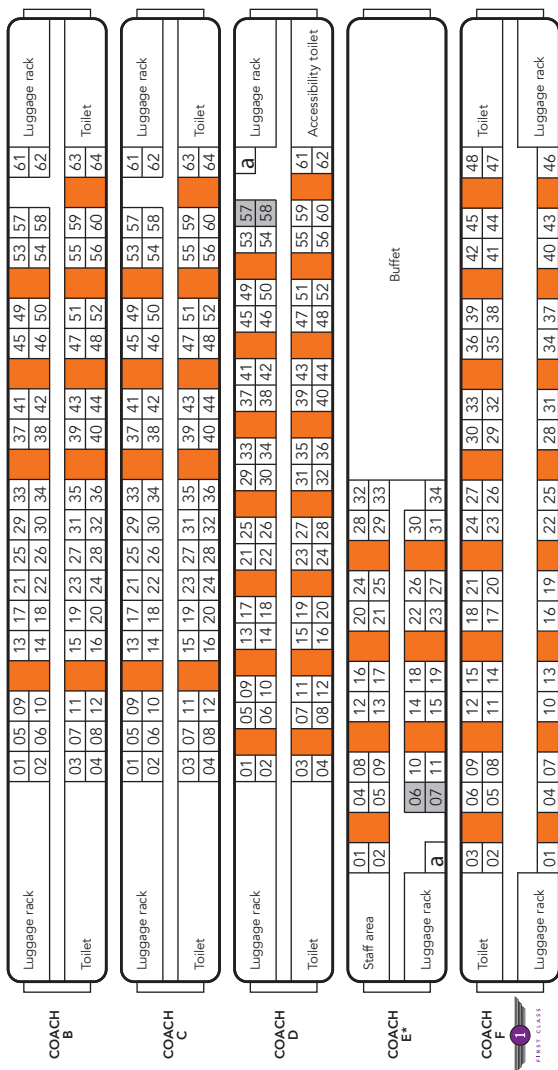
Appendix B - Seating Plans

Grand Central operates two types of train. The seating layouts vary between the trains and there is no guarantee as to which type of train will operate on any particular day.

Class 180 seating plan



HST seating plan



*Vehicle not fitted with power points.

Wheelchair companion a Wheelchair space



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Document Reference	GC/10xx
Document Title	DISABLED PEOPLE'S PROTECTION POLICY (DPPP): MAKING RAIL ACCESSIBLE: A GUIDE TO POLICIES AND PRACTICES
Issue Number	02
Document Version Date	
Commencement Date	Mandatory from date of issue
Revision Number	
Supercedes (If Applicable)	

Document Author	Document Approver	Document Authorised by
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Signature	Signature	Signature
Date:/...../.....	Date:/...../.....	Date:/...../.....

Briefing Notes/Synopsis	Disclaimer
<p>This document defines our policy as part of our Disabled People's Protection Policy to set out the procedures and policies that Grand Central has in place to help customers who are disabled or have reduced mobility.</p>	<p>This Document is the property of Grand Central Railway Company Limited, and is Electronically Controlled.</p> <p>It is your responsibility to ensure you have the correct up to date issue before using this document as a working copy</p> <p>If you have any queries regarding this document, please contact a member of the Safety Team.</p> <p>The Latest Version of this Document is held on the Document Control Main Register on the Grand Central Intranet.</p>

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Section 1 - Document History

Section Number & Title	Page Numbers	Date Amended	Details
All	All	June 2014	Document Updated
All	All	December 2016	Document updated

Section 2 – Introduction

We have developed this document as part of our Disabled People's Protection Policy (DPPP) to set out the procedures and policies that Grand Central has in place to help customers with restricted mobility and requiring assistance.

This document reflects the guidance set out in the Department for Transport (DfT) document 'How to write your Disabled People's Protection Policy: A Guide for Train and Station Operators November 2009'. This policy document should be read in conjunction with our customer document 'Making rail accessible: helping older and disabled passengers'.

In this second, more detailed, document we are providing you with information to help you understand how we plan to meet your expectations when you are using our services. You will find details of the assistance and facilities we offer to those who are disabled or have reduced mobility and will help you plan and assist your journey on Grand Central services.

We do not operate any stations and we are reliant on our contractual arrangements with the station facility owners (SFO) to provide assistance on stations to our customers. Our on train crews will help people while they are on the train, and also with boarding and disembarking.

This document also sets out our approach to meeting the requirements of the Accessible Train Station Design for Disabled People: A Code of Practice', currently version 3 November 2011, the Equality Act (2010), the Rail Vehicle Accessibility (non-interoperable Rail System) Regulations 2010 (RVAR 2010) and the Persons of Reduced Mobility Technical Specification for Interoperability (PRM TSI).

We believe that when you travel with us you should expect to travel at ease and with confidence. We are committed to providing high standards throughout your journey and we recognise the need to provide all our passengers, including those with disabilities, with information about our services, our trains and the stations at which we call. We are committed to staff training and we work with stakeholder groups to ensure that a continuous improvement cycle exists.

We aim to improve the overall service provided for disabled people and demonstrate how we work with other Train Operating Companies to make improvements to accessibility at stations where our services call. Our company structure reflects the importance we apply to meeting the needs of our disabled passengers. We look forward to working with our passengers with disabilities to further improve accessibility and service.

The key feature of our policy is that everything can be done to enquire, plan and book a journey by contacting our Assisted Travel Team (contact telephone number below) or completing the assistance form on our website. Where reasonably practical Grand Central will arrange assistance at stations (this is the responsibility of the station facility owner operator, who is contracted to us to provide this service at staffed stations) and our train crew will assist disabled passengers boarding, using and leaving our services. We will work with station facility owners to ensure their Station Journey planner and Knowledgebase are kept updated when they are making changes to their stations.

If there is any physical feature that makes it impossible or unreasonably difficult for a disabled person to use a Grand Central served station, we will work with the station facility owner and Network Rail (as landlord) in the removal or alteration of this feature, or in the provision of a reasonable means of avoiding it as required under the (Disability Discrimination Act 1995 part 3).

Our trains are approved for service by the ORR, but with some exemptions from the Rail Vehicle Accessibility Regulations 2000 (RVAR) for our older carriages. All newly built trains will meet the full RVAR 2010 requirements. When we refurbish our older trains we will make every effort to comply with the RVAR, and if we are unable to do this we will apply for a derogation.

Our Disabled People's Protection Policy is a live document and is reviewed annually by our Board of Directors. We will consult with relevant stakeholders, including user groups as amendments are progressed.

Nothing in our Disabled People's Protection Policy shall require us to breach any obligations in our acted Railway Safety Case, the Health and Safety at Work Act or our obligations to comply with Railway Group Standards.

Section 4 – Management Arrangements

Executive responsibility

Our Disabled People's Protection Policy is approved by the board of Grand Central Railway Company Ltd. This policy will be the direct responsibility of the Chief Operating Officer who will have responsibility for integrating the arrangements into the company business plan and other management processes, including measurement of the company's progress against its accessibility goals. Every four weeks a report is presented to our board of directors which shows our performance in key areas such as fleet performance (for example the number of occasions accessible toilets were out of order) and the number of times we provided booked assistance to passengers and any problems arising and lessons to be learnt.

The Chief Operating Officer will ensure the policy is fully represented at the planning stage of all major projects. This will ensure the requirements of passengers with special needs are represented at Grand Central board level and that briefings are cascaded throughout the organisation.

Awareness of our commitment among staff

Managers and staff are made aware of their specific responsibilities through their training programmes and team briefing processes. The team briefing process provides the opportunity for staff to be kept up to date with developments concerning disabled passengers and in addition provides valuable feedback to help us refine and improve our processes.

Our staff on board report any issues arising from booked assistance problems to our Control Centre so that they are recorded in the Control Log and reviewed by Senior Managers the next working day.

Section 5 Monitoring and Evaluation

In order to monitor progress and compliance, all complaints, queries and compliments are recorded and reviewed by the Commercial Director, either as part of the monthly trend report or immediately on receipt. This ensures the effectiveness of our policies and practices are monitored over time and that any day to day issues are identified and resolved as quickly as possible.

We will also use information from the National Rail Passenger Survey (NRPS) to evaluate our performance on accessibility issues.

This policy and our passenger document – Making rail accessible: helping older and disabled passengers – set out a commitment and the measures that we are taking to meet the needs of disabled people as well as the reasonable adjustments we are making to comply with the Equality Act 2010.

We will review these two documents on an annual basis at the end of each anniversary year from the approval date. We welcome your comments and feedback, and this will be considered when the documents are reviewed.

Based on learning from our previous reviews in 2016 we will commence a feedback exercise where a regular random sample of passengers who have booked their journeys through our Assisted Travel Team will be contacted to give us feedback on their experience. This will give us a broader sample of information for our next review.

Section 6 – Responsibilities

Applies to all Operational and Customer Service Staff.

Section 7 – Access Improvements

We will follow the standards and guidance applicable to our operations such as:

- Railways Act 1993
- DfT 'Accessible Train Station Design for Disabled People: A Code of Practice', currently version 3, November 2011
- ATOC Good Practice Guide on disabled passengers
- Rail Vehicle Accessibility (non-interoperable Rail System) Regulations 2010 (RVAR 2010)
- EU Regulation PRM TSI 1300/2014
- Equality Act 2010

Stations

The ease of access and the facilities and assistance available at stations varies considerably. Most stations were built when there was little consideration of the needs for access by people with disabilities. Considerable improvements have been made at many stations across the national rail network and we will actively work with station operators in the planning of upgraded facilities. While we don't manage any stations, we work closely with the station facility operators (SFOs) to make sure that station signage conforms to industry best practice and approved codes of practice.

Trains

Our Class 180 trains have designated wheelchair positions and an accessible toilet facility. Wheelchair positions are available in both Standard and First Class with an accessible toilet facility located close by. The Class 180's were built to meet the current Rail Vehicle Accessibility Regulations.

Our refurbished High Speed Train fleet has two designated wheelchair positions in Standard class with a nearby accessible toilet facility. These trains have manually-operated doors with narrow vestibule areas and aisles. Wheelchairs cannot access the First Class coach.

Both types of trains can accommodate a standard wheelchair (no larger than 70cm wide and 120cm long).

When we refurbish our trains we take account of the Rail Vehicle Accessibility Regulations and look for opportunities to improve accessibility.

Section 8 – Working with Others

We will work closely with key stakeholders on key issues affecting our network. These include: Transport Focus, the Disabled Persons Transport Advisory Committee (DPTAC), relevant local Councils and other disability groups in order to continuously improve the levels of service we offer disabled customers.

We consult on the content of improvement programmes and maintain a regular dialogue with local user groups and local councils. We endeavour to attend the many user group and local transport liaison meetings, local authority mobility forums and industry-related accessibility meetings.

Through ATOC, we will liaise with various groups and organisations representing the interests of disabled people to ensure that their needs are fed into our business.

Section 9 – Staff Training

Our customer service training includes training in relation to disability as part of the company induction,

whilst existing staff receive regular updates. We ensure that this training has moved on from the days of categorisation and stereotyping, instead we teach our staff a range of assistance techniques and interventions, and help them to identify the best solutions to assist each individual customer. This is combined with practical matters such as use of boarding ramps and how to guide people with visual impairments.

Our on train crew are briefed on operational matters including our DPPP through regular updates and off the job sessions, where any changes of legislation / regulation and changes to stations or trains are communicated.

Our call centre staff who answer telephones, particularly those in the assisted travel team will be trained in communicating clearly with people who may have difficulty speaking, hearing or understanding.

Section 10 – Emergency Procedures

We recognise that disabled customers may need special assistances at times of train or station evacuation. We have written procedures for our on-board staff to follow in such circumstances which deal specifically with the arrangements for dealing with disabled customers. Remember, in an emergency situation it is often safer to remain on the train. The on board team will provide the necessary assistance during an evacuation.

The Assisted travel booking information is made available in the Guard report when the crew sign on for their shift. This report includes details of all customers who have reserved accommodation or pre-arranged assistance.

At all manned stations that Grand Central calls at, the staff of those stations will provide assistance and information.

Section 11 – Communications Strategy

We want to make sure that information about our services is accessible.

Telephone

We provide information about Grand Central services (including details of changed arrangements due to engineering work) and the services available at stations at which we stop can be obtained from the Assisted Travel team.

Assisted Travel team contact numbers:

- Assisted travel team: 0344 811 0072 (open 08.00 – 22.00)
- Assisted travel text relay: 0344 305 6815 (open 09.00 – 17.00)

This services uses human operators and any of our contact numbers which use recorded messages have a default so that if no option is selected a human operator will be connected.

Website

We have a section on our website to provide information about how to access services for disabled people and whose mobility is impaired. We have implemented a number of features to make our website easy to use, especially for users with disabilities and accessible to all.

Our website aims to conform to the Priority 1 (Level A) standard of the W3C's Web Content Accessibility Guidelines 1.0. It also includes many features found in "AA" accessible sites such as colour considerations and easily resizable fonts. We will continue to make improvements and try to make sure this website

conforms to these guidelines.

Bookings for passengers requiring assistance can be made by filling in and submitting a form on the webpage.

To ensure that our policies are distributed as widely as possible we will send paper copies to libraries, local councils and representative organisations along our route, as well as other bodies such as Citizen's Advice Bureaux.

Section 12 – Car Parking

To make travelling by train more convenient, we encourage station facility operators (SFOs) to give consideration to the location and number of designated parking spaces for use by people with disabilities. We encourage them to monitor the appropriate use of these facilities and have enforcement and security arrangements in place.

For further information visit: nationalrail.co.uk/stations destinations for more information about station services and facilities.

Section 13 – Definitions and Glossary

ATOC	Association of Train Operators
CSA	Customer Service Assistant
DfT	Department for Transport
SC	Senior Conductor
SFO	Station Facility Operator
TOC	Train Operating Company