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20 September 2016

Will Dunnett  
Managing Director  
First Hull Trains

Dear Will

**Review of Hull Trains Company Limited Disabled People's Protection Policy (Condition 5 of your GB Statement of National Regulatory Conditions: 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 Conditions: Passenger (SNRP).

We welcome the following commitments, which we believe will have a positive impact for many passengers:

- Your commitment to survey a minimum of 5% of customers that use your assisted travel service in order to get feedback on your service;
- Your commitment to the Blue Assist scheme; and
- Your Accessible Travel Group, which consists of regular travellers, rail user group representatives and disability group members and meets twice yearly to discuss your performance in delivering accessible travel and the steps you can take to improve our services and trains.

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.

- **Passengers who have not booked assistance:** The guidance states that operators are expected to provide assistance to disabled passengers who arrive at a station and require assistance to allow them to travel, but who have not arranged assistance in advance. You have now clarified that you will do all you can to help passengers who have not booked in advance, although we acknowledge that assistance may take some time to arrange.
- **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, such as Howden, when a passenger requiring assistance wishes to use it, you will discuss with the passenger what help they require and, as Hull Trains does not manage any stations, make the appropriate arrangements with the relevant Station Facilities Operator. We note that it is the responsibility of Hull Trains to ensure that the assistance agreed with your passenger is provided.
- **Provide up to date information on Knowledgebase:** The guidance states that operators are expected to update Knowledgebase with any changes to the accessibility of services and facilities to ensure that the information provided on the journey planner and Stations Made Easy is accurate for passengers who are planning their journey. You now commit to ensuring that the information on Knowledgebase regarding the accessibility of your services is correct and up to date.
- **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.
- **Tickets and fares:** The guidance states that operators must commit to ensuring that, where disabled passengers are unable to buy a ticket at a station before their journey, they are able to buy a ticket without penalty on the train or at their destination. You have clarified that if passengers are unable to buy a ticket before they board, they are able to buy a ticket on the train or at their destination without penalty and still receive any applicable discounts, including railcard discounts.
- **Mobility scooters:** The guidance states that operators must give their policy regarding the carriage of mobility scooters on their trains in their DPPP. You have now provided clarity on your policy stating that, where they are able, passengers should transfer to a fixed seat for the journey and that in the case of disruption, you



will provide appropriate alternative transport to allow passengers to carry on their journey accompanied by their scooter.

- **Alternative formats:** The guidance states that operators must commit to providing copies of all documents comprising their DPPP, including those in alternative formats, to passengers on request within seven working days. You have now provided this commitment in your document.

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. You have committed to making changes to your website to ensure that information on assisted travel and your DPPP documents are easy to find. Please confirm when these changes have been completed and in any case no later than one month after the date of this letter.

Yours sincerely,



**Annette Egginton**





# HullTrains

Your local link to London



## Making Rail Accessible

Helping Older and Disabled Passengers

Valid from 1st September 2016



Book online: [lovehulltrains.co.uk](http://lovehulltrains.co.uk)

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# Introduction

Welcome to 'Making Rail Accessible', part of our Disabled People's Protection Policy (DPPP).

Hull Trains is an Intercity train operating company which is owned by FirstGroup PLC. We operate direct Intercity train services between London King's Cross and Hull with some extended services to/from Beverley, calling at Stevenage, Grantham, Retford, Doncaster, Selby, Howden and Brough.

At Hull Trains we are proud to deliver the best possible journey experience to all of our customers. Our staff are dedicated and committed to achieving excellence in everything we do. This includes helping customers to travel by rail by offering a little extra help when this is required. We want to provide you with the confidence that we will do what we say we will do. Should, for any reason, things go wrong, we will find out why and put in place measures to prevent a recurrence.

We have put this document together to show how we currently meet the needs of our customers who are disabled and/or have a problem with mobility.

This policy clearly sets out what you can expect from us and how we will deliver help when you need it the most.



# Policy summary

We are committed to maintaining and improving the current standards of accessibility to our services for older and disabled customers. We regularly report our progress and performance through our Key Performance Indicators and at the Company Board. (See Guide to our Policies and Practices, published on our website). If you wish to receive a copy of this policy in an alternative format please contact our Customer Relations team. (See section 8 for contact details).

## Sharing ideas and best practice

Our policy is to work with rail users and disability groups to continuously improve the services we deliver. It is important that we learn and develop as a company to deliver the best possible journey experience. We host an 'Accessibility Group' that meets twice yearly to share experiences, feedback and best practices. Where appropriate we will adopt suggestions to improve our services. The group is voluntary and consists of regular travellers, rail user group representatives and disability group members. Information provided to the group focuses primarily on customer feedback, rather than specific Key Performance Indicators. Members are invited to sit on the group based on their interest within the policy and at any one time there can be 5 – 10 stakeholders involved. All relevant touchpoints from the customer journey are covered by the group and outputs from meetings are used to influence company policy and procedures, as well as physical on-train accessibility improvements. We also share the outputs of the group, where relevant, with the Station Facility Operators so that they can consider improvements of their facilities at their stations.

## Review and update

We welcome feedback from all of our customers and this can be done by contacting Customer Relations, via our staff, or via our website [hulltrains.co.uk/contact-us/](https://hulltrains.co.uk/contact-us/) – we record all feedback concerning accessibility issues and this is reported to our Company Board on a monthly basis. Should feedback from our customers and our accessibility group indicate that changes should be made to our DPPP, we will incorporate the appropriate changes during the policy's annual review.

## Making accessible travel happen

We want all our customers to have a relaxing and enjoyable journey. If you think you might need a little extra help, either planning your journey, or at any time during that journey, our Assisted Travel Team are here to advise you and book any additional assistance you might need, from reserving a seat or wheelchair space, to explaining what facilities are available on our trains.

We are committed to Passenger Assist. This is the national system for booking assistance for rail journeys anywhere in Britain. Passenger Assist allows you to book help for your journey in one of the following ways:

- 1. Telephone: 0800 316 1323** – this is a Freephone number, available 06:00 to 23:00 seven days a week, including Bank Holidays except Christmas Day and from 08:00 to 18:00 on Boxing Day, New Year's Eve and New Year's Day.
- 2. Book on our website at [hulltrains.co.uk](https://hulltrains.co.uk)** and select the 'Assisted Travel' page in the customer services section. Use the Assisted Travel form and we will email you back with confirmation of your assistance.
- 3. Textphone: 18001 0800 316 1323.** The Textphone service connects people using a textphone with other people using a telephone or another textphone. It's a fully automated service so, when required, relay assistants provide a text-to-voice and voice-to-text translation service. For more information please see the 'Next Generation Text' website [ngts.org.uk/](https://ngts.org.uk/) or download the NGT app.
- 4. You may be able to book assistance at a ticket office**, but should check this locally.

The Assisted Travel Team will arrange the help that you need and they can also help with booking your tickets. Where you supply an e-mail address we will confirm your assistance booking to that e-mail address.

We recommend that you arrange travel assistance 24 hours in advance whenever possible. This is due to the needs of being able to update internal railway systems. It also makes sure that we are able to prepare the necessary arrangements with the station team and train crew to help you on and off the train. If you are unable to book assistance in advance we will still provide help where possible but we cannot always guarantee that space will be available on the train.

We encourage, you when booking assistance, to provide a contact telephone number and email address (if possible). This will help us to contact you should any problems occur with the arrangements or if we have had to provide alternative transport in order for you to complete your journey.

## Passenger Assist

The national Passenger Assist system provides:

- Assistance with buying tickets and booking seats or the wheelchair space.
- Help when arriving at the station.
- Help to get from the taxi rank into the station.
- Help to move around the station.
- Help getting on and off the train.
- Ramps to help with boarding and alighting from the train.
- Help with luggage.
- A taxi to take you from/to inaccessible stations, without additional charge.
- Help with connecting travel arrangements, including reservations on services run by other train operating companies, when reservations are available.
- Assistance to/from connecting trains.
- Details of the accessibility of stations.

All of the details above are contained within the 'knowledgebase' which is a tool that is used for assistance bookings. We will ensure that this information is updated before any changes take place, including those affecting the accessibility of our rolling stock.

If you require any other type of assistance please contact Customer Relations to discuss your requirements and we will be happy to help in whatever way we can to make using our services a suitable option for you.

By booking in advance and checking with Passenger Assist we can share information on accessible stations and any changes such as alternative transport that may be required to ensure that your journey is completed as conveniently as possible, all we ask is that you book 24 hours before you travel. If you travel at short notice and cannot warn us, we will do all that we can to help you, although the assistance may not be as prompt as if you had booked.

## Stations

All the stations that we serve are managed by other companies. Up to date information on the facilities and accessibility of each station can be found on the National Rail Enquiries website at [nationalrail.co.uk/stations\\_destinations/default.aspx](http://nationalrail.co.uk/stations_destinations/default.aspx)

This includes 'Stations made easy' that will provide you with a map of station layout and platforms. The stations that we serve and the facilities that you can expect are outlined in Appendix A.

If you need help at any stations we recommend that you plan your journey in advance and to book through the Assisted Travel Team.

We will provide assistance to help you with your journey needs. Our train crew are available to help with boarding and alighting should you be unable to book assistance in advance. 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, such as Howden, we can still provide assistance to help you make your journey. We want to do everything that we reasonably can 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. Where practicable, we will send a member of staff to an unstaffed station to assist you.



# Alternative assistance transport

## Help during disruption

If our services are delayed or disrupted, we will take every possible step to ensure that assistance is provided for you on your journey. If necessary this will be by alternative accessible transport such as a taxi at no additional cost to you, provided you have a valid rail ticket for that journey. If we are unable to get you to your destination station in the same day, we will provide accommodation in line with our Passenger's Charter.

We have a small but dedicated support staff through our Customer Action Team. During major disruption this team is deployed to help at stations with customers that have been delayed or missed connections and are transferring to alternative transport. The CATs team will be able to help with assistance and in making suitable arrangements for you to complete your journey.

## Engineering works that may affect your journey

If we become aware of any late notification engineering works that may affect your journey, the Customer Services Team will contact you and inform you of how this will impact upon your travel plans. If necessary we will make alternative travel arrangements for you and change your tickets with no extra charge. When a train service is replaced by road transport due to planned engineering works, an accessible bus service is normally provided. Where the bus service is not accessible, we will provide another means of accessible transport, as we will if the service is disrupted by unplanned engineering work.

If emergency engineering works take place on the day of your journey we may not be able to contact you in advance of your journey although we will make best efforts to do so. We will take every possible step to ensure that your needs are taken care of and provide alternate accessible transport, should the option of travelling by train be not available.

## Inaccessible Stations

Where a station is inaccessible to you, (for example because of stairs), the nearest or most accessible station will be recommended to you. We will book a taxi at no extra charge to take you between the inaccessible station and the nearest or most convenient accessible station that meets your journey needs.





# Tickets and fares

Tickets for travel with us can be purchased in any one of a number of ways to meet your needs. These include the following:

- Station ticket offices for advance purchase and for travel the same day.
- Station Ticket machines for travel the same day or to collect pre-purchased tickets (for pre-purchased tickets you will need to bring the payment card used to book that ticket and the booking reference number to obtain your ticket).
- By telephone through our telesales team and Assisted Travel Team with delivery option by post or collect at station.
- Online with delivery options by post, collect at station or print at home.
- Via mobile App with the ticket delivered to your mobile device.

If it is difficult for you to buy a ticket because of accessibility problems, you will be able to buy it on the train from our On-Board Manager from the full range of tickets available (or at your destination if you are unable to purchase on board our trains) and still receive any reductions on your fare that you are entitled to. No penalties for ticketless travel will be applied in this scenario.

Advance tickets are supplied with a complimentary seat reservation automatically. If the reservation supplied does not meet with your needs contact the Customer Services Team and we will be able to change this for you. You can book a reserved seat or wheelchair space when you buy other types of tickets as well. All reservations are made free of charge. Advance tickets cannot be booked using self-service ticket machines.

We support and accept the Disabled Persons Railcard (DPRC), which provides discounted rail travel for you and a companion (usually a 34% discount) on almost all tickets. If you have a DPRC, we'll automatically give you a discount when you buy your tickets online or at the ticket machine. At the ticket office, you just need to show your railcard when you buy a ticket. You also need to carry your railcard when you travel for when your tickets are checked. For more details on the discount and how to get a railcard, go to [disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk)

As well as great savings on train fares across the UK for you and any adult companion, you'll also get access to money-saving deals on hotels, theatre tickets and top tourist attractions.

You can apply for a DPRC by going online or using a form supplied at staffed stations. Simply complete the application form, choose whether you'd like a one-year or three-year railcard and then post the form, along with proof of your disability.

## If you have a Senior Railcard

If you are aged 60 or over, you can get a Senior Railcard. It's valid for a year and gives you a third off standard and first class tickets across the UK. You can find out more:

- At your local ticket office.
- From National Rail Enquiries on **08457 48 49 50**.
- At [senior-railcard.co.uk](http://senior-railcard.co.uk).



## If you don't have a railcard

If you don't have a railcard, and you are registered blind or partially sighted or travel in a wheelchair, you can get a discount on Anytime tickets:

- 34% off first class and standard Anytime singles or returns.
- 34% off first class and standard Anytime day singles.
- 50% off first class and standard Anytime day returns.

Your travelling companion can also get this discount.

It should be noted that tickets with non-DPRC reductions are not available at self-service ticket machines and can only be purchased at ticket offices, on board or through the Passenger Assist Team.

# Stations

We serve ten stations which are all managed by other operators. The facilities and the accessibility of each station differ. We work with our industry partners to investigate ways that accessibility can be improved. This can be simple things that can be completed quickly through to the installation of lifts at listed stations.

## Station Facilities

Appendices A and C provide a comprehensive list of the stations we serve and the facilities that you can expect at that station.

## Ticket Gates

Ticket gates are in operation at London King's Cross, Stevenage, Grantham and Retford stations. These are the responsibility of the relevant station operator, however, at least one wider accessible gate is always provided. If they are unstaffed, the gates will be locked in the 'open' position.

## Help Points and Induction Loops

Most of the stations that we serve have customer help points installed. If you need assistance whilst at the station and you cannot find a member of staff the help point will connect you to the station operator's communications centre. The help points have induction loop facilities.

Please note that Howden station does not have a help point or public telephone. Disabled customers requiring assistance should contact Northern on **0808 156 1606** (who operate the station), or our Assisted Travel Team. Howden also has an information poster which includes this contact information.

## Spoken and Visual Information

At stations where there are spoken and visual customer information systems, station operators have a duty of care to ensure that the information displayed is easy to see and keeps to industry standards, covering train departures and other relevant messages. This is particularly important at times of disruption. If this is not the case, please let us know by contacting Customer Services Team and we will contact the relevant operator to rectify this problem.

## Ticket Collection and Machines

You can collect pre-purchased tickets from the ticket office or self-service ticket machines. Most of the stations that we serve have self-service ticket machines. We work with the station operators to ensure that these facilities retail discounted tickets for holders of a Senior or Disabled Railcard holders and their travelling companions. It should be noted that tickets with non-DPRC reductions are not available at self-service ticket machines and can only be purchased at ticket offices, on board or through the Passenger Assist Team.

Tickets purchased in advance by telephone or online can be collected from self-service machines; however you will need to bring the payment card used to book that ticket and the booking reference number to do this.

Advance tickets cannot be booked using self-service ticket machines.

Self-service ticket machines meet with the requirements of the 'Accessible Train Stations – code of practice' that was current at the time that they were installed.

## Ramps

Ramps are available on all our services.

Unless station staff do so, our staff will put the ramps in place to help you on and off the train. This service does not need to be booked in advance. However, if the station you wish to board at is unstaffed we recommend that you contact us in advance so that we can have the ramp ready. If you are already on the train please inform the staff on board that you will need the ramp and this will be prepared for you to alight at your station.

## Luggage

If you are travelling with luggage we are happy to help. We recommend that you book assistance through the Assisted Travel Team before you travel. If this is not possible, please inform our on-train team and they will do what is reasonably practicable to assist you.

We ask that you do not bring more than three items of luggage and these should not exceed 30cm x 70cm x 90cm. This includes two large items (such as suitcases or rucksacks) and one item of smaller hand luggage (such as a briefcase). Full details of the free allowances are available at stations.

Excess luggage and certain more bulky items may be carried, subject to available space, at an extra charge.



## Our trains and useful information about them

Our fleet consists entirely of Class 180 units built in 2000 and complies with the Rail Vehicle Accessibility Regulations. Each unit is formed of five carriages, however, two can be coupled together if needed to form a ten carriage train. On board services include:

- A baby-changing table in the accessible toilet in Coach E.
- Reservable seats in addition to priority seats.
- A space at each end of the train for cycles and large baggage (it should be noted that this is not accessible from within the train).

Dedicated wheelchair positions are located in first class and standard class with an accessible toilet close by on all our trains. Each position has an emergency call for aid point to speak to on-train staff. There are also two emergency call for aid points in the accessible toilet in coach E.

All of our trains have priority seats that can be booked by customers with a legitimate claim to use them. These seats are designed to be easily accessible and to be used by people who need them, for example:

- Disabled people.
- Expectant mothers.
- The elderly.
- Someone carrying an infant.

Priority Seats are indicated by pictograms on the wall adjacent to them. Other customers may sit in these seats, but wherever possible they should be offered to anyone who needs them as a priority. These seats can be reserved by calling our Assisted Travel Team.

**Coach A** – Standard class, Quiet Coach.

**Coach B** – Standard class, Café Bar.

**Coach C** – Standard class.

**Coach D** – First class, 1 x wheelchair space and transfer seat.

**Coach E** – Standard class, 2 x wheelchair spaces and transfer seats, accessible toilet.

It should be noted that the connection between coaches D and E is accessible to wheelchair users; therefore there is full access to the accessible toilet in coach E.

Appendix B displays the interior train layout.

## Visual information

Our trains are fitted with information screens at each end of the customer seating area inside each carriage and on the outside of the leading carriages.

The screens inside the carriage provide supplementary travel information such as train calling points, connecting train services and London Underground services status. They also show the calling pattern, including the next station at which the train is to call and connections from this station.

## Spoken information

Our On-Board Team make spoken announcements. They understand the importance of making timely announcements, particularly before the train departs and at least two minutes before arrival at a station, to give people with disabilities or mobility-impairments enough time to prepare to get off safely.

The On-Board Team will advise you of the reason for any unscheduled stop within two minutes and will give further details within ten minutes of any major delay. The On-Board Managers will also announce information and advice in event of any other unplanned changes to your journey, such as a platform change at your arrival or interchanging station.

If you have difficulty hearing such announcements please inform the On-Board Manager or another member of the On-Board Team.

## In case of an emergency

If there is an emergency and you have informed the staff on board about your disability they will make sure that you have enough time to prepare to leave the train. Detailed evacuation procedures are displayed on board and our staff complete regular training in train evacuation procedures to ensure that help is provided for customers with disabilities. In addition, prior to the start of each service, our on train staff receive a briefing with regard to assistance bookings for the train. Our policy is not to move disabled customers before the emergency services arrive, unless they are in a life threatening position.

If an emergency takes place on board the On-Board Manager will take responsibility for the safety of all customers and will direct On-Board Team members how to best assist any disabled customers or persons with reduced mobility, including exiting the train when it is safe to do so.

If there is no member of staff available to assist, the On-Board Manager will ask another customer to help the disabled person.

Should the disabled person be a wheelchair user, or an individual whose condition impairs them from alighting from the train, the On-Board Manager will appoint a member of staff or another customer to stay with them until they can be evacuated from the train by the emergency services.

## Wheelchairs and power assisted wheelchairs

We are happy to accommodate wheelchairs on board in both first class and standard class accommodation and have designated spaces for these to be positioned. This includes power assisted wheelchairs but all wheelchairs must be within the following dimensions:

70cm wide    120cm in length    135cm in height  
300kg maximum weight including passenger

Transfers from wheelchairs to seated accommodation are available in both standard and first class, however first class has only one accessible seat for a transfer to be completed. The wheelchair spaces all have emergency 'call for aid' points adjacent to the spaces.

## Mobility scooters

Scooters come in a variety of shapes and sizes however we can only accommodate these on board our trains if they fit within the same dimensions and weight as wheelchairs (see above).

Non-folding scooters should be kept aboard the train inside the carriage, but please note that acceptance is subject to the availability of wheelchair spaces. We can also convey folding scooters as luggage as long as these can be lifted by accompanying persons. The folding scooter should be stowed in the luggage compartment in coach E or in the wheelchair spaces if there is space.

Whatever the design of scooter, we advise you to pre-book your seat(s) through our Assisted Travel Team who will book the wheelchair space(s) if available and also a priority seat on the train for you. We ask that, where able, you move to the transfer seat for your safety during your journey.

Please note that when making a journey that involves more than one train operator, you may find that each operator's policy relating to scooters varies. This is because they have different types of trains and not all trains can carry scooters safely. Our Assisted Travel Team will be able to help by both booking assistance and advising you on each operator's policy on scooter carriage, as well as whether the whole journey is possible with your scooter.

Should disruption occur when you are travelling with us with your scooter we will provide assistance to you to allow you to continue your journey, whether this is by train or alternative transport.

## Ramps

All of our trains carry portable access ramps to help with getting on and off the train. Our staff are trained to handle and position the ramps to ensure that these are used safely. The maximum weight limit for the ramp is 300kg.

## Assistance dogs

We are happy to accommodate assistance dogs on board and seat reservations can be made through our Assisted Travel Team to obtain priority seating that provides ample room for both you and your dog.

You are welcome to travel without booking in advance subject to a priority seat being available at the time of travel. Dogs are not permitted to occupy customer seating for safety and hygiene reasons, although we can reserve a seat under/in front of which they can lie.

## Catering

All of our trains provide catering facilities in the buffet and an at-seat service for our first class customers.

The Café Bar, located in coach B, provides hot and cold drinks, hot and cold sandwiches, alcoholic beverages, crisps and snacks. The Café bar menu and price is published on [hulltrains.co.uk](http://hulltrains.co.uk) and also on board our trains. Should you require any assistance obtaining refreshments, please inform any member of our On-Board Team and they will be able to help with purchases and deliver these to your seat.

First class customers are provided with a complimentary at-seat service or refreshments and food. The menu is available on our website and large print copies are available on request on board the train.

## Staff Training

We are committed to the continuous development of our employees. As part of our commitment to delivering excellence in customer service, our employees undertake disability awareness training as part of the crew initial training programme and also through regular safety and accessibility briefings.

## BlueAssist

We operate Blue Assist to help you by providing a little bit of extra help on your journey. The Blue Assist cards provide a simple way of asking for help and can be used to highlight your needs and ask for help in a discrete and private way. Our staff have all been trained in the Blue Assist scheme and in meeting your needs. Leaflets which include the blank assist cards are provided at stations and also on board our trains.



# Making connections

## Connections with other train services

Some journeys may require you to change onto a different operator's train for part of it. Our Assisted Travel Team can help with booking assistance for your entire journey and advise of connection times if there are any planned during your journey. If assistance has been booked our staff will be ready to help you. If you need assistance on the day and have not booked it, please inform a member of the On-Board Team and they will contact the station in advance of your arrival.

## Connections with other transport providers

We are able to provide assistance on your Hull Trains journey and arrange help for you to transfer to alternative transport at staffed stations. To ensure that staff are available to help you we recommend that assistance is booked in advance of your journey. If this is not possible our On-Board Team will help by contacting the station prior to your arrival or by requesting a suitable alternative location.

Please note that Howden is not a staffed station and there are no connecting bus services and there is no taxi rank. If you are travelling to or from this station please contact our Passenger Assist Team to discuss your individual circumstances and the help we can provide to support you.

The table below shows the connecting forms of transport available at the stations we serve. Full details of accessible transport information can be found by inputting the station name at [nationalrail.co.uk/stations\\_destinations/default.aspx](http://nationalrail.co.uk/stations_destinations/default.aspx)

Connecting with other forms of travel				
Station	Bus	Taxi Rank	Tube	Car Park
Beverley	✗	✓	✗	✓
Brough	✓	✓	✗	✓
Doncaster	✓	✓	✗	✓
Grantham	✓	✓	✗	✓
Howden	✓	✗	✗	✓
Hull	✓	✓	✗	✓
King's Cross	✓	✓	✓	✓
Retford	✓	✓	✗	✓
Selby	✓	✓	✗	✓
Stevenage	✓	✓	✗	✓

# Contact us

We welcome your comments and feedback regarding this policy and how we can improve the services that we deliver.

You can contact us in the following ways:

Post: Hull Trains  
FREEPOST RLYY-XSTG-YXCK  
4th Floor  
Europa House  
184 Ferensway  
HULL  
HU1 3UT

Customer Relations Telephone: **01482 488923**

Passenger Assist Freephone: **0800 316 1323**

Email: [customer.services@hulltrains.co.uk](mailto:customer.services@hulltrains.co.uk)

Website: [hulltrains.co.uk](http://hulltrains.co.uk)

Twitter: [@hull\\_trains](https://twitter.com/hull_trains)

## Alternative formats

We can provide this document and the policy section of our Disabled People's Protection Policy in alternative formats such as large print, Braille or audio. Please contact our Customer Relations Team who will be happy to provide these upon request within seven working days. We will keep up to date with developments in alternative formats and update this list as appropriate.



# Appendix A:

## Station information

Please note that this summary is current at the time of producing this document. Please visit the National Rail Enquiries website [nationalrail.co.uk/stations\\_destinations/default.aspx](http://nationalrail.co.uk/stations_destinations/default.aspx) for up to date information, or the websites of the station operators:

Station	Operator	Telephone	Website
Brough	TransPennine Express	0800 1072149	tpexpress.co.uk
Hull	TransPennine Express	0800 1072149	tpexpress.co.uk
Selby	TransPennine Express	0800 1072149	tpexpress.co.uk
Beverley	Northern Railway	0808 1561606	northernrailway.co.uk
Howden	Northern Railway	0808 1561606	northernrailway.co.uk
Doncaster	Virgin Trains East Coast	0800 0158123	virgintraineastcoast.com
Grantham	Virgin Trains East Coast	0800 0158123	virgintraineastcoast.com
Retford	Virgin Trains East Coast	0800 0158123	virgintraineastcoast.com
London King's Cross	Network Rail	03457 114141	networkrail.co.uk
Stevenage	Great Northern	0800 582844	greatnorthernrail.com

### Network Rail:

#### London King's Cross

Network Rail, King's Cross Station, London N1 9AP

Telephone: **03457 11 41 41**

### Great Northern:

#### Assisted Travel Helpline:

Open: 07:00 to 22:00 daily (except Christmas Day).

Telephone: **0800 058 2844**

Textphone: **0800 138 1018**

Email: [assistedtravel@greatnorthernrail.com](mailto:assistedtravel@greatnorthernrail.com)

### Virgin Trains East Coast:

#### Assisted Travel Team:

Open: Monday to Saturday 08:00 to 20:00/Sunday 10:00 to 20:00 (except Christmas Day and Boxing Day)

Telephone: **03457 225 225**

Textphone: **18001 03457225225**

Email: [assisted.travel@virgintraineastcoast.com](mailto:assisted.travel@virgintraineastcoast.com)

### TransPennine Express:

#### Assisted Travel Team:

Open: 06:00 to 23:00 Seven days per week (except Christmas Day)

Telephone: **0800 107 2149**

Textphone: **018001 0800 107 2061**

Email: [tpcustomer.relations@firstgroup.com](mailto:tpcustomer.relations@firstgroup.com)

### Northern Railway:

#### Assisted Travel Team:

Open: 08:00 to 20:00 Monday to Saturday/09:00 to 17:00 Sunday (except Christmas Day and Boxing Day):

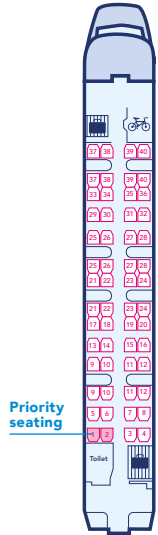
Telephone: **0800 138 5560**

Textphone: **18001 0800 138 5560**

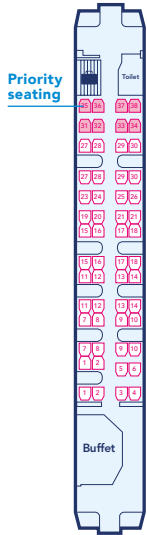
Email: [assistance@northernrailway.co.uk](mailto:assistance@northernrailway.co.uk)

# Appendix B: Class 180 train seating plan

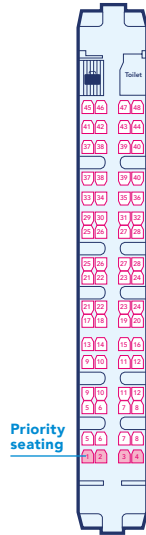
**Coach A**  
Standard  
Quiet Carriage



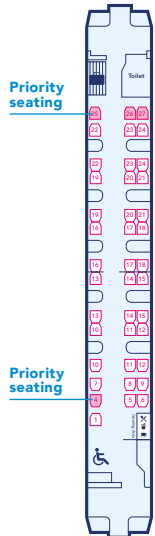
**Coach B**  
Standard  
Buffet Carriage



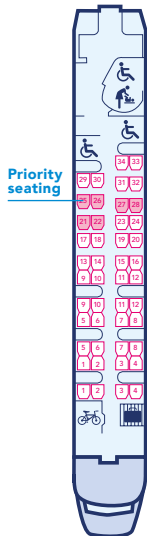
**Coach C**  
Standard



**Coach D**  
First  
Class



**Coach E**  
Standard



## Key

-  Luggage Rack
-  Baby-changing room
-  Disabled facility
-  Priority seating
-  Cycle rack





# Appendix C: Station accessibility information

	Beverley	Brough	Doncaster	Grantham	Howden	Hull	London King's Cross	Retford	Selby	Stevenage
<b>Access to station entrance and Ticket Office</b>	All entrances fully accessible	All entrances fully accessible	All entrances fully accessible	All entrances fully accessible	Limited accessibility gates to platforms	Main entrance fully accessible	Main entrance fully accessible	Main entrance fully accessible	Side entrance fully accessible	All entrances fully accessible
<b>Ticket Office accessibility</b>	Yes and induction loops	Yes and induction loops	Yes and induction loops	Yes and induction loops	✗	Yes and induction loops	Yes and induction loops	Yes and induction loops	Yes and induction loops	Yes and induction loops
<b>Accessible Ticket Machines</b>	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓
<b>Platform accessibility</b>	✓	✓	✓	✓	Accessible but gates at entrance	✓	✓	✓	✓	✓
<b>Impaired mobility set down</b>	✓	✗	✓	✓	✗	✓	✓	✓	✓	✓
<b>Accessible Car Park equipment</b>	✓	✓	✓	✗	✗	✓	✗	✓	✓	✓
<b>Accessible Waiting Room</b>	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓
<b>Wheelchair available</b>	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓
<b>Disabled badge holder Parking</b>	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗
<b>Accessible Toilet</b>	✓	✗	✓	✓	✗	✓	✓	✓	✓	✓
<b>Accessible Public Telephone</b>	✓	✗	✓	✓	✗	✓	✓	✓	✓	✗
<b>CCTV</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Public address</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Customer information systems</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Additional help points</b>	✗	✓	✗	✗	✗	✓	✓	✗	✗	✗
<b>Ticket gates</b>	✗	✗	✗	✓	✗	✗	✓	✓	✗	✓
<b>Accessible Left Luggage facilities</b>	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
<b>Meeting point for assistance</b>	Ticket Office	Ticket Office	Customer Information Point. Main Concourse 08:15-18:00 Outside these hours Ticket Office or Customer Service Office Platform 3B	Customer Service Office on Platform 1	✗	Customer Service Office on Platform 1	Customer Information Point on Central Concourse	Ticket Office during opening hours – all other times Customer Service Office Platform 1	Ticket Office	Ticket Office
<b>When Staff are available to help</b>	Mon-Fri 07:00-17:00 Sat 07:00-13:00 Sun Closed	Mon-Sat 05:15-19:45 Sun 09:00-13:30	Mon-Fri 05:15-01:30 Sat 05:15-01:15 Sun 07:30-01:30	Mon-Fri 05:30-00:15 Sat 05:30-23:15 Sun 08:55-00:00	Unstaffed	24 Hours a day	Mon-Fri 05:00-01:30 Sat 05:00-00:30 Sun 05:30-01:30	Mon-Fri 05:30-23:30 Sat 05:30-21:30 Sun 09:30-23:20	Mon-Sat 06:00-19:45 Sun 09:15-19:00	24 Hours a day

## **Making Rail Accessible: Guide to Policies and Practices**

### **Introduction**

Hull Trains is operated by FirstGroup PLC. We provide intercity rail services between London Kings Cross and Hull with some extended to/from Beverley, calling at Stevenage, Grantham, Retford, Doncaster, Selby, Howden, Brough.

As an Open Access Operator (a train operating company that is not subject to franchising and instead purchases individual timing slots on the railway), we do not operate any stations, however we call at 10 stations which are operated by other Train Operating Companies (TOCs) or Network Rail. We work closely with these companies to ensure a high quality of service is provided to all of our customers, including the delivery of assistance for customers that need this the most.

All but one of the stations (Howden) at which we call have level access and accessible features. We will continue to look for ways to support further improvements in conjunction with our industry partners and stakeholders including, but not limited to Network Rail, other TOCs, the Department for Transport (DfT), Integrated Transport Authorities (ITAs) and local authorities.

Station and train accessibility information is detailed in our passenger document: **Making Rail Accessible: Helping older and disabled passengers**, which is available at staffed stations, on our website and through our Assisted Travel Team.

This document, **Making Rail Accessible: Guide to Policies and Practices**, forms part of our Disabled People's Protection Policy (DPPP). In our DPPP we set out our commitment to providing high quality, consistent and reliable services to customers who are disabled or whose mobility is impaired. This policy outlines our commitment to improve accessibility and drive our business decisions.

Developing and implementing a DPPP is a condition of the Hull Trains' passenger train operating licence. In developing our DPPP we have taken account of the guidance contained in "How to write your Disabled People's Protection Policy" published by the Department for Transport (DfT) in November 2009 and **Design Standards for Accessible Railway Stations – A Code of Practice** issued by the DfT and Transport Scotland in 2015.

We review our DPPP on an annual basis at the end of the anniversary year from their approval date and welcome comments and feedback on how we can improve our policy, strategy or service provision for disabled people. Feedback is logged by our Assisted Travel Team who specialise in this area and comments are passed to the relevant manager for investigation. We continually review our stations and trains accessibility information to make sure that our customers are provided with accurate information.

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## 1. Our Strategy

### ***Our Commitment***

At Hull Trains, we are committed to providing the highest standards of customer service to all our customers. We want everyone to be able to enjoy our services irrespective of age, disability or mobility. We understand the needs and concerns of disabled passengers when using public transport and our aim is to give them the confidence to access our services, either independently, or because they know they can rely on us to provide high quality help and assistance whenever they need it.

This strategy demonstrates how we will both maintain high standards and take practical steps to improve accessibility. We recognise the need to make it easier for disabled customers to access rail services and for all customers to benefit from improved accessibility.

### ***Our Trains***

We operate a fleet of five carriage Class 180 trains. These are compliant with the Rail Vehicle Access Regulations 1998 (RVAR) and offer a good level of access, incorporating wheelchair spaces, accessible toilets, hand rails and other relevant features to make travel convenient and comfortable. All our trains have an On Board Manager and Hospitality Host who are able to provide assistance and information should this be required. Our planned improvements are outlined in section 4 of this document.

### ***Assisted Travel Team to Plan Journeys and Book Assistance***

The Assisted Travel Team are available to provide accurate information to plan a journey across the rail network in Great Britain. It is important that the service meets with the customer's needs. The Assisted Travel Team can book assistance to help with changing trains and delivering a seamless service regardless of the operators involved.

### ***Working with Industry Partners***

We are committed to working with other Train Operating Companies and Network Rail who manage the stations that we serve. Our combined aim is to provide a consistently high quality level of service and accessibility to all customers.

### ***Stakeholders***

We understand the important role of consulting a wide range of stakeholders. We regularly consult with local rail user groups, disability groups and local authorities to understand how changes could benefit our customers the most.

### ***Accessible Travel Group***

We have a dedicated Accessible Travel Group. The group meets twice yearly to discuss how we have performed in delivering accessible travel over the previous quarter and also steps we can take to improve our services and trains. The group is voluntary and consists of regular

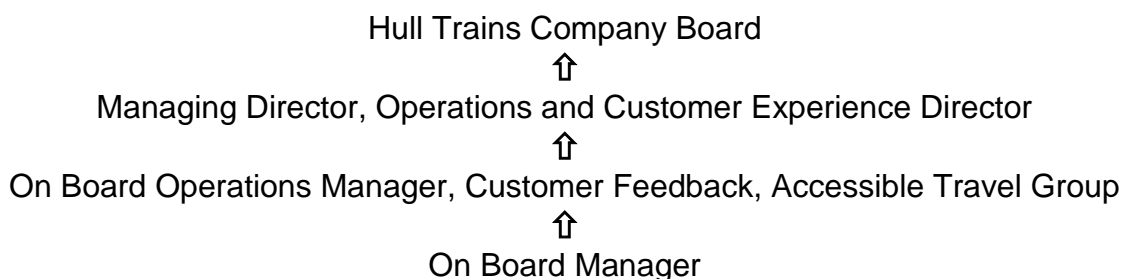
travellers, rail user group representatives and disability group members. Information provided to the group focuses primarily on customer feedback, rather than specific Key Performance Indicators. Members are invited to sit on the group based on their interest within the policy and at any one time there can be 5 – 10 stakeholders involved. All relevant touchpoints from the customer journey are covered by the group and outputs from meetings are used to influence company policy and procedures, as well as physical on train accessibility improvements. We also share the outputs of the group, where relevant, with the Station Facility Operators so that they can consider improvements of their facilities at their stations.

### ***Feedback***

We monitor our service provision and the feedback we receive through our Assisted Travel Team, our social media channels, local media, stakeholder surveys and the National Rail Passenger Surveys (NRPS) with regards to accessibility to help in forming the basis of strategic changes within the business to drive continuous improvements.

## **2. Management Arrangements**

We consider accessibility in everything that we do and this forms an integral part of our business. We introduce improvements as quickly as we can, following the identification of any issue. Our structure is flat (as shown below) and therefore issues can be highlighted and action taken quickly.



### ***Ownership***

Our Operations and Customer Experience Director is responsible for the company's DPPP and reports directly to the Managing Director. They ensure that the policy is integrated into business plans at the planning stages of all projects. The Managing Director and the Operations and Customer Experience Director are represented at Hull Trains Board level and highlight issues relating to accessibility.

### ***Performance and Feedback***

Every week Key Performance Indicators are prepared by our Customer Services Team that illustrate customer feedback and the delivery of accessible travel by ourselves. These KPIs are used to drive change within the business. Periodic board reports are prepared by Customer Relations and include any issues arising through accessibility issues.

Our Executive Management team meets monthly to review customer feedback and progress actions to improve the service we deliver. In this way we are able to ensure that the company's progress against its accessibility goals is measured, reported and appropriately adjusted over time. Where appropriate we evaluate the business case of accessibility improvements using such tools as the Passenger Demand Forecasting Model (PDFH).

### ***Policies and Procedures***

The Operations and Customer Experience Director and Health, Safety & Environment Manager work together to ensure the delivery of our policies and procedures relating to accessibility.

### ***Staff Training***

Our managers and staff receive disability awareness training at least on an annual basis. This is further supported by staff briefings on changes or improvements that we have made.

All of our on board staff have a duty to provide assistance and information to our older and disabled customers as well as suggesting how we could improve things.

As new methods of assistance are introduced staff are briefed and trained on an individual basis and this is recorded on the staff training records.

We operate a safety management system (SMS) with procedures which ensure that services and facilities for disabled customers are provided according to our DPPP and best practice.

### ***Return on Investment***

Our Executive team assess the return on investment of improvements for disabled customers as part of our planning process and within the lifetime of our track access agreement.

## **3. Monitoring and Evaluation**

We monitor and record all feedback that we receive regarding accessibility issues. These include complaints, compliments and suggestions. This feedback is shared within the business through the weekly Key Performance Indicators and monthly through the board report. The Accessible Travel Group raises issues and report on progress and feedback on mystery shopping experiences.

The feedback information contained within our board report includes:

- Number of passengers booking with disabled railcard discount applied
- Passenger assistance bookings
- Assistance delivered on board both booked and unbooked
- Complaints received concerning accessibility

The Customer Services Team prepare periodic reports that are shared with the company board. Any trends or repeated issues are highlighted and new issues raised. The feedback is shared with the customer or staff concerned.

From the end of September 2016, we will survey a minimum of 5% of those who have contacted our Assisted Travel Team to take feedback on their experience and how we can improve our service.

Through this process we are able to monitor the performance of how well we are doing in the practical delivery of our policies and practices in helping disabled and older customers. It is important that day to day issues are identified quickly and managed to prevent repeat issues occurring. We do this by responding to customer feedback and investigating any issues with completed assistances. Where appropriate we will institute changes based around the outcome of these investigations.

### ***Passenger Assist***

We are committed to Passenger Assist. This is the national system for booking assistance for rail journeys anywhere in Britain. Passenger Assist allows you to book help in advance of your journey and this can be done by the following ways:

- Telephone
- On-line application
- Minicom
- Ticket office

Prior to every train departure the On Board Team review the assistance bookings and check if the correct seat reservations have been allocated. Shortly prior to arrival at the appropriate station, they will prepare the access ramps for customers who may require these. The Customer Services Team check on a weekly basis the fulfilment of assistance and highlight any issues that arise. The Customer Service Team conducts follow up calls to identify customer satisfaction with the delivery of assistance and the result of this satisfaction research is shared within the board report.

We will provide assistance at stations where the SFO cannot do so. In some cases this may involve alternative transport such as taxis to enable customers to reach staffed or accessible stations. There will be no extra charge for this service. We will consult with the customer at the time of booking or on their journey to ensure that these arrangements meet with their journey needs.

We review any failures in the delivery of assistance with the station facilities provider and also meet regularly with the various station management teams to review the delivery of DPPP.

The DPPP and the policy practices are reviewed on an annual basis. Changes to policy and practices are made, when appropriate, to improve the delivery of the assistance and these will be incorporated into the annual review and listed as improvements that have been completed.

## **4. Access Improvements**

Access to the stations that we serve and the facilities that they offer varies considerably. We are committed to working pro-actively with our industry partners, station facility operators and Network Rail to invest in stations, the improvement of passenger facilities and influence changes appropriate to the benefits of all customers.

Where any change is proposed to train and station services or facilities it is our aim to ensure that the new arrangements comply with the DfT's "**Design Standards for Accessible Railway Stations** – A Code of Practice or the RVAR (Rail Vehicle Accessibility Regulations, 2010) where applicable. If for any reason we are unable to meet the standards in the TSI-PRM or Code of Practice, we will apply for derogations against the TSI-PRM and/or dispensations from the Code of Practice, after every effort has been made to ensure compliance. From December 2020 we plan to introduce a new fleet of hybrid trains which will meet, if not exceed the RVAR requirements. At the time of writing of this document we are still in discussions about the type and formation of these trains.

We will continue to provide free alternative transport where a disabled customer wants to travel to an unstaffed station and, where practicable, we will send a member of staff to an unstaffed station to assist disabled customers. Our Assisted Travel Team is trained to discuss individual needs with customers to ensure that the appropriate assistance is provided, with as much of the journey by rail as possible. The team's calls are recorded and monitored for performance.

## **5. Working with Others**

We recognise the value and importance of working in partnership with all stakeholders both at a national and local level to deliver continuous improvement in the service available to disabled customers. In particular we are committed to continuing our proactive and productive partnerships with the other train operators and Network Rail who manage the stations that we serve. It is important to us that we learn and share best practice with other operators and industries.

We will continue to work and consult with national organisations such as Transport Focus, Disabled Persons Transport Advisory Committee, the Department for Transport, Blue Assist and Local Authorities such as East Riding County Council, North Yorkshire County Council and Hull City Council with local and national disabled passenger user groups and our own Accessible Travel Group.

## **6. Staff Training**

We are committed to the continuous development of our staff. As part of our commitment to delivering excellence in customer service, our staff undertakes disability awareness training as part of the crew initial training programme and also through regular safety briefings.

Our On Board Team receives training in all the practical aspects of providing assistance. This includes deploying wheelchair ramps, assisting customers to their seats, delivering 'at seat' service, as well as providing information.

All our On Board Team members are trained to proactively look out for customers with disabilities or mobility problems and check if they need assistance.

All employees who answer telephones will be trained in communicating clearly with people who may have difficulty speaking, hearing or understanding.



We will use our company team briefing process to ensure that all our employees are kept informed and up to date concerning any developments and issues that relate to the service we provide our disabled customers.

We will continue to develop and improve our training courses in relation to disabled travel, in consultation and partnership with local disabled stakeholders and representatives, taking into account feedback from employees and customers. We will review industry best practice, particularly drawing on the wide experience of First Group in the UK transport industry and take into account industry relevant publications such as DPTACs Disability and Equality Awareness Training Framework for Transport Staff.

## **7. Emergency Procedures**

All of our On Board Team are trained in evacuation and safety procedures including how to respond to emergencies. Our policy is not to move disabled passengers before the emergency services arrive, unless they are in a life threatening position.

If an emergency takes place on board the On Board Manager will take responsibility for the safety of all passengers and will direct On Board Team members how to best assist any disabled passengers or persons with reduced mobility, including exiting the train when it is safe to do so.

If there is no member of staff available to assist, the On Board Manager will ask another passenger to help the disabled person.

Should the disabled person be a wheelchair user, or an individual whose condition impairs them from alighting from the train, the On Board Manager will appoint a member of staff or another passenger to stay with them until they can be evacuated from the train by the emergency services.

Dedicated wheelchair positions are located in first class and standard class with an accessible toilet close by on all our trains. Each position has an emergency contact point to speak to on-train staff. There are also two emergency contact points in the accessible toilet in coach E.

At some of the stations at which we stop there are a number of strategically placed disabled people's refuge points, where disabled customers can wait until the emergency services can perform a safe evacuation away from the station.

## **8. Communications Strategy**

We understand that easy access to clear and accurate information about travelling by train is particularly important for people with disabilities so that they can plan their journeys with confidence. We appreciate that many disabled people may not be frequent travellers and are not aware of the facilities that we provide to help make their journeys easier.

We will ensure our DPPP is easily accessible, free of charge and communicated widely. Copies of our passenger document, “Making Rail Accessible: Helping Older and Disabled Passengers”, will be available from all the stations where our services call, on our website in PDF and Word format for easy download, or from our Assisted Travel Team. We will also ensure this document is made more widely available in the communities we serve e.g. libraries, Tourist Information Centres and through local user groups.

This policy document, “Making Rail Accessible, Guide to Policies and Practices”, will be available on our website for download in PDF and Word format and from our Assisted Travel Team on request.

We will provide our DPPP within 7 days in alternative formats, such as Large Print, Easy Read and Audio on request. We have a supplier that is able to provide Braille information and this can be made available upon request.

We will work to ensure that we communicate clearly and effectively with disabled users when they are using our services.

We will provide high quality information in a variety of formats on our trains, such as public address, visual information screens, on train information posters and leaflets, and of course directly from our On Board Team.

We will work to identify and take advantage of advances in technology and across the rail industry to deliver improvement.

On stations, we will work in partnership with the operators to ensure high quality information and communication is always available and to encourage improvement in standards and consistency of service and facilities provision.

## **Telephone**

We provide our disabled customers with a free phone telephone and a text phone service to contact our Assisted Travel Team who can arrange their travel, including making advance requests for travel assistance. Customers with reduced mobility can also use this number to give us feedback, buy tickets, make enquiries on accessibility of stations and trains, make reservations, and arrange onward travel with other train operators or to obtain a copy of our policy and customer documents.

**Tel: 0800 316 1323**

The Assisted Travel Team opening times are 07:00 – 22:00, 7 days a week.  
This facility is closed on Christmas Day.

Outside office opening times or when our Assisted Travel Team are busy we provide a clear recorded telephone message, informing the caller when the team are back in the office.

At all other times or in an emergency National Rail Enquiries can be contacted 24 hours a day on **03457 48 49 50**.

## Website

We recognise the need for our website to be accessible to all and have designed it to adhere to best practice following the W3C standards. Pages have been built to comply with a minimum standard of the Web Accessibility Initiative's Web Content Accessibility Guidelines. We have ensured that our website ([hultrains.co.uk](http://hultrains.co.uk)) provides high quality, accurate and accessible information. All of our documents are available as PDF format and these can be re-sized to suit requirements. We are committed to improving how we display and publish our documents and website content.

## Signage

We will follow the guidance in the Code of Practice, Royal National Institute for Blind People Sign Design Guide and Rail Safety and Standards Board's Wayfinding good practice guide where possible and applicable on board our trains.

## 9. Car Parking

Car parking facilities are available at most of the stations that we serve and details of the Blue Badge spaces can be found on the National Rail Enquiries website ([nationalrail.co.uk](http://nationalrail.co.uk)).

We do not currently manage any car parking however through regular management meetings we work with the station operators to effectively manage the facilities and provide the appropriate number of blue badge spaces.

If we receive any complaints about this service we will pass them on to the relevant station operator and advise the person making the complaint when we have done this.

## 10. Reviews

We review our policies, including the DPPP, every year and include all relevant feedback in the review. When changes are made to the DPPP, the revised policy will be submitted to the Office of Rail and Road for re-approval.

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