

Annette Egginton

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08 August 2016

Patrick Verwer
Managing Director
London Midland

Dear Patrick

Review of London and Birmingham Railway Ltd. (trading as London Midland) Disabled People's Protection Policy (Condition 5 of your Station Licence and 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 station licence and 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 providing free access to your services for guide dogs in training;
- Your commitment to provide a refund of the full cost of the journey if booked assistance was not carried out; and
- Your commitment to provide posters at stations showing the morning peak trains on which it is easier to find a seat.

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:

- **Booking 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. You have also amended the entries for your stations on the Stations Made Easy site to state that 24 hours' notice, rather than notice of 1 working day, is required for assistance bookings.

- **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 if a station is unstaffed when a passenger requiring assistance wishes to use it, you will discuss with the passenger what help they require and either provide alternative transport, organise for a member of on-board staff to assist passengers on or off the train if they are able to get to the platform or, where practicable, send a member of staff to an unstaffed station to assist.
- **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 in the case that;
 - a disabled passenger is unable to travel from a station because the station is inaccessible to them (e.g. because of a physical constraint);
 - substitute transport is provided to replace rail services (e.g. because of planned engineering works) that is inaccessible to disabled passengers;
 - there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

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.
- **Aural and visual information:** The guidance states that operators should give details of provisions for aural and visual information at stations and must commit to providing, wherever possible, clear and consistent aural and visual information. In your document, you have now clarified that where audio information is not provided on stations, help points with an information button are available for customers to use in order to receive up to date audio information.
- **Disruption to services:** The guidance states that when assistance has been booked through Passenger Assist, that because of disruption is no longer valid, operators must contact passengers to inform them and if necessary make alternative arrangements. In your document you have now committed to contacting passengers in the event that disruption means their assistance booking is no longer valid, and you will make alternative arrangements if necessary.




- **Stations matrix:** The guidance states that operators are expected to provide details of services and facilities at all of the stations they manage. You have now provided information on the facilities available at your stations in accordance with Appendix B of the guidance and have consulted your Access Advisory Panel on the layout of your stations information. You have confirmed that the station matrix will be made available with the DPPP document and on your website.

You have informed us that you are working with ATOC and other train operators in order to implement new solutions for Stations Made Easy after the contract with the current provider ends and that you will co-operate fully in order to keep information on the site up to date. You have stated that you have already provided information to ATOC regarding the routes for your 5 busiest stations. It is important that passengers have access to accurate and consistent information before travelling. Therefore, please could you keep us informed of the progress of this work and provide us with confirmation when you have been able to update fully your information on the site?

In addition to this, please note that we expect all supporting information, such as that provided on your website, to be consistent with the information provided in your DPPP.

Yours sincerely



Annette Egginton

Cc. Kelly Henshall, Head of Franchise Management & Development, London Midland



making rail accessible

helping older and
disabled passengers

TRAVEL MADE SIMPLE

londonmidland



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policy summary

London Midland is part of the National Rail network, which offers accessible journey opportunities across the country. We run over 1,300 train services a day, and operate 150 stations.

This leaflet tells you about the accessibility of our part of the network, and gives useful journey advice.

We offer older and disabled passengers:

- value-for-money discounts to reduce the cost of the journey;
- assistance from staff when travelling, at stations and on trains;
- alternative accessible transport if stations or trains are inaccessible;
- clear, consistent and up-to-date customer information; and
- a safe and reliable service.

London Midland has adopted the 'Social Model of Disability'. We take responsibility for removing the barriers to access you may encounter when using stations and trains. We will deliver continuous improvement. More information about this is in our 'Guide to Policies and Procedures' available on our website or on request.

We welcome your comments and suggestions – our contact details are shown on the back page.

This leaflet will be updated annually, and is available in alternative formats (large print, easy-read, Braille or audio) on request, within seven working days.

This leaflet is available in hard copy format at staffed stations called at by London Midland.

assisted travel

If you have a disability, improved accessibility at stations and on trains may mean that you do not require any staff assistance to travel.

However, if you do require assistance, (e.g. on and off the train and/or around the station) you can turn up at train stations which are staffed, and we will always do our very best to help you just as soon as staff and equipment are available.

If you would like the reassurance of pre-booking your assistance and knowing that staff are expecting you, then we recommend booking assistance 24 hours in advance (you can book further in advance if you wish).

Assistance to older and disabled passengers is provided free of charge.

portable ramps

If you need step-free access, we can provide a ramp between the platform and the train. You do not need to book this service in advance. At staffed stations please speak to staff. At unstaffed stations you will need to let the conductor on the train know you need a ramp.

booking assistance

We participate in the national 'Passenger Assist' booking system – information is passed automatically to other Train Operators as appropriate.

With a single booking, you can arrange assistance for your whole rail journey, whichever train operator(s) or stations you are using – not just on London Midland services. We will continue to support the Passenger Assist system and will provide enough resource to do so.

types of assistance offered

We can provide the following types of assistance, at any station we operate, when booked through Passenger Assist 24 hours in advance:

- navigation around a station;
- assistance getting on and off trains (at your destination we will provide this as soon as possible, and in all cases within 5 mins);
- assistance carrying luggage;
- assistance changing trains;
- assistance to and from the car park, taxi rank or drop-off area;
- use of a customer wheelchair (at larger stations);
- assistance finding a seat or wheelchair space on trains.

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

Welcome posters will be displayed at the station entrance containing the Freephone number for our Assisted Travel team. This team can arrange alternative transport to the nearest accessible station, or organise for a member of onboard staff to assist you on or off the train if you are able to get to the platform.

Our staff are trained in the delivery of assistance. The Meeting Point for Assisted Travel at staffed stations is the ticket office. Please note, we're unable to provide the following types of assistance:

- personal needs assistance;
- assistance beyond the station/car park;

If you would like to book assistance through Passenger Assist, our contact details are provided on page 13.

alternative accessible transport

We will always get you to your destination. Some of our stations may not be fully accessible to you. This may be due to:

- the station being inaccessible (i.e. due to a physical constraint);

- for whatever reason, substitute transport is provided to replace rail services (e.g. due to planned engineering works); or
- where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to you.

At times, we need to provide replacement bus services, for example during planned engineering work or service disruption. Where possible we will ensure we use accessible vehicles. However, this is not always possible, especially at short notice. If required, we will provide an accessible taxi.

If you are disabled and cannot use a station due to the presence of steps, or for another accessibility reason, we will discuss with you the best option for completing your journey. This may mean providing an accessible taxi for all or part of your journey to the nearest or most convenient accessible station.

In some cases, it may be possible to reach a step-free platform via an alternative rail route. This may be quicker than using a taxi. If you travel outside the validity of your ticket, due to the need to avoid steps, you will not be charged extra. We will discuss with you the best option for completing your journey.

If you have not let us know your journey plans in advance, there may at some stations be a significant delay while we obtain an accessible taxi. Please note, we cannot provide alternative accessible transport for scooter users.

information before you travel

We recommend you check the accessibility of the stations and trains you plan to use before travel. Some information is provided in this leaflet, but you can find more detailed information on our website **londonmidland.com**, from National Rail Enquiries **nationalrail.co.uk**, from our Assisted Travel Helpline, and from staff at stations.

Our Franchise Agreement Manager will ensure online accessibility information is updated within 24 hours of any changes, including temporary changes.

our compensation policy

If you have booked assistance and it was not provided, we will refund you the cost of the journey. Please contact the Customer Relations team (contact details are shown on page 13) and we will be happy to assist you.

If you encounter a delay to your journey of 30 minutes or more, you can also claim compensation under our Delay Repay scheme.

For further information and details of how to claim, please see **londonmidland.com/delay-repay**.

tickets and fares

discounts

You may be eligible to purchase a Railcard and obtain a wide range of discounted tickets.

The 'Senior Railcard' and 'Disabled Persons Railcard' allow you 1/3 off the price of most tickets. 'Disabled Persons Railcard' holders can also obtain discounts for a companion. For full details of discounts and who is eligible, see **senior-railcard.co.uk** and **disabledpersons-railcard.co.uk** or ask at a staffed station.

Discounts for passengers without a Railcard are also available – on 'Anytime' tickets only – for visually-impaired passengers (when travelling with a companion), and wheelchair users.

Visually impaired passengers travelling with a companion get 34% off an Anytime Single or Return ticket, 50% off an Anytime Day Return and one adult season ticket to cover two passengers (companion travels free).

Children who are registered blind pay the normal fare, but a companion gets 34% off an Anytime Single or Return ticket, and 50% off an Anytime Day Return.

Wheelchair users who stay in their wheelchair for the journey get 34% off an Anytime Single or Return ticket, 50% off an Anytime Day Return.

Disabled children under the age of 5 can travel free of charge. Adult companions get 34% off an Anytime Single or Return ticket, 50% off an Anytime Day Return.

Wheelchair users who stay in their wheelchair for the journey get 34% off an Anytime Single or Return ticket, 50% off an Anytime Day Return.

Disabled children under the age of 5 can travel free of charge. Adult companions get 34% off an Anytime Single or Return ticket, 50% off an Anytime Day Return.

Discounts for visually-impaired passengers – please take evidence of your visual impairment such as a document from a recognised institution such as Social Services, your Local Authority, RNIB, or Blind Veterans UK when buying your ticket and making your journey. Tickets can be purchased from ticket offices only.

purchasing your ticket

You can find out which stations have ticket offices and/or ticket machines at page 16. Our ticket machines can sell discounted tickets to Railcard holders and companions.

You must have a ticket to travel. If you are disabled and cannot access a ticket office or ticket machine at your departure station, or if the ticket machine does not sell the ticket you require, you can buy a ticket on-board the train or at your destination station without penalty and you will still receive any discount you are entitled to.

at the station

station accessibility

At all our stations you will find:

- seating;
- shelter;
- help points – for information and use in an emergency;
- customer information screens – giving real-time information on train departures.

Where systems are fitted, we provide clear and consistent audio information at stations regarding train departures, including during disruption. If audio announcements aren't available, our Help Points have an information button where you will be able to speak to someone to find out this information.

Many stations have other accessibility features, such as tactile warning strips, induction loops; Blue Badge parking; low level ticket counters; and accessible toilets. Please see the information matrix at the end of this leaflet for more information on station services.

At some larger stations we have staffed Information Points (usually on the platforms) which are open whenever the ticket office is open, and sometimes longer. At smaller staffed stations you can get information from the ticket office. Staff can provide you with information about station facilities, fares, services and accessibility.

Where stations have ticket gates, we will ensure these are locked open if unattended. A wide-aisle gate is always available for wheelchair users, people with other mobility impairments, and people with luggage or pushchairs.

See page 20, and our website, for further information on station accessibility. We have a programme of accessibility improvements at stations – please see our ‘Policy’ document for details.

We will work with retailers to ensure their premises and services are as accessible as possible. For example, we will explore opportunities to use our Minor Works fund to improve access to areas of our stations where retailers are located.

We will not permanently close any station entrance if this affects accessibility, without first consulting with stakeholders and obtaining the approval of the Department for Transport.

We will consider the effect on older and disabled people when making temporary alterations to access arrangements, and ensure alternative routes are available.

on the train

train types

We operate several different types of train – most meet modern accessibility standards. All of our trains have:

- a conductor on board;
- audio announcements;

- platform–train ramp available;
- spaces for wheelchair users;
- priority seating.

The following train types meet modern accessibility regulations in full (including for example visual and audio information), and colour–contrasted fittings):



class 139

Stourbridge Junction to Stourbridge Town



class 170

Birmingham New Street to Shrewsbury, Rugeley, Hereford



class 172

Birmingham Snow Hill to Dorridge, Stratford-upon-Avon, Leamington Spa, Kidderminster, Worcester



class 350

Birmingham New St to Liverpool, London Crewe to London

On the trains above, automatic or manual announcements will be made on the approach to all stations, in sufficient time to allow disabled passengers to prepare to alight.

We also operate the following older train types (which do not meet modern design standards, and in particular do not have an accessible toilet or visual information screens). There is always a member of staff on board:



class 150

Bletchley to Bedford;
Birmingham New Street
to Hereford



class 153

Coventry to Nuneaton,
Hereford, Worcester,
Birmingham



class 319

Birmingham to London;
St Albans Abbey to
Watford Junction;
these will all meet accessibility
regulations by 2017



class 323

Cross-City Line (Redditch
to Lichfield);
Birmingham New Street to
Walsall, Wolverhampton

On these older trains we will make audio announcements regarding the next stop whenever possible, and always during disruption. Announcements will be made in sufficient time to allow disabled passengers to prepare to alight.

access for wheelchair users

You can access our trains if your wheelchair is no more than 700mm wide, and 1200mm long. The combined weight of the user and wheelchair must be no more than 300kg to use safely our platform–train ramps.

Please note, there is always a step up between the platform and the train. For historical reasons the height of this step varies considerably across the network. As a result, the gradient of platform–train ramps will vary, and may be steep. Staff can provide physical assistance to wheelchair users when using ramps. Please note that wheelchair users have priority in the dedicated spaces on board trains. Our staff will ask other passengers to move if necessary. Wheelchair spaces are not reservable.

access for scooter users

You can access our trains if your scooter is no more than 700mm wide, and 1200mm long. The combined weight of the user and scooter must be no more than 300kg to use safely our platform–train ramps. You can remain seated on your scooter when travelling and are not required to transfer to a seat.

Please note, there is always a step up between the platform and the train. For historical reasons the height of this step varies considerably across the network. As a result, the gradient of platform–train ramps will vary, and may be steep. Scooter users should satisfy themselves that the ramp gradient is safe. Staff cannot provide physical assistance to scooter users on platform–train ramps.

Please use the wheelchair space on board trains if this is possible. Please note that wheelchair users have priority. Our staff will ask other passengers to move if necessary.

We cannot provide alternative accessible transport for scooter users during planned or unplanned disruption to train services. If you are prevented from completing your journey with your scooter, we may be able to store it for later collection if this would help. We will always get you to your destination, but this may involve a considerable delay if you need to remain with your scooter. For example, you may need to wait until train services resume normal operation.

seats

We do not have reservable seats on our train. All trains have clearly marked Priority Seats for the use of disabled people and other passengers with reduced mobility. Our staff can help you locate a seat if required. At some stations, posters tell you on which morning peak trains it is easier to find a seat.

making connections

London Midland is an integral part of the National Rail network. We can provide assistance between connecting trains at our stations, including to trains operated by other companies. If we are assisting you, we will make sure that if trains are re-platformed at short notice, we will assist you to change platforms.

If you need information about which stations have accessible taxis, this is available from **traintaxi.co.uk**

disruption to facilities and services

We will always get you to your destination. When disruption occurs, we will ensure plans for providing assistance are revised appropriately. For example, station or on-board staff may telephone your destination to advise your arrival time will change.

If you have booked assistance and there is major unplanned disruption to train services which may prevent you completing your journey (for example an extended line closure), we will contact you and if necessary make alternative arrangements. It is always worth checking how the train service is running before you start your journey. You can do this by checking **londonmidland.com**, through the London Midland apps or by calling National Rail Enquiries on **03457 484950**.

If station facilities are unavailable, and this has an accessibility impact, we will provide temporary replacement facilities where possible, and update online information – including an estimate of how long temporary arrangements will last.

Our plans for assisting disabled passengers in the event of an emergency are contained in our 'Policy' document.

contact us

Your feedback is essential to help us improve. Please let us know if anything has gone wrong, if you have experienced a good service, or if you have any suggestions. If we do not provide the assistance you have booked, we will refund the cost of your ticket. Just contact our Customer Relations team via any of the methods below.

Our Customer Relations team are available to help you with information and queries regarding our services.

call our customer relations team

0344 811 0133

0121 634 2040 from a mobile phone

you can also e-mail

comments@londonmidland.com

or write to them

**Customer Relations team,
London Midland, PO Box 4323,
Birmingham, B2 4JB**

Monday to Friday 7am – 7pm

Saturdays, Sundays & Bank Holidays 8am – 4pm

Currently our Assisted Travel team are not available on 25 and 26 December, as we do not operate train services on those days. However, other train operating companies' Assisted Travel teams are available on 26 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.

We accept feedback and correspondence in Braille and other alternative formats. We may contact you after your journey to find out how well we carried out the arrangements you made with us.

how you can book assistance

phone assisted travel on

0800 092 4260

8am – 10pm, 7 days per week (closed Christmas Day & Boxing Day) calls to this number are free from landlines & mobile phones, textphone users should prefix the number with 18001 which will connect the call via the BT TextDirect service

by e-mail

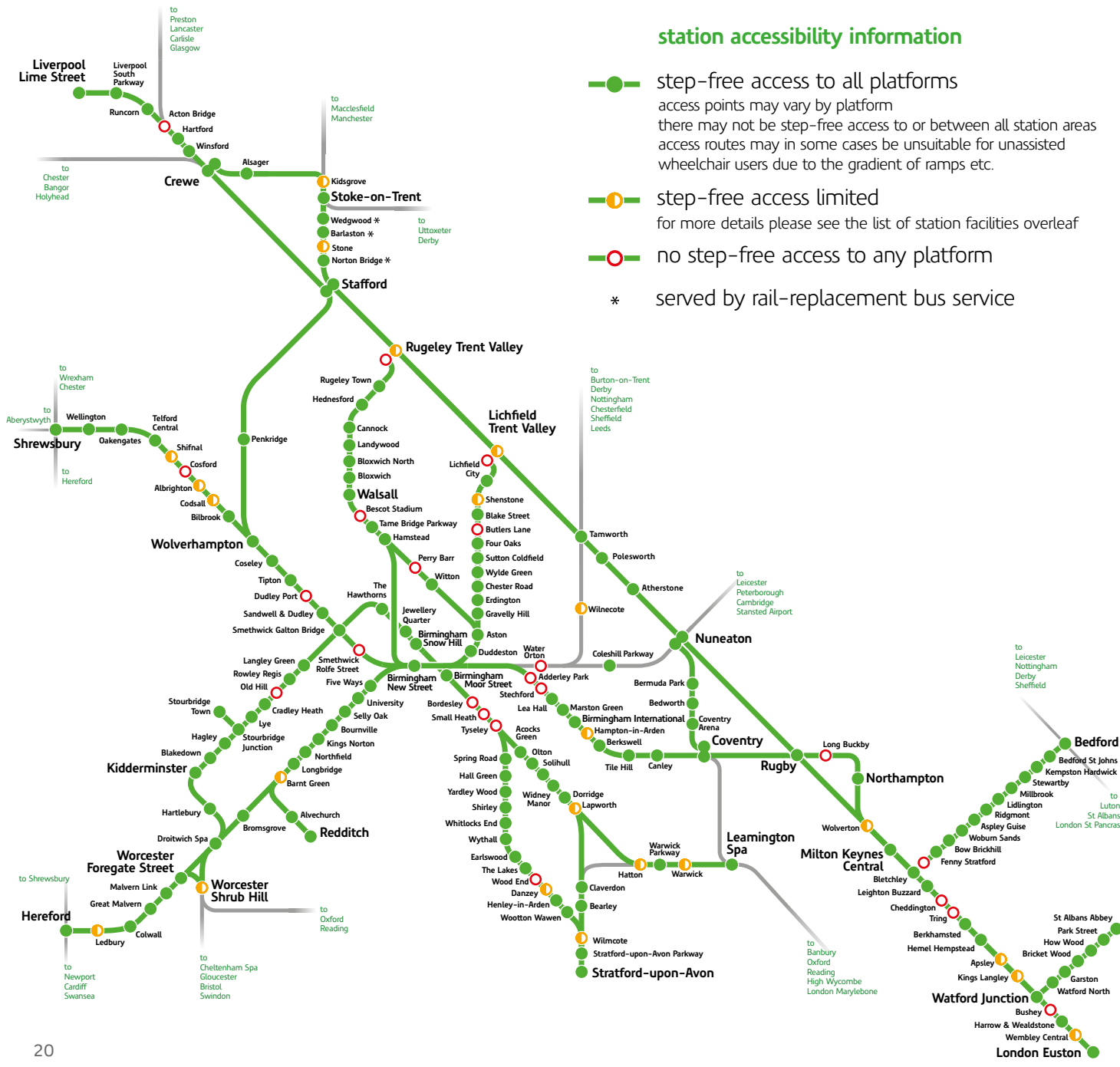
londonmidland@maileu.custhelp.com

there is also a link on the Travel Assistance section of our website at

londonmidland.com

station accessibility information

- step-free access to all platforms
 access points may vary by platform
 there may not be step-free access to or between all station areas
 access routes may in some cases be unsuitable for unassisted wheelchair users due to the gradient of ramps etc.
- step-free access limited
 for more details please see the list of station facilities overleaf
- no step-free access to any platform
- * served by rail-replacement bus service



	STAFFING	STEP FREE	BLUE BADGE PARKING	ACCESSIBLE TOILETS	TOILETS	CUSTOMER INFORMATION	TICKET OFFICE	TICKET MACHINES	LOW LEVEL COUNTER	GREETING	WAITING ROOM OR SHELTER	AUTOMATIC DOORS	LIFTS	CYCLE STORAGE	STATION WHEELCHAIR	STATION SEATING
Acocks Green B27 6EB	part	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓
Acton Bridge CW8 2RE	unstaffed	✗	✗	✗	✓	✗	pertis	✗	✗	✓	✗	✗	✗	✗	✓	✓
Adderley Park B9 4TG	part	✗	✗	✗	✓	✓	pertis	✗	✗	✓	✗	✗	✓	✗	✓	✓
Albrighton WV7 3DR	unstaffed	step-free towards Shrewsbury	✗	✗	✓	✗	pertis	✗	✗	✓	✗	✗	✓	✗	✓	✓
Alvechurch B48 7SE	unstaffed	✓	✗	✗	✓	✗	✓	✗	✗	✓	✗	✗	✗	✗	✓	✓
Apsley HP3 9XS	part	step-free towards London	✓	✓	✓	✓	✓	✗	✗	✓	✗	✗	✓	✗	✓	✓
Apsley Guise MK17 8HZ	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✓	✓
Aston B6 7PR	part	✓	✗	✗	✓	✓	✓	✗	✗	✓	✗	✓	✗	✗	✓	✓
Atherstone CV9 1BH	unstaffed	✓	✗	✗	✓	✗	✓	✗	✗	✓	✗	✗	✗	✗	✓	✓
Barnt Green B45 8JX	unstaffed	step-free towards Redditch, & some towards Birmingham	✓	✗	✓	✗	✓	✗	✗	✓	✗	✗	✗	✗	✓	✓
Bearley CV37	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✓	✓
Bedford St Johns MK42 9BT	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✓	✓
Bedworth CV12 9DH	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✓	✓

	STAFFING	STEP FREE	BLUE BADGE PARKING	ACCESSIBLE TOILETS	TOILETS	CUSTOMER INFORMATION	TICKET OFFICE	TICKET MACHINES	LOW LEVEL COUNTER	GREETING	WAITING ROOM OR SHELTER	AUTOMATIC DOORS	LIFTS	CYCLE STORAGE	STATION WHEELCHAIR	STATION SEATING
Berkhamsted HP4 2AJ	part	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓
Berkswell CV7 7EF	part	✓	✗	✓	✓	✓	pertis	✓	✗	✓	✗	✓	✓	✗	✓	✓
Bermuda Park CV10 7JS	unstaffed	✓	✗	✓	✓	✗	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓
Bescot Stadium WS1 4NH	part	✗	✗	✓	✓	✓	✓	✗	✗	✓	✗	✓	✓	✗	✓	✓
Bilbrook WV8 1PT	unstaffed	✓	✗	✓	✓	✓	pertis	✗	✗	✓	✗	✗	✗	✗	✓	✓
Birmingham Snow Hill B3 2BJ	full	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
Blake Street B74 4EB	part	✓	✗	✓	✓	✓	✓	✗	✗	✓	✗	✓	✓	✗	✓	✓
Blakedown DY10 3LF	unstaffed	✓	✗	✓	✓	✓	✗	✗	✗	✓	✗	✗	✗	✗	✓	✓
Bletchley MK3 6DS	part	step-free to all trains except to & from Bedford	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓
Bloxwich WS3 2NY	unstaffed	✓	✗	✓	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✓	✓
Bloxwich North WS3 2NR	unstaffed	✓	✗	✓	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✓	✓
Bordesley B9 4HF	unstaffed	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗
Bournville B30 1LG	part	step-free to both platforms from side entrances only	✗	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗	✓	✓

	STAFFING	STEP FREE	BLUE BADGE PARKING	ACCESSIBLE TOILETS	TOILETS	CUSTOMER INFORMATION	TICKET OFFICE	TICKET MACHINES	LOW LEVEL COUNTER	GREETING	WAITING ROOM OR SHELTER	AUTOMATIC DOORS	LIFTS	CYCLE STORAGE	STATION WHEELCHAIR	STATION SEATING
Bow Brickhill MK7 8HA	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✓	✓
Bricket Wood AL2 3PE	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗	✓	✓
Bromsgrove B60	part	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓
Butlers Lane B74 4RT	part	✗	✗	✗	✓	✓	✓	✗	✗	✓	✗	✗	✓	✗	✓	✓
Canley CV5 6BH	part	✓	✗	✗	✓	✓	✓	✗	✗	✓	✗	✗	✓	✗	✓	✓
Cannock WS11 8NQ	unstaffed	✓	✗	✗	✓	✗	✓	✗	✗	✓	✗	✗	✓	✗	✓	✓
Cheddington LU7 0SQ	unstaffed	✗	✗	✗	✓	✗	✓	✗	✗	✓	✗	✗	✓	✗	✓	✓
Chester Road B73 5JS	part	✓	✗	✗	✓	✓	✓	✗	✗	✗	✗	✓	✓	✗	✓	✓
Claverdon CV35 8PE	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✓	✓
Codsall WV8 1BY	unstaffed	step-free towards Shrewsbury	✗	✗	✓	✗	pertis	✗	✗	✓	✗	✗	✗	✗	✓	✓
Colehill Parkway B46 1DA	full	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓
Colwall WR13 6QH	unstaffed	✓	✗	✗	✓	✗	pertis	✗	✗	✓	✗	✗	✓	✗	✓	✓
Coseley WV14 8XP	part	✓	✗	✗	✓	✓	pertis	✗	✗	✓	✓	✓	✓	✗	✓	✓

	STAFFING	STEP FREE	BLUE BADGE PARKING	ACCESSIBLE TOILETS	TOILETS	CUSTOMER INFORMATION	TICKET OFFICE	TICKET MACHINES	LOW LEVEL COUNTER	GREETING	WAITING ROOM OR SHELTER	AUTOMATIC DOORS	LIFTS	CYCLE STORAGE	STATION WHEELCHAIR	STATION SEATING
Cosford WV7 3EY	unstaffed	✗	✗	✗	✓	✗	pertis	✗	✗	✓	✗	✗	✓	✗	✗	✓
Coventry Arena CV6 6AS	unstaffed	✓	✗	✗	✓	✗	✓	✗	✗	✓	✗	✓	✓	✗	✗	✓
Cradley Heath B64 5AL	part	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓
Danzey B94 5BE	unstaffed	step-free towards Birmingham	✗	✗	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✓
Droitwich Spa WR9 9BD	part	✓	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✗	✗	✓
Duddeston B8 1AR	part	✓	✗	✗	✓	✓	✓	✗	✓	✓	✗	✓	✗	✗	✗	✓
Dudley Port DY4 8UB	part	✗	✗	✗	✓	✓	pertis	✗	✗	✓	✗	✓	✓	✗	✗	✓
Earlswood B94 5JS	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✓
Erdington B23 6UB	part	✓	✗	✗	✓	✓	✓	✗	✗	✓	✗	✓	✓	✗	✗	✓
Fenny Stratford MK3	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✓
Five Ways B15 1SF	part	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓	✓	✗	✗	✗	✓
Four Oaks B74 2TD	part	✓	✗	✗	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗	✗	✓
Garston WD17 1EU	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✓

	STAFFING	STEP FREE	BLUE BADGE PARKING	ACCESSIBLE TOILETS	TOILETS	CUSTOMER INFORMATION	TICKET OFFICE	TICKET MACHINES	LOW LEVEL COUNTER	GREETING	WAITING ROOM OR SHELTER	AUTOMATIC DOORS	LIFTS	CYCLE STORAGE	STATION WHEELCHAIR	STATION SEATING
Gravelly Hill B23 7NH	part	✓	✗	✗	✓	✓	pertis	✗	✗	✓	✗	✗	✓	✗	✗	✓
Great Malvern WR14 4AL	part	✓	✓	✗	✓	✓	✓	✗	✓	✓	✗	✓	✓	✗	✗	✓
Hagley DY9 0NX	part	✓	✗	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗	✗	✓
Hall Green B28 8AA	part	✓	✗	✗	✓	✓	✓	✗	✗	✓	✗	✓	✓	✗	✗	✓
Hampton-in-Arden B92 0BL	part	step-free towards Coventry	✗	✗	✓	✓	pertis	✗	✗	✓	✓	✗	✓	✗	✗	✓
Hamstead B42 1NJ	part	✓	✗	✗	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✓
Hartford CW8 1QX	part	✓	✗	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓
Hartlebury DY11 7YJ	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✓
Hednesford WS12 5AD	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✓
Hemel Hempstead HP3 9QD	part	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Henley-in-Arden B95 5JH	unstaffed	✓	✗	✗	✓	✗	✓	✗	✗	✓	✗	✓	✓	✗	✗	✓
How Wood AL2 2NG	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✓
Jewellery Quarter B18 6LE	part	✓	✗	✗	✓	✓	✓	✗	✗	✗	✓	✓	✓	✗	✗	✓

	STAFFING	STEP FREE	BLUE BADGE PARKING	ACCESSIBLE TOILETS	TOILETS	CUSTOMER INFORMATION	TICKET OFFICE	TICKET MACHINES	LOW LEVEL COUNTER	GREETING	WAITING ROOM OR SHELTER	AUTOMATIC DOORS	LIFTS	CYCLE STORAGE	STATION WHEELCHAIR	STATION SEATING
Kempston Hardwick MK43 9NT	unstaffed	✓		✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✓	✓
Kidderminster DY10 1QZ	part	✓		✗	✓	✓	pertis	✗	✓	✓	✓	✓	✓	✗	✓	✓
Kings Langley WD4 8LF	part	step-free towards London from car park only		✓	✓	✓	✓	✗	✗	✓	✗	✓	✓	✗	✓	✓
Kings Norton WD4 8LF	part	✓		✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗	✓	✓
Landywood WS6 7AJ	unstaffed	✓		✗	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗	✓	✓
Langley Green B69 4LZ	part	✓		✗	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗	✓	✓
Lea Hall B33 8JU	part	✓		✗	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗	✓	✓
Ledbury HR8 1AR	unstaffed	step-free towards Hereford		✗	✓	✗	pertis	✗	✗	✓	✓	✓	✓	✗	✓	✓
Leighton Buzzard LU7 2LY	part	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lichfield City WS13 6HX	part	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓
Lichfield Trent Valley WS13 6HE	part	step-free towards Stafford		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓
Lidlington MK43 0SA	unstaffed	✓		✗	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✓	✓
London Euston NW1 2RT	full	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

	STAFFING	STEP FREE	BLUE BADGE PARKING	ACCESSIBLE TOILETS	TOILETS	CUSTOMER INFORMATION	TICKET OFFICE	TICKET MACHINES	LOW LEVEL COUNTER	GRIPPING	WAITING ROOM OR SHELTER	AUTOMATIC DOORS	LIFTS	CYCLE STORAGE	STATION WHEELCHAIR	STATION SEATING
Long Buckby NN6 7QA	part	✗	✓	✗	✓	✓	✓	✗	✓	✓	✗	✗	✓	✗	✗	✓
Longbridge B31 2TW	part	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓
Lye DY9 8ES	unstaffed	✓	✗	✓	✓	✗	pertis	✗	✗	✓	✗	✓	✓	✗	✓	✓
Malvern Link WR14 1SW	part	✓	✗	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓
Marston Green B37 7AB	part	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗	✓	✓
Millbrook MK45 2JH	unstaffed	✓	✗	✓	✓	✓	✗	✗	✗	✓	✓	✗	✓	✗	✓	✓
Milton Keynes Central MK9 1LA	full	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Northampton NN1 1SP	full	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Northfield B31 2PY	part	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓
Nuneaton CV11 4BH	full	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Oakengates TF2 6DH	unstaffed	✓	✗	✓	✓	✗	pertis	✗	✗	✓	✗	✓	✓	✗	✓	✓
Old Hill B64 6PL	part	✗	✗	✓	✓	✓	✓	✗	✗	✓	✗	✓	✓	✗	✓	✓
Olton B92 7AR	part	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗	✓	✓

	STAFFING	STEP FREE	BLUE BADGE PARKING	ACCESSIBLE TOILETS	TOILETS	CUSTOMER INFORMATION	TICKET OFFICE	TICKET MACHINES	LOW LEVEL COUNTER	WAITING ROOM OR SHELTER	AUTOMATIC DOORS	LIFTS	CYCLE STORAGE	STATION WHEELCHAIR	STATION SEATING
Park Street AL2 2PY	unstaffed	✓	✗	✗	✓	✗	✗	✗	✓	✗	✗	✓	✗	✓	✓
Penkridge ST19 5AN	unstaffed	✓	✗	✗	✓	✗	pertis	✗	✓	✗	✓	✓	✗	✓	✓
Perry Barr B20 3JE	part	one step to entrance then step-free to platforms	✗	✗	✓	✓	pertis	✗	✓	✗	✗	✗	✗	✓	✓
Polesworth B78 1BJ	unstaffed	✓	✗	✗	✗	✗	pertis	✗	✗	✗	✗	✗	✗	✗	✗
Redditch B97 4RB	part	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓
Ridgmont MK43 0XP	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✓	✓	✗	✓	✓
Rugeley Town WS15 1BL	unstaffed	✓	✗	✗	✓	✗	✓	✗	✓	✗	✗	✗	✗	✓	✓
Rugeley Trent Valley WS15 3HA	unstaffed	step-free towards Lichfield Trent Valley only	✗	✗	✓	✗	✓	✗	✓	✗	✓	✓	✗	✓	✓
Sandwell & Dudley B70 7JD	part	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Selly Oak B29 6DW	part	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓
Shenstone WS14 0NW	part	step-free towards Birmingham	✗	✗	✓	✓	pertis	✗	✗	✗	✗	✗	✗	✓	✓
Shifnal TF11 9AU	unstaffed	step-free towards Wolverhampton	✗	✗	✓	✗	pertis	✗	✗	✗	✗	✗	✗	✓	✓
Shirley B90 2NE	part	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓
Small Heath B10 0DT	part	✗	✗	✗	✓	✓	pertis	✗	✗	✗	✗	✓	✗	✓	✓

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Smethwick Galton Bridge B66 1HU	part	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓	✗	✓	✗	✗	✓
Smethwick Rolfe Sreet B66 2AF	part	✗	✗	✗	✓	✓	✓	✗	✗	✓	✗	✓	✗	✗	✗	✓
Spring Road B11 3DP	part	✓	✗	✗	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✓
St Albans Abbey AL1 2DN	unstaffed	✓	✗	✗	✓	✗	✓	✗	✗	✓	✗	✗	✗	✓	✗	✗
Stechford B33 8AJ	part	✗	✗	✗	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✗	✓
Stewartby MK43 9LY	unstaffed	✓	✗	✗	✓	✓	✓	✗	✗	✓	✓	✗	✗	✗	✗	✓
Stone ST15 8ER	unstaffed	step-free towards Stafford	✗	✗	✓	✗	peritis	✗	✗	✓	✗	✓	✓	✗	✗	✓
Stourbridge Junction DY8 1NH	part	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓
Stourbridge Town DY8 1EX	part	✓	✗	✗	✓	✓	✓	✗	✗	✓	✗	✓	✓	✗	✓	✓
Stratford Parkway CV37 9QY	unstaffed	✓	✗	✗	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✓
Stratford-upon-Avon CV37 6PL	part	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓
Sutton Coldfield B73 6AY	part	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓
Tame Bridge Parkway WS10 0LD	part	✓	✗	✗	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗	✓	✓
Tamworth B79 7JT	full	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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Telford Central TF3 4LZ	part	✓	✓	✓	✓	✓	pertis	✓	✓	✓	✓	✗	✓	✓	✓	✓
The Hawthorns B66 2HB	part	✓	✓	✗	✓	✓	✓	✗	✗	✗	✓	✓	✓	✗	✗	✓
The Lakes B94 5RY	unstaffed	✓	✗	✗	✓	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✓
Tile Hill CV4 8AS	part	✓	✓	✗	✓	✓	✓	✗	✓	✗	✓	✓	✓	✗	✗	✓
Tipton DY4 8EZ	part	✓	✓	✗	✓	✓	✓	✗	✓	✗	✓	✓	✓	✗	✗	✓
Tring HP23 5QR	part	✗	✓	✗	✓	✓	✓	✗	✓	✓	✗	✓	✓	✗	✗	✓
Tyseley B11 2HH	part	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓
University B15 2SB	part	✓	✓	✗	✓	✓	✓	✗	✗	✗	✓	✓	✗	✗	✓	✓
Walsall WS2 9JS	part	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✓
Water Orton B46 1NH	unstaffed	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓
Watford Junction WD1 1EU	full	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Watford North WD2 4QN	unstaffed	✓	✗	✗	✓	✓	✓	✗	✗	✗	✓	✓	✓	✗	✗	✓
Wellington TF1 1BY	part	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓
Whitlocks End B90 1PN	unstaffed	✓	✓	✗	✓	✓	✓	✗	✗	✗	✓	✓	✓	✗	✗	✓

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Widney Manor B91 3LB	part	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓	✗	✓	✗	✓	✓
Wilmcote CV37 9UP	unstaffed	step-free towards Birmingham	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✓	✗	✓	✓
Wilnecote B77 5AL	unstaffed	step-free towards Tamworth	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✓	✗	✓	✓
Winsford CW7 3NF	part	✓	✗	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓
Witton B6 6OS	unstaffed	✓	✗	✗	✓	✗	pertis	✗	✗	✓	✗	✗	✗	✗	✓	✓
Woburn Sands MK17 8UD	unstaffed	✓	✗	✗	✓	✗	pertis	✗	✗	✓	✗	✗	✗	✗	✓	✓
Wolverton MK12 5LJ	part	step-free towards London	✓	✗	✓	✓	✓	✓	✗	✓	✓	✗	✓	✗	✓	✓
Wood End B94 5DY	unstaffed	✗	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✓	✓
Wootton Wawen B95 6BJ	unstaffed	✓	✗	✗	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✓	✓
Worcester Foregate St WR1 1DB	part	✓	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓
Worcester Shrub Hill WR4 9EJ	part	pedestrian level crossing to Platforms 2 & 3, available with staff assistance only	✓	✓	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✓
Wylde Green B73 5LA	part	✓	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✓	✗	✓	✓
Wythall B47 6BY	unstaffed	✓	✗	✗	✓	✗	✓	✗	✗	✓	✗	✗	✓	✗	✓	✓
Yardley Wood B28 0BY	part	✓	✗	✗	✓	✓	✓	✗	✗	✓	✗	✗	✓	✗	✓	✓

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nationalrail.co.uk

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contact us

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0121 634 2040 from a mobile

comments@londonmidland.com

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assisted travel

0800 092 4260

8am - 10pm, 7 days per week

(closed Christmas Day & Boxing Day)

calls to this number are free from landlines &

mobile phones, textphone users should prefix

the number with 18001 which will connect

the call via the BT TextDirect service

or email

londonmidland@maileu.custhelp.com

information correct at time of print - July 2016

making rail accessible a guide to policies & practices

JUNE 2016

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This guide can be downloaded from our website

www.londonmidland.com

If you would like this document in an alternative format
e.g. large print or audio CD, please contact our Customer
Relations team on 0844 811 133 or 0121 634 2040

by mobile phone or e-mail us at **comments@londonmidland.com**

1 London Midland's strategy

At London Midland we are working to improve access to our trains and stations. If you are older, disabled, pregnant or travelling with children we know that travelling by train can present challenges. We are committed to continuous improvement.

This guide tells you how we can help make your journey easier by giving you information on our policies and procedures relating to our assisted travel service. This guide has been written using the Department for Transport's document "How to write your Disabled People's Policy: A Guide for Train and Station Operators".

You can read about recent improvements we have made and our plans for future improvements in part 4 of this guide.

We welcome any comments – please contact our customer relations team – contact details are in part 8 of this guide.

2 management arrangements

a. senior management involvement

Our Commercial Director is ultimately responsible for this policy document. The commercial team work with all other departments within London Midland to make sure the policy is understood and implemented. This ensures that accessibility is considered in any improvements we make to our services and facilities.

Our Franchise Agreement Manager ensures that our staff are provided with up-to-date information on legislation and guidance on how to help all of our passengers.

We also have an independently chaired Access Advisory Panel made up of disabled passengers and key stakeholder partners including Action on Hearing Loss, RNIB and Centro. The Panel works with our Executive Team and Senior Managers to improve access to our services. For example, the Panel contributed to plans for passenger assistance during a line closure due to planned engineering works at Watford Junction. Our Commercial Director regularly attends the Panel, and the Chair of the Panel has attended London Midland Executive meetings to present issues and ideas. Other key managers attend the Panel, to ensure they are aware of their responsibilities and can receive useful feedback and ideas for improvement. We present an update on the Panel's work at our annual Stakeholder Conference.

We are committed to keeping information up-to-date on the National Rail Enquiries database (NRE). Any temporary changes to accessibility are updated on NRE within 24 hours and closely monitored by the Franchise Agreement Manager. Our Customer Relations team also use social media to keep passengers informed.

b. informing our staff of their responsibilities

We deliver Disability Awareness training to all of our staff during induction and provide more detailed training to those staff who deliver passenger assistance.

3 monitoring and evaluation

We assess the effect of investment in improvements to stations and services for disabled passengers by monitoring booked assistance requests by station, the use of the Disabled Persons Railcard by station and the use of Blue Badge Bays by station. This helps us identify if the number of disabled passengers using the improved stations has increased.

We also closely monitor accessibility improvement projects to oversee timely delivery and that works are delivered to the required standard.

We also have a team of service quality auditors who monitor the use and maintenance of facilities provided at stations for disabled passengers, to ensure they meet a high standard and improvements are made where required. This includes monitoring Blue Badge Bay usage and checking help points and induction loops are working.

We operate a proactive feedback service where we ask customers booking assisted travel if we can call them back to see how their journey was, as well as asking our Panel members to feed back their experiences and those they travel with. We use this information, together with any feedback received through our customer relations department, to identify issues, patterns and ideas for future improvements. For example, we recently provided additional dropped kerbs at Park Street following passenger and stakeholder feedback.

We receive regular briefings from ATOC regarding the number of Passenger Assist bookings, and Disabled Persons Railcard use through their disability dashboard.

We also regularly update our colleagues, stakeholders, the Office of Rail and Road (ORR) and the Department for Transport (DfT) with progress, through internal briefings, a weekly communications email, providing data on booked assists and our quarterly Stakeholder Business Magazine. There is also information available on our website.

4 access improvements

a. overview

We allocate a sum of money each year to spend on access improvements. To decide where to spend the money for the best impact, we listen to feedback from our customers, staff and stakeholders, including the Access Advisory Panel, an externally chaired group that represents the interests of disabled passengers.

Any major improvements we make to stations and any new trains are all made as accessible as possible. Examples of this are accessible ticket office windows, automatic doors, handrails, contrasting colours on step edges and signage, tactile flooring on steps and Blue Badge parking bays. Where we carry out works we will comply with the standards in the Department for Transport's (DfT) Code of Practice 'Design Standards for Accessible Railway Stations' (March 2015).

If for any reason compliance is impossible, we will apply for a derogation.

When the Panel and the business has decided what we think is the best way to spend the money on access improvements, we ask for feedback from Transport Focus, Centro, London TravelWatch and other stakeholders with an interest in accessibility, before we commence the work.

We also speak to other train operating companies and share ideas that have worked well. As well as delivering accessibility improvements through our franchise commitments, we work alongside Network Rail and local councils to deliver improvements at our stations.

Improving accessibility for our passengers is part of our day-to-day customer service delivery. For longer-term improvements, we work with our stakeholders in national station improvement groups to plan works that are compliant with the required standards.

When we make improvements to our trains or stations, we will comply with the requirements of the relevant legislation, such as the Rail Vehicle Accessibility Regulations (RVAR), Persons of Reduced Mobility legislation (PRM TSI) and the DfT's Code of Practice 'Design Standards for Accessible Railway Stations' (March 2015).

b. access improvements completed within the last 12 months

London Midland has completed a suite of improvements over the last 12 months, making improvements at many stations across our routes (full details of which are available from our Customer Relations team).

These have encompassed removing obstacles that may impede access to facilities on the station. Completed schemes within the last 12 months include;

- installing powered doors at ticket offices (e.g. at Droitwich Spa), and waiting rooms (e.g. at Berkhamsted);
- providing additional handrails (e.g. at Selly Oak);
- improving step-free access (e.g. at Hampton-in-Arden);
- fitting additional induction loops to relay station announcement (e.g. at Wilmcote).

c. investments for this year

Access improvement schemes to be delivered this year will result in further improvements at a number of stations, which may include:

- step-free access enhancements;
- additional platform-train ramps;
- better stair surfaces and handrails;
- improvements to wayfinding signage.

The list of schemes has yet to be agreed with DfT, but we propose to use 75% of the available budget to improve a range of specific accessibility features across the franchise, and use the remaining 25% for improvements suggested by stakeholders and passengers.

d. third party investments

As well as making access adjustments as part of our own programme of making stations accessible, we work closely with our partners at the Department for Transport, Centro, Transport for London and Local Government, as well as with Network Rail, community rail partnerships and user groups to secure funding for the stations we manage or serve.

Major accessibility improvements to Birmingham New Street have been delivered as part of a wider redevelopment project, and have resulted in the provision of direct lift and escalator access to all platforms, and an improved waiting environment. A full list of other enhancements can be obtained from our Customer Relations team upon request.

e. future ideas for investments

We are currently working with our staff and stakeholders to plan what improvement works we will deliver in the following year. Our staff can provide us with first-hand experience of where improvements could make a real difference.

We also work closely with our Customer Relations department to see what areas we can improve to address customer complaints on accessibility.

Also, our stakeholders give us an external view of what accessibility improvements we could make, including the views of the London Midland Access Advisory Panel, who offer their expertise and experience, suggesting where enhancements can be made and assessing the list of ideas put forward by the staff and stakeholders.

We prioritise the busiest stations, those with key local facilities such as specialist colleges and schools, as well as where complementary work has already been undertaken to improve access or those with particularly high usage by disabled passengers.

5 working with others

We meet regularly with other train companies and Network Rail and attend regular stakeholder meetings. As part of these meetings, we discuss the provision of assisted travel and how we can work together to provide a better service to customers across the rail network. We also discuss planned station improvement projects and how these will impact on disabled passengers and make necessary temporary arrangements whilst works are taking place.

London Midland is a member of a number of industry working groups involving the DfT, Association of Train Operating Companies (ATO), other train companies, Network Rail, local passenger transport authorities (including Centro) and passenger representative groups (such as Transport Focus and London TravelWatch) and local authorities. We work together to deliver improvements that address the needs of all passengers, and comply with legislation for our disabled passengers, to enable better access to the rail network.

We work with local and national groups and organisations representing disabled passengers and assist where we can in a variety of ways, such as enabling student groups to travel free of charge on our services to gain experience of train travel – Guide Dogs for the Blind also use our services free of charge to train assistance dogs.

We also welcome customer and stakeholder feedback to help us identify potential improvement works at stations.

6 staff training

We train our staff to deliver good customer service to all passengers by encouraging them to think like a passenger. This includes recognising that some customers might need additional help getting around our stations and onto our train services.

All London Midland employees are trained in disability awareness when they join the company. This training includes how to communicate with people with different disabilities and practical hands-on training on using platform-to-train ramps and wheelchairs. Local training for station staff is provided on facilities available to help with assisted travel, e.g. induction loop use at Ticket Offices.

Periodic briefings are also delivered in small teams to address local issues, i.e. when new equipment is installed at a station. If we have a concern about customer service in a particular location we can tailor the local briefing to speak to staff about this and provide coaching to improve.

Customer service staff who use telephones are trained in communicating clearly with people who may have difficulty speaking, hearing or understanding certain types of information. We will ensure recorded information given by telephone is clear and will provide an option to be connected to a human operator.

We will provide an annual overview of staff training to ORR. This will include details of the type of training and the number of staff trained.

7 emergency procedures

at the station

Local emergency plans are kept for all London Midland stations to ensure that our station teams know what to do in the event of an emergency to ensure our disabled passengers are treated in a safe and friendly manner. All station staff are aware of the plan and the local arrangements for disabled passengers.

on the train

On each train we have a Conductor who is trained on how to deal with emergency situations, to ensure the safe evacuation of passengers, paying special attention to vulnerable passengers. The Conductor will also try to get help from other competent persons on the train to evacuate everyone safely if there is an imminent danger.

If there is an emergency on your train it is usually best to stay on the train and await instructions. Our Conductors on the train will liaise with emergency services and keep all passengers informed of what to do.

We provide classroom based training and one-to-one coaching, to help our staff understand what to do in the event of an emergency and we assess our staff on their ability to do this every two years.

8 communications strategy

We aim to meet the diverse needs of disabled passengers by communicating in a variety of ways. We use different communication methods to market our services, for example, television and radio advertising, our website, and leaflets through doors to reach a wide range of potential customers who may have a range of disabilities.

We work with our industry partners to improve the information provided to customers. We worked with ATOC and other train companies to introduce Stations Made Easy, which is a tool on the National Rail Enquiries (NRE) website. This is designed to give detailed information for travelling around stations and includes a map of each station, with photographs of facilities. You can choose to see any access route to any part of the station, and the different ways to get there – by lift, steps or ramp for example. We also worked with ATOC and our industry partners to introduce the assisted travel system 'Passenger Assist', which offers a facility for disabled passengers to book assistance for their journeys on the rail network.

Accessibility information is also available on our website www.londonmidland.com

We hold regular 'Meet the Passenger' sessions at stations across our network, where passengers can talk to senior managers and provide feedback.

a. how to contact us – assisted travel

London Midland Assisted Travel can be contacted either by phone, textphone or e-mail during the hours of 8am and 10pm, 7 days per week (including Bank Holidays). They are closed on Christmas Day and Boxing Day.

We provide a freephone Assisted Travel phone number **0800 092 4260**.

Please call this number to book assisted travel 24 hours in advance of your journey or to ask for information about our services. You will be able to book assistance for your whole journey with our Assisted Travel team, even if you are changing onto another train company's services part-way through your journey.

This is not a requirement, but helps us ensure that the help and assistance you may require to make your journey is available and advise of any difficulties you may encounter on your chosen route.

You can also use the London Midland website www.londonmidland.com to book assisted travel, as well as to access information on our services. Our website meets W3C accessibility standards, and can be read through a screen reader.

b. how to contact us – general enquiries, suggestions and feedback

Our Customer Relations team can be contacted by phone, e-mail or post. Our team are available from 7am until 7pm Monday to Friday and 8am till 4pm on Saturdays, Sundays and Bank Holidays. They are closed on Christmas Day and Boxing Day.

Our Customer Relations team are happy to help you with information and queries regarding our services. Please contact them on 0344 811 0133 or 0121 634 2040 from a mobile phone.

You can also e-mail them on comments@londonmidland.com

Alternatively you can write to them at Customer Relations team, London Midland, PO Box 4323, Birmingham, B2 4JB.

c. more information

If you would like more information on our services please use any of the contacts above who can help you, or speak to our staff at stations or on the train.

d. signage

We have installed improved signage at many of our stations in the last year. Our project team have liaised with local stakeholders and used the RSSB guide on wayfinding signage at stations to introduce signage that is compliant with the DfT Code of Practice. This means that contrasting colours have been used and symbols to indicate the purpose of the sign. Wayfinding arrows are also included on directional signs. We will work with local authorities to improve local signage to stations, where this is inadequate.

9 car parking

We provide Blue Badge parking bays at most of our station car parks, as near to the platforms and station buildings as possible. Details of the car parks where we provide Blue Badge Bays are included in Appendix A of the 'Making Rail Accessible – Helping Older and Disabled Passengers' document.

Parking is free to Blue Badge holders whether parked in a Blue Badge bay or standard space. Please display your Blue Badge clearly.

We regularly monitor the use of these spaces to ensure there are sufficient to meet demand and discourage non-Blue Badge holders from parking in them. Penalty notices are issued to any vehicles without Blue Badges parking in designated spaces.

If we find that the spaces assigned are not sufficient to meet demand, we will, if possible, introduce an appropriate number of additional spaces.

A report with details of the average weekly usage will be sent to the DfT if required.

We hope you have found this guidance helpful and please do contact our Customer Relations team if you have any comments or queries. This document forms part of the London Midland Disabled Peoples Protection Policy.