

# Disabled Person's Protection Policy



*December 2009*

[www.eastcoast.co.uk](http://www.eastcoast.co.uk)

**EAST COAST**

# Contents

1. Introduction
2. Our commitment to disabled customers
3. East Coast services
  - 3.1 Where we operate
4. Planning your journey
  - 4.1 Plan ahead
  - 4.2 Assisted travel team
  - 4.3 At our ticket offices
  - 4.4 Online
  - 4.5 National Rail Enquiries
  - 4.6 Live travel updates
5. Booking Assistance
  - 5.1 Assistance with luggage
6. Getting to and from the station
  - 6.1 By car
    - 6.1.1 Pick ups and drop off
    - 6.1.2 Parking
  - 6.2 Buses
  - 6.3 Taxis
  - 6.4 On foot
7. Buying your ticket
  - 7.1 The Disabled Person's Railcard
  - 7.2 Concessionary fares available without a Disabled Person's Railcard
  - 7.3 Season Tickets for blind or visually impaired customers
  - 7.4 Ticket purchase
    - 7.4.1 Via the internet
    - 7.4.2 Over the phone
    - 7.4.3 At our stations
    - 7.4.4 On our trains
    - 7.4.5 From other train operators and online ticket retailers

- 8.** At the station and on the train
  - 8.1 Assistance
  - 8.2 Automatic ticket gates
  - 8.3 Getting on and off the train
    - 8.3.1 Ramps
  - 8.4 Seats on trains
  - 8.5 Wheelchair and priority seating areas
  - 8.6 Scooters and wheelchairs
  - 8.7 Assistance dogs
  - 8.8 Assistance during the journey
  - 8.9 On-train announcements
  - 8.10 Accessibility features of our trains
  
- 9.** Onward travel
  - 9.1 Interchange with other forms of transport or onward rail connections
  - 9.2 Assistance with onward rail connections
  - 9.3 Information about other modes of transport
  
- 10.** Service disruption
  - 10.1 How we will assist you during service disruption
  - 10.2 Planned service alterations
  - 10.3 Assistance for disabled customers during emergencies
  
- 11.** Continuous improvement, future development and investment
  - 11.1 Improvement to access
  - 11.2 Changes to station access
  
- 12.** Management arrangements
  - 12.1 Executive accountability
  - 12.2 Ownership throughout the organisation
  - 12.3 Monitoring and review
  - 12.4 Communicating our policy
  
- 13.** Contact and feedback

Stations and facilities

Facilities for disabled customers on our trains

# 1. Introduction



Welcome to the East Coast Main Line Company. We're a subsidiary of Directly Operated Railways, the new company established by the Government. East Coast has day-to-day responsibility for the operation of train services between London King's Cross and Peterborough, the East Midlands, Yorkshire, the North-East of England and Scotland.

We want you to be delighted with our services wherever you come into contact with our business. At East Coast, we aim to deliver consistently high standards of safety, performance, and customer service in all aspects of our operations. This document sets out our policy in relation to disabled customers. It details our commitment to making access to rail services as straightforward as possible and provides a guide to the detailed arrangements and services we will provide for disabled customers to achieve that objective. It details how we will fulfil our legal obligations in relation to disabled customers and how we will deliver continuous improvement in the accessibility of the railway during our management of the franchise.

Your views and suggestions about this policy and the services and procedures we provide for disabled travellers are important to us. Please contact our Customer Relations team about this, or any other issue regarding our services at:

Customer Relations,  
East Coast,  
Freepost RRZG-ZZZX-LKXK,  
Newcastle upon Tyne NE1 5DN.

Tel: 08457 225 333

Email: [customers@eastcoast.co.uk](mailto:customers@eastcoast.co.uk)

Open Monday to Friday 08.30 – 17.00  
(excluding Bank Holidays)

or visit our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) or use  
one of our customer Comments and  
Compliments forms.

*Karen Boswell*

*Managing Director, East Coast.*




## 2. Our commitment to disabled customers

At East Coast, we want the journeys of our disabled customers to be as straightforward and enjoyable as possible. We recognise the challenges faced by disabled customers when travelling on the rail network and we are committed to improving access and the level of service we provide for the benefit of all our customers.

We recognise and commit to fulfil our legal obligations in relation to disabled customers. We will not discriminate against disabled people wishing to use our services and are committed to facilitating their access to the rail network by providing additional services and support. Our policy fulfils our obligations under our Passenger and Station Licences, the SRA's Guidance on Disabled People's Protection Policies April 2002, the DfT's "Accessible Train and Station Design for Disabled People: A Code of Practice" 2008 and the requirements of legislation such as the Disability Discrimination Act 1995 and the Human Rights Act 1998.

We will continue to operate and support the services and facilities introduced for disabled customers by previous franchisees and we commit to continue to deliver improvement. This will include delivering an investment programme to improve accessibility of our stations. We will ensure that the impetus for improvement in accessibility does not stagnate because of the change in franchisee.

We are committed to meeting the services, standards and guidance contained in the DfT's "Accessible Train and Station Design for Disabled People: A Code of Practice" July 2008 (The Code).



We will identify where existing services and facilities do not comply with the requirements of the Code and work to address these shortfalls. We will ensure that any changes, improvements or investment that are carried out, comply with the standards of the Code. Where we are not able to meet fully the standards of the Code, we will consider alternative measures or seek dispensation where it is not possible to achieve compliance. This policy will be reviewed in the light of any updates to the Code.

We will take a proactive lead, consulting fully with rail industry partners, national and local representatives of disabled travellers and stakeholders in the communities we serve to identify opportunities for improvement, whether on our franchise, or across the UK rail network. Our aim is to support the creation of consistent and high quality standards of access across the rail network for disabled customers. We fully support the Disabled Person's Railcard and the development of national initiatives such as the Assisted Passenger Reservation System (APRS).

Our whole organisation recognises the importance of accessibility for disabled users. This is reflected in our management organisation and in the training we provide to our staff. We commit to provide continuous management focus on accessibility issues to remove the obstacles that prevent disabled people from travelling on our services.

## 3. East Coast services

### 3.1 Where we operate

We operate train services from London King's Cross on the following routes, illustrated by the map on the back cover:

- To/from Leeds via Doncaster;
- To/from York via Doncaster;
- To/from Newcastle via York;
- To/from Edinburgh via Newcastle;
- To/from Glasgow Central via Edinburgh;
- To/from Aberdeen via Edinburgh;
- To/from Inverness via Edinburgh; and
- Other routes to/from Skipton, Harrogate, Bradford and Hull.

We are the operator of 12 of the stations on these routes:

Berwick-upon-Tweed, Darlington, Doncaster, Dunbar, Durham, Grantham, Newark North Gate, Newcastle, Peterborough, Retford, Wakefield Westgate and York.

At the back of this booklet you will find a table that provides information about the accessibility and other facilities relevant to disabled customers at each of these stations.

We also call at 37 stations where we are not the station operator. Information about accessibility at these stations is available from our Assisted Travel team or the National Rail Enquiries website, [www.nationalrail.co.uk](http://www.nationalrail.co.uk). Contact details are provided in section 4.

## 4. Planning your journey

### 4.1 Plan ahead

We want you to have all the information you need to plan your journey to match your individual needs. Our dedicated Assisted Travel team, our Telephone Sales team and our station Ticket Office staff are all there to help you do this. You can also access information on our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk), from this document and from National Rail Enquiries, [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

### 4.2 Assisted travel team

Our Assisted Travel team are able to advise and arrange all aspects of your journey over the phone. They can:

- Advise you about access arrangements at the stations you want to use and help you plan the best route for your journey;
- Help you purchase your tickets;
- Arrange assistance for when you arrive at the station, change trains or reach your destination;
- Arrange seat reservations, including wheelchair spaces and extra leg room for those travelling with assistance dogs; and
- Arrange seat reservations and assistance, and purchase tickets for other train operators' services. (Although some train operators do not offer seat reservations on their services, you can still arrange assistance.)

You can contact the Assisted Travel team on:

Telephone 08457 225 225

(select option 2 then option 5)

Textphone 08451 202 067

They are open Monday to Saturday from 08.00 – 20.00 and Sunday from 10:00 – 20:00. They are closed on Christmas Day and Boxing Day.

### **4.3 At our ticket offices**

You can purchase your ticket, book assistance, and reserve seats at any of our ticket offices in advance of your journey.

### **4.4 Online**

You can plan your journey and book tickets online via our website, [www.eastcoast.co.uk](http://www.eastcoast.co.uk). You can also make seat reservations and request assistance from this site.

### **4.5 National Rail Enquiries**

National Rail Enquiries provides information about the accessibility of every station on the UK rail network. You can access it from the National Rail Enquiries website, [www.nationalrail.co.uk/passenger\\_services/disabled\\_passengers](http://www.nationalrail.co.uk/passenger_services/disabled_passengers) or on the telephone on 08457 48 49 50 (textphone: 0845 60 50 600).

You can also download station maps detailing accessibility from this site. Our Assisted Travel team will be happy to provide copies of maps from this site on request.

We will ensure that the information about our stations relating to accessibility held on the database is always up to date and accurate, within 24 hours of any change. The Station Managers are responsible for updating the database. We will also advertise where facilities are not available at station entrances, on our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) and at other accessible stations along the route.

## 4.6 Live travel updates

Our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) provides live train service information and information on planned engineering works that might affect your journey. We also offer travel alerts via email or SMS text message. Up-to-the minute information on all UK rail services is provided by National Rail Enquiries on [www.nationalrail.co.uk](http://www.nationalrail.co.uk) and Train Tracker on 0871 200 49 50. Please always check before you set off.

# 5. Booking assistance

So that we can provide the best service possible to meet your needs, we recommend that you book assistance at least 24 hours before travelling. You can do this from the Assisted Travel team, your local station ticket office, or via our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk), (see section 13 for contact details). They will book assistance for you using the Assisted Passengers Reservation System (APRS), a national service supported by all train operating companies across the national rail network. You will be allocated an APRS reference number which you need to take with you so that the staff on stations and trains can identify your booking.

All our East Coast stations are staffed. The opening times are detailed in the table at the back of this booklet and on our website. We will do our best to provide you with the assistance you need to make your journey whether you have booked in advance or not, but by booking ahead you help us to provide that assistance as promptly and effectively as possible. Remember, that stations that our trains call at which are not operated by us may not be staffed, and you will need to book assistance if you need help on that part of your journey.

Please try to book assistance 24 hours in advance but if this is not possible, still contact us and we will do what we can to help you.

If you have booked assistance up to 24 hours in advance via the APRS system and it is not provided at an East Coast operated station then we will refund you the cost of your entire journey (100% of the value of a single ticket, and 50% of a return ticket). If you were not satisfied with the assistance provided, please contact our Customer Relations team quoting the APRS reference number of your booking. This will help us to trace what went wrong. Full details of our compensation policies can be found in our Passenger's Charter which is available on our website, from our stations or posted to you on request from our Customer Relations team.

### **5.1 Assistance with luggage**

We will do our best to help with luggage, and priority will be given to disabled customers requiring assistance. However, we do not employ staff specifically to carry customers' luggage and if you have not booked assistance, platform staff may have to attend to train safety before they can help.

Please bear in mind the weight, size and quantity of luggage and do not exceed the limits in our luggage policy. Our policy states that passengers may carry up to two large items and one small item of luggage free of charge. Large items should not exceed 90x70x30 cms and small items should not exceed 55x40x20 cms. In total your luggage should not exceed 50 kgs in weight. Our service is limited by the ability of our staff to lift the item(s) safely.

## 6. Getting to and from the station

You can plan your journey to and from the station on our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) using Transport Direct or at [www.transportdirect.info](http://www.transportdirect.info).

### 6.1 By car

#### 6.1.1 Pick up and drop off

All our stations have designated pick up and drop off points near the entrance to make access to the station as easy and safe as possible. All our stations have short stay car parking areas which may be of use for those assisting or meeting others at our stations.

#### 6.1.2 Parking

All our station car parks include a number of designated disabled customer car parking bays for use by Blue Badge holders, sited to provide easy access between the car park and the station. To use these spaces please clearly display your Blue Badge permit in your car. Normal car parking charges apply. We monitor usage of these spaces and carry out enforcement if necessary to ensure only those entitled to disabled parking use these spaces.

Our aim is to balance the need for parking for disabled customers with the availability of spaces for all rail users. We will monitor the use of spaces and review the results not less than three monthly. We will discuss our findings, and any proposals to change the number or location of disabled parking spaces to better match supply with demand, with appropriate disabled persons' user groups and statutory bodies.

## 6.2 Buses

Most of our stations have connections with local bus services. Directions to the bus stops and where to find out information about the services can be found on station information posters.

Information is also provided by Transport Direct via our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) or at [www.transportdirect.info](http://www.transportdirect.info). The NRE website at [www.nationalrail.co.uk/stations\\_destinations](http://www.nationalrail.co.uk/stations_destinations) also provides information on local bus services.

In addition, Traveline provides information about buses and all other forms of transport available along the East Coast route. You can access Traveline by telephone on 0871 200 22 33 or at [www.traveline.org.uk](http://www.traveline.org.uk).

For information about bus services in London, contact Transport for London on 020 7222 1234 (24 hours a day) or at [www.tfl.gov.uk](http://www.tfl.gov.uk).

You can buy PlusBus with your train ticket for a discounted price and get unlimited local bus travel around your origin or destination town. It is available for 23 towns and cities along the East Coast and over 240 towns across Britain. Visit [www.plusbus.info](http://www.plusbus.info) for more details.

### **6.3 Taxis**

Station information posters near the entrance to all our stations provide directions to taxi ranks. Information on the provision of accessible taxis at stations can be obtained from our Assisted Travel team on 08457 225 225 (select option 2 and then option 5). The NRE website [www.nationalrail.co.uk/stations\\_destinations](http://www.nationalrail.co.uk/stations_destinations) also provides information about taxis from every station on the rail network including those offering accessible taxis and you can book taxis online using our taxi booking service Click-A-Cab by visiting our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk)

### **6.4 On foot**

Our aim is to make access to the station as safe and easy as possible. All our stations have a step free access to the station and have dropped kerbs and tactile paving at key points.

## **7. Buying your ticket**

### **7.1 The Disabled Person's Railcard**

If you have a disability that makes travelling by train difficult you may qualify for the Disabled Person's Railcard.

Your Railcard allows you, and an adult companion travelling with you, to obtain a 1/3 discount off most Standard and First Class fares throughout the UK. It also allows you to buy discounted tickets on-board the train you are travelling on.

Detailed information is provided in the 'Rail travel made easy' guide published by the Association of Train Operating Companies (ATOC). This guide and an application form are available from major stations, from the Disabled Person's Railcard Office and from the National Rail Enquiries website [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

You can contact the Disabled Person's Railcard Office via their website at:

[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk) or

Telephone: 0845 605 0525

Minicom/Textphone: 0845 601 0132

(for customers with hearing impairments)

Email: [disability@atoc.org](mailto:disability@atoc.org)

## **7.2 Concessionary fares available without a Disabled Person's Railcard**

Passengers who need to stay in their own wheelchair during their journey and those registered as blind or visually impaired are entitled to the following discounts on Standard and First Class full fare tickets throughout Great Britain even if they do not possess a Disabled Person's Railcard:

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

An adult companion travelling with you is also entitled to a discount on their fare. If you have a visual impairment you must be travelling with a companion to be eligible for this discount.

In the case of customers with visual impairment, please take a document confirming your impairment when buying your ticket and when travelling. This must be from a recognised institution such as Social Services, your Local Authority, The Royal National Institute of Blind People (RNIB) or St Dunstan's.

### **7.3 Season Tickets for blind or visually impaired customers**

If you are blind or visually impaired you can buy a Season Ticket that allows a companion to travel with you at no extra cost. These tickets can be purchased from staffed stations. As above, please take a document from a recognised institution confirming your visual impairment when buying your ticket and when travelling.

### **7.4 Ticket purchase**

You can purchase tickets for your journey in a number of ways:-

#### **7.4.1 Via the internet**

Our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) provides a journey planner and ticket purchase facility for any journey on the UK rail network. You can access Disabled Person's Railcard discounts when purchasing online, reserve a seat, and request assistance. Tickets can be collected from stations at ticket offices or self-service machines or they can be posted to you (please allow five working days or pay an extra charge for next day delivery).

#### **7.4.2 Over the phone**

Our Telephone Sales team will be pleased to help you and can be reached on 08457 225 225 or textphone 08451 202 067 via our Assisted Travel team.

Opening times: 08.00 – 20.00 Monday to Friday,  
10:00 – 20:00 on Sunday.

Closed Christmas Day and Boxing Day.

International Telephone Number +44 191 227 5959.

They will also be able to book any assistance you require during your journey and reserve your seat. Please allow 5 days for tickets to be delivered by post using standard delivery or pay an extra charge for next day delivery. Alternatively you can pick tickets up from any one of the self-service machines or ticket offices at our stations.

When collecting tickets from our self service machines or stations, you will need to bring the credit or debit card you used to buy your ticket, as well as the booking reference number allocated to you when you booked.

#### 7.4.3 At our stations

You can buy tickets, reserve seats and book assistance in person from our ticket offices, or other train operators' ticket offices. Every window in East Coast ticket offices is fitted with an induction loop and each of our stations has a portable induction loop. Some travel offices have dropped counters suitable for those in wheelchairs (see the table at the back of this booklet).

All East Coast stations have self-service ticket machines from which you can buy discounted tickets with a valid railcard. A full list of stations detailing the provision of accessible ticket machines is available on the NRE website [www.nationalrail.co.uk](http://www.nationalrail.co.uk). The table at the back of this booklet provides details of which East Coast stations have machines that meet the DfT Code of Practice.

#### 7.4.4 On our trains

If you are unable to purchase a ticket before you board the train, you can purchase a ticket from the Train Guard and you will still be able to use your Disabled Person's Railcard.

Please note that at stations where automatic or manual ticket barriers are in use you will need to purchase a ticket before you travel. The only exception to this policy is if you are unable to buy a ticket because the ticket office is closed, or a self-service ticket machine that accepts cash is not available. In these circumstances, you can buy any ticket available on the day of travel, including railcard discounts if applicable, on the train from the Train Guard.

### 7.4.5 From other train operators and online ticket retailers

You can also purchase tickets to travel on our services from other train operators and rail ticket retailers.

## 8. At the station and on the train

### 8.1 Assistance

All East Coast stations are staffed and our staff will be happy to provide information and assist you. Our members of staff receive training in how to support and assist disabled customers. The times that staff will be available generally match the times our train services operate. The details at each location are available on our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk), on the station information posters and from our Assisted Travel team (see contact details in section 4.2) or from National Rail Enquiries [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

We recommend that you arrive at the station least 20 minutes before your train is due to depart to allow you plenty of time to catch your train. Please make yourself and your needs known to us as soon as you arrive at the station. Each station has a designated meeting point for those customers who have booked assisted travel (see the table at the back of this booklet) and many stations have Customer Information Points which are open at busy times and can provide specific accessibility information depending on your individual needs.

Wheelchairs are available at all our stations for temporary use by mobility impaired customers.

### 8.2 Automatic ticket gates

Automatic ticket gates are in operation at

Grantham, Darlington, Newark and Durham. They are also planned for Newcastle and York. Where gates are installed and in operation, customers will need to purchase a ticket before they travel. There are also manual gatelines at Doncaster and Peterborough. All the gatelines include a wide gate suitable for wheelchair users or those with impaired mobility. If members of staff are not available to supervise the gateline, the gates will be retained in the open position.

## **8.3 Getting on and off the train**

### **8.3.1 Ramps**

All our stations have ramps, able to carry up to 230kgs, to assist wheelchair access to and from trains. Our trains also carry heavy duty ramps which are able to carry 300kgs.

Please note, that although ramps can be used at all our stations, there are stations on the rail network where the height difference between the train and platform make them unsuitable for the use of ramps. If you book assistance in advance, we will advise you of the accessibility at the stations you wish to use.

Assistance getting on and off our trains can be booked through our Assisted Travel team. Their contact details are provided in section 4.2. Our staff will assist you to and from your seat, (or reserved space if you are in a wheelchair). If you have not booked assistance, our On-Train and Platform teams will still do their best to assist you, but by booking in advance we will be able to help you as promptly and efficiently as possible.

At stations where trains terminate, we will attend to the needs of customers who have booked assistance as quickly as possible, ensuring that you wait no longer than five minutes after the arrival of the train.

#### **8.4 Seats on trains**

Seat reservations can be made for all our train services from our ticket offices, other operators' station ticket offices, our Telephone Sales team, the website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) or through our Assisted Travel team. If you do not have a seat reservation our On-Train team will assist you as best they can to find a seat.

#### **8.5 Wheelchair and priority seating areas**

All our trains have designated wheelchair spaces in First Class and Standard accommodation with "assistance" buttons nearby and wheelchair accessible toilets with "assistance" buttons. Wheelchair spaces are available in Coach L in First Class and Coach F in Standard accommodation. A diagram illustrating the layout of the carriage is provided at the back of this booklet.

Our trains have "priority" seating near carriage doors with folding tables and armrests to make access easier. These are for use by disabled customers, pregnant women, those with impairments to their mobility or the elderly. If you book assistance, our staff will take you to one of these seats. Our staff monitor these seats to ensure they are available for those who need them.

#### **8.6 Scooters and wheelchairs**

All our trains are able to carry wheelchairs, electric wheelchairs and mobility scooters which are no more than 120cm long and 75cm wide. Unfortunately we are unable to carry larger items unless they can be folded or dismantled to meet these dimensions. In such circumstances these items will be considered as luggage and we ask that they are lifted on and off the train by a companion. We will regularly review this policy in respect of any modifications to rolling stock.

If you use a wheelchair or scooter, we strongly advise that you call our Assisted Travel team at least 24 hours before you travel as space for these items is limited.

### **8.7 Assistance dogs**

Assistance dogs are welcomed on all our train services. We provide dedicated seating with additional leg-room for customers travelling with assistance dogs which should be booked in advance from our Assisted Travel team. Assistance dogs may accompany a customer anywhere, including the on-board restaurant (where available).

### **8.8 Assistance during the journey**

All our trains have an On-Train team. They will do their best to assist you during your journey including meeting you and assisting you to your seat.

Most of our trains have a catering service. Many of our trains have an at-seat dining service available to First Class travellers and a buffet and trolley service for Standard class passengers. If you are unable to access the buffet counter and no trolley service is available, staff will be happy to bring you refreshments on request wherever possible. Staff can also assist if you have difficulty opening wrappers or cartons.

If you let us know that you are travelling and will require assistance via our Assisted Travel team this will help us to ensure that our service is prompt and appropriate for your needs.

### **8.9 On-train announcements**

All members of our On-Train team are trained in making announcements using the on-board public address system. Our training ensures that they understand the importance of making timely announcements, particularly before the departure

of the train and before arrival at a station to allow disabled or mobility impaired customers sufficient time to prepare to alight.

Our trains do not have visual information displays inside the carriages. We do provide station calling information cards in the doorway windows. These are visible from the station platforms.

### **8.10 Accessibility features of our trains**

A diagram showing the location and facilities on each of our types of train and the routes they serve is provided at the back of this booklet.

## **9. Onward travel**

### **9.1 Interchange with other forms of transport or onward rail connections**

Travel on East Coast train services may be only part of your journey. Our policy is to provide assistance to customers to make connections between other rail services or other forms of transport at other stations as easily as possible.

### **9.2 Assistance with onward train connections**

Our Assisted Travel team will be able to assist you with information about onward connections including booking assistance. Further information is provided in Section 4.2.

### **9.3 Information about other modes of transport**

Information about other modes of transport such as buses and taxis to and from East Coast stations are shown on our station information posters.

You can use Transport Direct via our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) or at [www.transportdirect.info](http://www.transportdirect.info) to plan journeys.

The NRE website [www.nationalrail.co.uk/stations\\_destinations](http://www.nationalrail.co.uk/stations_destinations) provides information about taxis and buses from stations.

Traveline: [www.traveline.org.uk](http://www.traveline.org.uk) or 0871 200 22 33 also provides information on other forms of transport from rail stations.

## 10. Service disruption

### **10.1 How we will assist you during service disruption**

We recognise the impact that service disruption can have on the journeys of disabled customers who cannot necessarily take advantage of the travel options of other customers during disruption.

All our staff are trained and briefed on the importance of proactively providing regular and frequent information and of providing additional support to disabled customers during disruption.

Our staff will make appropriate use of all communications equipment, both audio and visual such as customer information visual display systems, audio announcements, noticeboards, and our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk), to provide you with the information you need to make an informed decision about how best to continue your journey. Our aim is to ensure passengers are informed of delays affecting their train within two minutes of the delay being known.

If the platform from which your train departs is changed at short notice, our staff will help you to reach the appropriate platform, helping with luggage and providing guidance to those with visual impairment. If you miss your train we will ensure that you are able to continue your journey by the next available train at no additional cost.

If you have booked assistance we will ensure that any changes to your travel arrangements are notified to all the relevant locations on the remainder of your journey so that staff are available to help you, even if you are on a different train from the one planned. If you have not booked assistance but ask a member of staff to assist you, we will do our best to help you.

If trains are replaced by buses or coaches, we will always endeavour to provide vehicles that comply with relevant accessibility regulations. However, at short notice, this may not always be possible. If you are unable to access the alternative transport provided then we will endeavour to arrange an accessible taxi at no extra cost to the nearest station with appropriate access.

If you are unable to reach your destination station by train because of service disruption, we will ensure that alternative accessible transport is provided for you at no extra cost to your destination station, or where necessary, we will arrange overnight hotel accommodation for you until we can get you to your final destination.

## **10.2 Planned service alterations**

We recognise the impact of the rebuilding of King's Cross station may have on the travel plans of disabled customers. Our On-Train and Station teams will be happy to assist and provide advice on the best routes through the station.

## **10.3 Assistance for disabled customers during emergencies**

All our staff are trained in the procedures to be adopted in the event of an emergency on either our trains or stations, including the evacuation of stations and trains. These procedures include

provision and assistance for disabled customers. We will identify members of staff, or other customers, who will be able to assist in the most appropriate way for your safety and that of others. If you use a wheelchair, or have significant impairment to your mobility, our normal policy is not to evacuate you from our trains until appropriate support is available unless you are in a life-threatening situation.


We regularly review our emergency procedures and will consult with representatives of disabled customers during this process.

## 11. Continuous improvement, future development and investment

### 11.1 Improvement to access

We will work and consult with colleagues across the rail industry, including other train operating companies, Network Rail, ATOC and representatives of disabled customers such as the Disabled Person's Transport Advisory Committee (DPTAC) to identify and implement improvements to access across our business, national rail network and the wider transport network for disabled customers.

- We will seek continuous improvement in the way facilities and services for disabled customers are provided across our business;
- We will identify remaining shortfalls in accessibility at the stations we operate and work to identify means of addressing these issues;

- 
- We will work to identify funding for developments that we believe represent value for money for the customer and the taxpayer and work with Local Authorities and other third parties to secure additional funding for accessibility improvement projects, in particular the 'Access for All' initiative;
  - We will implement a programme of investment to improve the accessibility of the stations we operate and commit to provide a £250k annual minor works fund for station accessibility improvements;
  - We will work with the operators of stations where our train services call but we are not the station facility operator to deliver consistent improvements to access and services across the rail network. In particular we will work with Network Rail at King's Cross, Edinburgh Waverley, Glasgow Central and Leeds stations, reflecting the number of customers who travel through of these major stations on our network;
  - We will ensure that when improvements are made to our stations, the needs of those with disabilities are included for example by providing appropriate signage, tactile, step free and wheelchair friendly surfaces and lighting;
  - We will ensure every new ticket machine we install will accept the Disabled Person's Railcard;
  - We will work with our colleagues in the rail industry, other transport operators and Local Authorities to improve connections with other modes of transport. When we tender the contracts for taxis serving our stations we will take into account the applicant's ability to provide accessible vehicles; and
  - We will update our policies to reflect changes to relevant legislation or guidance, e.g. the forthcoming revision to the DfT's Guidance on Disabled Person's Protection Policies.

## **11.2 Changes to station access**

Where there are proposals to change the access arrangements at a station, there will be no closures of station entrances or gates until consultation has taken place with the DfT, Passenger Focus, London TravelWatch and appropriate local disability groups if the proposals would lead to a reduction in accessibility for disabled customers to any platform or facility. Where accessibility is altered or removed, we will provide reasonable replacement facilities that are accessible, or access to such facilities. Any changes to access will be subject to the approval of the DfT.

Where access to platforms or other facilities for customers with disabilities (for example lifts, disabled toilets etc.) suffer breakdown or are temporarily out of use, the Station Manager will notify National Rail Enquiries and APRS and ensure the information appears on our website within 24 hours. Where possible, this notification includes the expected or actual date by when the facility is to be returned to use. We will also advertise where facilities are not available at station entrances and at other accessible stations along the route. If, as a result of facilities being out of use you are unable to access our station, we will provide, where necessary, suitable alternative transport for customers to/from the nearest suitable station.

We welcome comments from you about any facilities or services that may be unavailable or inoperable.

## 12. Management arrangements

### 12.1 Executive accountability

Protecting and improving access to rail services for disabled customers is an integral part of the East Coast's business strategy and this Disabled People's Protection Policy (DPPP) is approved and supported by the East Coast Board of Directors. Our Customer Service Director, has executive accountability for the delivery, development and promotion of the policy and will ensure that it is included in all aspects of business processes including our business plans, the specification and delivery of major projects, and our review of business performance indicators.

### 12.2 Ownership throughout the organisation

Our training and briefing processes ensure that this policy is understood and delivered by all our employees at every level of our organisation. All our employees receive appropriate and regular training and refreshment on how best they can support disabled customers and on the implementation of new initiatives and procedures. Disability awareness training forms part of the introductory training for any new staff. We maintain training and briefing records and ensure information on training is provided to the Department for Transport (DfT) in our annual report or on request.

### 12.3 Monitoring and review

We recognise the importance of regular monitoring and review of the implementation and impact of our policies in delivering improvement. Our Franchise and Compliance Manager will audit compliance with this DPPP across our organisation through direct audits and via "mystery shopping" surveys. We will review customer feedback continually and our Customer Relations team will

provide our directors with regular reports. We will also contact a proportion of our customers with disabilities who travel on our services to understand where we can make improvements. Results will be reported every quarter to the East Coast Board by the Customer Services Director.

We recognise that this DPPP is a live document and will keep it updated to reflect the latest developments in our policies and facilities. This DPPP will be reviewed every year and we will provide an annual report to the DfT detailing our progress in the delivery of the objectives and initiatives of the policy, the implementation of improvement, and any problems associated with providing service for disabled customers.

#### **12.4 Communicating our policy**

Copies of our DPPP are available, free of charge, from our ticket offices, our Customer Relations team, and are available to download from our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk)

We can also provide copies in alternative formats such as audio, braille and large print on request.

## 13. Contact and feedback

We welcome your comments and feedback about all aspects of our services including accessibility. Comments and Compliments forms are available at all our stations.

Our Passenger's Charter, which is available at stations, on our website [www.eastcoast.co.uk](http://www.eastcoast.co.uk) and on request from the Customer Relations team, details how we will try to make amends should a problem occur on your journey.

East Coast Customer Relations,  
Freepost RRZG-ZZZX-LKXX,  
Newcastle upon Tyne NE1 5DN.  
Tel: 08457 225 333

Email: [customers@eastcoast.co.uk](mailto:customers@eastcoast.co.uk)

Open Monday to Friday 08:30 – 17:00 excluding Bank Holidays.

East Coast Assisted Travel

Tel: 08457 225 225

(select option 2 and then option 5)

Textphone: 08451 202 067

Email: [assisted.travel@eastcoast.co.uk](mailto:assisted.travel@eastcoast.co.uk)

Open Monday to Saturday 08:00 – 20:00; Sunday 10:00 – 20:00. Closed Christmas Day and Boxing Day.

Contact Centre (General Enquiries/Telephone Sales)

Tel: 08457 225 225

Open Monday to Saturday 08:00 – 20:00;

Sunday 10:00 – 20:00.

Closed Christmas Day and Boxing Day.

International Telephone Number +44 191 227 5959

All calls from landlines will be charged at local rates.

For refunds of tickets purchased over the phone  
from our Contact Centre:

Refund Administration,  
PO Box 850,  
Newcastle upon Tyne NE99 1HZ.

Website Booking Support

Tel: 08457 225 111

For refunds of tickets purchased from our website:

Web Support,  
PO Box 1207,  
Newcastle upon Tyne NE99 1JH.



# Stations and facilities – East Coast Stations

Facilities/Stations	Peterborough	Grantham
Induction loops	✓	✓
Low level ticket counters	✓	✗
Staffed Customer Information Point	✓	✗
Baby change	✓	✓
Accessible toilet	✓	✓
Accessible public telephones	✗	✗
Meeting point for APRS Assistance	Customer Information Point, Platform 2 (or Customer Service Office, Platform 2)	Customer Office Platform 1
Level of platform accessibility	Lift available - independent access	Lift available - independent access
Accessible self-service ticket machines	✓	✓
Opening hours/ staff assistance available	Mon-Fri 05:50-00:50; Sat 05:50-22.15; Sun 09:20-23:59	Mon-Fri 05:50-00:50; Sat 05:50-22.15; Sun 09:20-23:59
Ticket office opening hours*	Mon-Sat 05:50-20:00; Sun 09:20-20:00	Mon-Sat 05:50-20:00; Sun 09:20-20:00
Impaired mobility set down	✓	✓
Accessible taxis	✓	✗
Accessible platform seating	✓	✓
Accessible weather proof waiting facilities	Yes – Main Entrance Hall	Yes – Main Entrance Hall
Wheelchair available for temporary use	✓	✓

Newark Northgate	Retford	Doncaster
✓	✓	✓
✓	✗	✓
✗	✗	✓
✓	✓	✓
✓	✓	✓
✓	✗	✓
Ticket office, Main Concourse	Ticket office during opening times - all other times, Customer Service Office, Platform 1	Customer Information Point, Main Concourse (08:15-18:00) Ticket Office 05:30-08:15 and 18:00-20:00). All other times Customer Service Office, Platform 3B
Lifts are available - independent access.	For mainline platforms - lifts are available - independent access. Escorted lift access to Platform 4 - assistance necessary.	Lifts available, independent access
✓	✓	✓
Mon- Fri 05:45-01:15; Sat 05:45-22:30; Sun 09:00-00:30	Mon-Fri 05:45-23:00; Sat 05:45-23:00; Sun 08:30-23:00	Mon-Fri 05:15-01:30; Sat 05:15-0:30; Sun 07:30-01:30
Mon-Fri 05:45-20:15; Sat 05:45-19:40; Sun 09:00-20:15	Mon-Fri 05:45-18:20; Sat 05:45-17:20; Sun 09:30-18:00	Mon-Sat 05:15-20:00; Sun 08:00-20:00
✓	✓	✓
Limited availability as only one accessible taxi is available on the rank	Limited availability as only one accessible taxi is available on the rank	✓
✓	✓	✓
Yes - platforms all	Yes - Main Entrance Hall - shelters on other platforms	Yes - Platforms 3, 4 and 8
✓	✓	✓

## Stations and facilities – East Coast Stations

Facilities/Stations	Wakefield Westgate	York
Induction loops	✓	✓
Low level ticket counters	✗	✓
Staffed Customer Information Point	✓	✓
Baby change	✓	✓
Accessible toilet	✓	✓
Accessible public telephones	✗	✓
Meeting point for APRS Assistance	Customer Information Point, Main Concourse	Customer Reception, Main Concourse
Level of platform accessibility	Station staff can accompany passengers across a 'barrow-crossing'	Lifts available - independent access
Accessible self-service ticket machines	✓	✓
Opening hours/ staff assistance available	Mon-Fri 05:00-23:59; Sat 05:00-23:59; Sun 07:30-23:5	Mon -Sun 24 hours
Ticket office opening hours*	Mon-Sat 06:00-20:30; Sun 08:30-20:00	Mon-Thurs 05:45-21:00; Fri 05:45-22:00; Sat 05:45-21:00; Sun 07:30-21:30
Impaired mobility set down	✓	✓
Accessible taxis	✓	✓
Accessible platform seating	✓	✓
Accessible weather proof waiting facilities	Yes - Platform 2	Yes - Platforms and Main Concourse
Wheelchair available for temporary use	✓	✓

Darlington	Durham	Newcastle
✓	✓	✓
✗ However, these will be installed by 31 June 2010	✓	✗ However, these will be installed by 31 June 2011
✓	✗ However; information can be obtained from staff offices on both platforms	✓
✓	✓	✓
✓	✓	✓
✗	✗	✓
Customer Information Point, Platform 4 (opposite ticket office)	Station Supervisor's Office Platform 1	Customer Information Point, Main Concourse
Level access from Station Approach. Steep ramps from Victoria Road entrance - assistance recommended.	Lifts available - independent access	Steep ramps to Platforms 5-8; Lifts to Platforms 3 and 4 - assistance recommended
✓	✓	✓
Mon-Sat 24 hours; Sun 07:00-23:59	Mon-Sat 24 hours; Sun 07:30-23:59	Mon-Fri 04:00-23:30; Sat 04:00-23:30; Sun 06:00-23:30
Mon-Thurs 06:00-20:00; Fri 06:00-21:00; Sat 06:00-19:45; Sun 07:45-20:00	Mon-Fri 06:00-20:00; Sat 06:00-19:00; Sun 08:00-19:00	Mon-Sat 05:00-21:20; Sun 07:30-21:20
✓	✓	✓
✓	✓	✓
✓	✓	✓
Yes - Platforms and Main Concourse	Yes - Platforms 1 and 2	Yes - Platforms 3, 4, 5, 6
✓	✓	✓

## Stations and facilities – East Coast Stations

Facilities/Stations	Berwick-upon-Tweed	Dunbar
Induction loops	✓	✓
Low level ticket counters	✗	✗ However, these will be installed by 31 June 2010
Staffed Customer Information Point	✗	✗
Baby change	✓	✓
Accessible toilet	✓	✓
Accessible public telephones	✗	✗
Meeting point for APRS Assistance	Main entrance or Ticket Office	Booking Office
Level of platform accessibility	Lift between ticket hall/ platforms and overbridge	Level access - no assistance necessary
Accessible self-service ticket machines	✓	✓
Opening hours/ staff assistance available	Mon-Thurs 06:00-22:30; Fri 06:00-23:30; Sat 06:00-22:45; Sun 09:00-23:00	Mon-Fri 06:00-22:00; Sat 06:25-22:45; Sun 09:00-23:00
Ticket office opening hours*	Mon-Fri 06:00-19:00; Sat 06:30-19:00; Sun 10:15-19:00	Mon-Fri 06:10-21:15; Sat 07:00-20:00; Sun 11:15-18:30
Impaired mobility set down	✓	✓
Accessible taxis	✗ There are no accessible taxis available on the station rank and only one accessible taxi operates in Berwick	✓
Accessible platform seating	✓	✓
Accessible weather proof waiting facilities	Yes - Main Entrance Hall and platforms	Yes - Platform 1 (single platform station)
Wheelchair available for temporary use	✓	✓

# Stations and facilities – Network Rail Stations

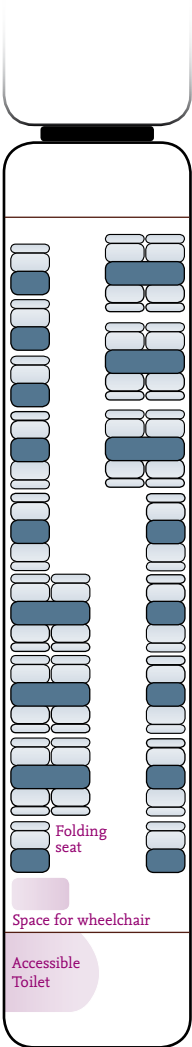
Facilities/Stations	Glasgow Central	Edinburgh Waverley
Induction loops	✓	✓
Low level ticket counters	✓	✗ However, these will be installed by 31 June 2010
Staffed Customer Information Point	✗	✓
Baby change	✓	✓
Accessible toilet	✓	✓
Accessible public telephones	✓	✓
Meeting point for APRS Assistance	West Coast Reception on Main Concourse or Drop Off Point on Carriage Driveway between Platforms 11 and 12. Or Customer Lounge adjacent to Platforms 1 and 2	East Coast Customer Service Reception adjacent to the East End of Platform 11
Level of platform accessibility	Level access to all platforms	Lifts and escalators
Accessible self-service ticket machines	✗	✗
Opening hours/ staff assistance available	Mon-Sat 05:00-00:30; Sun 07:00-00:30	Mon-Sat 04:00-00:45; Sun 06:00-00:45
Ticket office opening hours*	Mon-Sat 05:45-23:30; Sun 09:15-21:30	Mon-Fri 05:00-00:00; Sat 05:30-00:00; Sun 07:00-00:00
Impaired mobility set down	✗	✗
Accessible taxis	✗	✓
Accessible platform seating	✓	✓
Accessible weather proof waiting facilities	Yes - Main Concourse	Yes - Main Concourse
Wheelchair available for temporary use	✓	✓

# Stations and facilities – Network Rail Stations

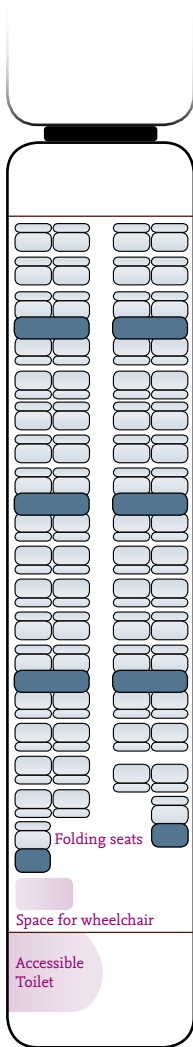
Facilities/Stations	Leeds	London King's Cross
Induction loops	✓	✓
Low level ticket counters	✓	✓
Staffed Customer Information Point	✓	✓
Baby change	✓	✓
Accessible toilet	✓	✓
Accessible public telephones	✓	✓
Meeting point for APRS Assistance	Northern Trains Customer Information	Customer Information Point in Main Concourse or if arriving by car, the West Yard Entrance
Level of platform accessibility	Level access to all platforms	Level access to all platforms
Accessible self-service ticket machines	✗	✗
Opening hours/ staff assistance available	Mon-Sun 24 hours	Mon-Fri 05:00-01:36; Sat 05:00-00:36; Sun 05:30-01:36
Ticket office opening hours*	Mon-Sun 24 hours	Mon-Fri 05:15-01:40; Sat 05:15- 00:40; Sun 06:00-01:40
Impaired mobility set down	✗	✗
Accessible taxis	✗	✓
Accessible platform seating	✓	✓
Accessible weather proof waiting facilities	Yes - Main Concourse	Yes - adjacent to Ticket Office
Wheelchair available for temporary use	✓	✓

# Facilities for disabled customers on our trains

**First Class  
Coach L**



**Standard Class  
Coach F**





**England-Scotland services**  
 Yorkshire services

**Stations managed by East Coast**

Connecting services

