

Making rail accessible

Guide to policies
and practices

Govia Thameslink Railway, February 2017



Great Northern

GN

GATWICK EXPRESS

SOUTHERN

ThamesLink/

Contents	Page
1 Govia Thameslink Railway's strategy	4
2 Management arrangements	6
2.1 Integration of our Disabled People's Protection Policy	6
2.2 Senior management involvement	7
2.3 Informing staff of their responsibilities	7
2.4 Accessibility ambassadors	8
2.5 How we ensure that our services and facilities are in line with our Disabled People's Protection Policy	8
2.6 Investment	9
3 Monitoring and evaluation	10
4 Access improvements	11
4.1 Improvement schemes completed in the past 12 months	14
4.2 On-going improvement schemes delivered by third parties	15
4.3 Future ideas for investment	16
4.4 Other rolling stock and station plans	16
5 Working with others	17
6 Staff training	17
7 Emergency procedures	18
8 Communications strategy	19
8.1 Sources of information	19
8.2 Contact us in writing or by text	20
8.3 Recorded messages	21
8.4 Website	21
8.5 Signage	21
8.6 Try the Train Days	22
9 Access by car	22
10 Reviewing this document	23

1. Govia Thameslink Railway's strategy

We know how important it is to you to be able to travel on the rail network easily, without any accessibility issues getting in the way of your journey. At Gatwick Express, Great Northern, Southern and Thameslink, we are committed to making our train services, stations and facilities as accessible as reasonably practicable.

This guide will give you information about our accessible facilities and travel assistance, and the policies and practices we have in place to make your journey easier. It has been written with reference to the latest guidance 'How to Write Your Disabled People's Protection Policy (DPPP): A Guide for Train and Station Operators' (Department for Transport (DfT) 2009).

If you cannot find what you need, please get in touch, our contact details are in section 8. We have a dedicated Assisted Travel team who are available between 07:00 and 22:00 every day, except Christmas Day.

Our approach

We are committed to creating a more accessible rail network. We know that improved access benefits a wide range of passengers, including people with disabilities, older people, parents with children and passengers with luggage. Improving access also makes good business sense, because the more accessible we make our network, the more passengers are able to travel with us.

We realise that the physical features of our stations and trains mean that you sometimes cannot access our services. It is our policy to remove barriers, and where possible provide step-free access to our ticket offices, platforms, shops and cafes, whatever your impairment.

Every year we will invest in making improvements in access to our network. The amount we spend each year is written into our franchise agreement. We will apply to the DfT for funding, as well as other third parties, in order to maximise our spend on accessibility improvements.

The kinds of improvements we plan to make during the franchise to improve accessibility are:

- Accessible toilets at stations which currently lack them
- Installing dropped kerbs on access routes to station entrances
- Highlighted anti-slip stair nosings for easier recognition by visually-impaired people

- New dual-height handrails for safer use of stairs
- Gentle slopes at station entrances to replace steps
- Dual-height ticket office windows for easier use by all passengers
- Clearer signage of accessible routes
- Additional accessible seating at stations
- Hearing loops, including around waiting areas
- The latest type of help point at stations lacking these

This is not an exhaustive list, and we know that it is often our passengers who can best identify any access issues and improvements we could make. We will therefore continue to work with you, and organisations that represent disabled people, to identify improvements that will benefit you.

We have started to run new trains on the Gatwick Express and Thameslink routes, and will be introducing new trains on Great Northern services from May 2018. These new trains will significantly improve accessibility and comfort for all passengers.

We consult with the following organisations and include their ideas where possible:

- Transport Focus
- London TravelWatch
- Disabled Persons Transport Advisory Committee
- Local access groups*
- Local councils
- Other relevant organisations

* If you would like us to include your group in our consultations, please contact us.

Our staff make an enormous and valued contribution to ensuring our disabled passengers have a trouble-free journey on our services. To support this we provide disability awareness training, briefings and guides, so that they can give you the best service possible.

Our policy is to cater for our passengers' specific needs wherever possible. Our team at our Assisted Travel Service can answer your questions, and book your journey and any assistance you may need.

We are determined to provide a consistent and high level service to passengers who book assisted travel and contact at least 25% of passengers who book assisted

travel to check whether their experience met what they booked. We have a continual improvement plan for assisted travel based on passenger and staff feedback. Our work includes an Assisted Travel team, trained staff, ramps, information/guides and passenger awareness initiatives, for example: Try a Train days, representation on local access groups, stakeholder engagement, through meetings and forums, and roadshows.

2. Management arrangements

2.1 Integration of our Disabled People's Protection Policy

Throughout our business, led by our most senior team, we are committed to making improvements to the accessibility of our network and services. We do this through integrated processes, which include accessibility considerations as standard in any changes we make.

Working with stakeholders

Our Commercial Director and Accessibility Manager regularly attend meetings with stakeholders. These include national organisations representing people with access needs. On a local level we talk to organisations such as councils and access groups.

We are also involved with many national transport organisations through the Association of Train Operating Companies (ATOC). We discuss and exchange ideas on how we can best support passengers with differing needs. We are committed to integrating valid suggestions into our business.

We invite representatives from many access groups to attend our annual Stakeholder Forum, where they can meet with key managers across the business, ask specific questions and influence the decisions we make about our services.

Consulting passengers

We consult with our passengers on how we can make improvements to accessibility across the business, and to specific stations or services. We encourage feedback from our passengers which influences our business decisions, for example in our use of the minor works fund for station improvements we prioritise based upon on-going customer feedback (e.g. complaints, mystery shoppers and surveys) as well as the input of user groups.

Amongst other activities we have regular Meet the Manager sessions and hold road shows in the community. Govia Thameslink Railway's (GTR) Meet the Manager programme gives passengers the chance to meet senior managers and directors and talk to them about the service. The purpose of our roadshows is to promote rail travel as an alternative mode of travel. This includes sharing information about Railcard discounts or savings that can be made when purchasing Advance tickets.

We have set up an Online Passenger Panel, which you can join to discuss issues and give us feedback through surveys and web chats with senior managers. Please see our website for details on how to apply to join these.

GTR has two Customer Cabinets, one north and one south, with passenger representatives, including those with disabilities. The cabinets are chaired by Passenger Service Directors and bring together frontline staff and passengers travelling across the network. Members of the cabinet have the opportunity to give advice and recommendations on customer strategy and business policy and each cabinet has an annual budget for self-generated projects.

2.2 Senior management involvement

Our Accessibility Manager is accountable for our DPPP, and has overall responsibility for monitoring the commitments in this guide, and making sure we stick to them.

Our Human Resources Director has executive responsibility for staff training in disability and accessibility awareness and our Chief Operating Officer has executive responsibility for project management.

We have a Customer Satisfaction Executive, which is chaired by the Chief Operating Officer and includes the Commercial Director, as well as each Passenger Services Director. The board considers all customer feedback, including that concerning disabled passengers, and develops improvement plans. Each plan has an executive sponsor. The Commercial Director is responsible for projects that improve accessibility and oversees their implementation.

2.3 Informing staff of their responsibilities

We have a documented process of communication from initial booking to final delivery at stations and all staff in-between. This includes various methods and times of communication, both as a pre-warning to staff and on the day, and ranges from email to phone calls.

This is followed by a call back survey to gain passenger feedback, which helps us to understand what we delivered and how we can improve for the future.

We give all our staff a copy of this guide so they are aware of our commitments and their responsibilities. Our induction programme includes a half day course on accessibility, supported by additional job specific training, and is attended by all new employees whatever their role.

We regularly brief staff on assisted travel arrangements. All new staff from January 2016 have a half day Introduction to Accessibility as part their induction, this includes an introduction to GTR's DPPP and hidden and visible impairments.

As part of our customer service training programme we will deliver tailored accessibility refresher training, which each employee must complete every two years.

In addition, we have produced an assisted travel manual and will update this on an annual basis. This contains set procedures and advice on how to help passengers who require assistance. We will brief frontline staff on the contents of the manual and it will form part of our standard staff briefings.

2.4 Accessibility ambassadors

We will appoint at least five accessibility ambassadors from our frontline staff to make sure that assisted travel is of a consistently high quality in their area. They will train their colleagues, investigate where things have gone wrong, and lead local initiatives to improve the quality of assisted travel.

2.5 How we ensure that our services and facilities are in line with our Disabled People's Protection Policy

Our Accessibility Manager is responsible for the day-to-day management of access issues. They review the commitments made in our DPPP and monitors our performance against them through feedback. Our Accessibility Manager also ensures that staff are aware of our commitments to disabled passengers and their additional access needs.

Our senior customer relations manager is responsible for ensuring that the Assisted Travel team provides a service that meets your expectations. They also work with other train operators to maintain and develop the National Rail Passenger Assist booking system.

If there is a concern about accessibility in these reviews, or from feedback on day-to-day issues, the Accessibility Manager will liaise with the appropriate team or manager.

2.6 Investment

We take a pragmatic approach to investment. Ideas for investment are often led by passenger and staff comments. So we weigh up costs and benefits to passengers, and whether the investment would significantly improve accessibility.

We also use modelling tools used throughout the rail industry to assess return on investment, as detailed in the Passenger Demand Forecasting Handbook. The handbook is regularly updated and is produced by the Passenger Demand Forecasting Council which includes all train operating companies, the DfT, the Office of Rail Regulation, Transport for London and the Passenger Transport Executives Group.

We also speak with other train operating companies and share ideas and practice that have worked well.

Investment in our trains and stations is designed to meet the latest accessibility regulations: Technical Specification of Interoperability – Persons with Reduced Mobility.

Project management

We are committed to making improvements to the accessibility of our network and services. As part of our standard procedure we consider accessibility issues in any changes we make. We have a project planning team who use robust project management processes, and involve all relevant managers in the planning and implementation of schemes.

The Accessibility Manager has responsibility for advising the project management team on accessibility issues. It is his or her responsibility to ensure that any work fulfils our DPPP requirements, the DfT Code of Practice: 'Design Standards for Accessible Railway Stations' and our legal obligations.

The Accessibility Manager will attend project planning meetings at the planning, development and sign-off stages of projects involving station and train facilities to ensure that nothing in the plans compromises accessibility. He or she will escalate any concerns to the executive team.

3. Monitoring and evaluation

We monitor our service to disabled passengers in a number of ways and use the feedback to review and improve the services we provide. As part of our annual review we give the DfT details of any key actions to improve performance that we have identified through our monitoring.

How we manage our monitoring

The Accessibility Manager uses the methods detailed below to monitor our services and facilities to ensure that they comply with our policy commitments.

Our Customer Satisfaction Executive considers passenger feedback on many matters and develops plans to improve our services and facilities. Each plan is overseen by an executive member who is responsible for its execution. In the case of accessibility improvements this is the Commercial Director.

Call back

We call back at least 25% of passengers who have booked assistance with the Assisted Travel team and evaluate their feedback to measure our performance. If passengers make a complaint, we record it and ensure that the relevant manager investigates the root cause of the problem, and takes the necessary action to prevent it happening again.

We use data from the National Rail booking system Passenger Assist to monitor our service.

We also use customer feedback including passenger assistance surveys to prioritise targeted investment in facilities and services. This has included such areas as induction loops, fixed ramps, seating with arm rests, help points with induction loops, handrails and mobile customer assistance points and extending the provision of disabled parking bays.

Mystery shopper

We employ disabled mystery shoppers to check the level of service we give disabled passengers. He or she books assisted travel on our services one or two days every month.

The mystery shopper's findings are evaluated in two ways. The first is a quantitative score, which allows us to track the performance of managers across the business. The second is qualitative feedback, which describes his

or her experiences, both good and bad, and is used in performance reviews and briefings with members of staff.

Complaints

All comments and complaints that we receive are categorised so that we can evaluate our performance against each type of complaint.

The relevant manager investigates all incidents involving disabled passengers, and we take the necessary action to prevent it happening again.

Quality Experience on Stations and Trains (QuEST) audits

We have a team of service quality auditors who carry out regular QuEST audits of customer facilities and service on stations and trains. These cover the availability of equipment and facilities, staff levels, cleanliness, upkeep and repair. We audit a minimum of 156 stations and 388 trains each month. We report our results to the DfT every month and share them with you on our website.

External rail industry surveys

We also use data from external rail industry bodies to evaluate our performance on accessibility issues. Our main source is the National Rail Passenger Survey (NRPS), which measures customer satisfaction and takes place every six months.

The NRPS data is broken down by:

- Whether respondents are disabled
- Whether they have booked assistance
- Whether this assistance was delivered to their satisfaction
- Whether the facilities at the station met their needs as a disabled person

4. Access improvements

We sometimes make changes to trains, stations, or the way we provide a service. When we do so, we will follow the requirements, standards and, where possible, the guidance in the following documents and regulations:

- The current version of the DfT's Code of Practice
- ATOC Good Practice Guide, the section regarding disabled passengers

- Technical Specification of Interoperability – Persons with Reduced Mobility 2014 (PRM TSI)
- Rail Vehicle Accessibility Regulations (RVAR)
- Equality Act 2010

We will follow the Code of Practice if the guidance varies between the various documents. We will seek the advice of the DfT, as appropriate.

If we have made every feasible effort to comply with the Code of Practice and/or PRM TSI but cannot comply with them, we will inform the DfT as early as possible and, if necessary, apply for a dispensation.

This guide is a live document. We will publish updates to our services and facilities on our website.

We have a passenger leaflet Making Rail Accessible: Helping Older and Disabled People that accompanies this guide. You can find it at stations and on our website or you can obtain a copy from our Assisted Travel team/Customer Relations. There is a summary of the stations we manage, and details of their accessible features, at the back of that leaflet.

Overall strategy for use of the minor works budget

We have a minor works budget as part of our franchise commitment which guarantees annual investment in accessibility improvement schemes across our network to enhance access for all.

Our strategy follows a social model of disability approach, which focuses on the removal of barriers to access in the following areas:

- Information and communication
- The physical environment
- The way we deliver our services

We will invest the minor works budget in these areas, removing barriers to access, for a wide range of people. This gives more disabled people the confidence to travel by train, and encourages those who do not currently use our services to see the railway as a viable alternative to the way they currently travel.

We welcome suggestions from passenger and access groups and, where feasible, we will integrate the suggestions into the Minor Works Programme.

We will also use the information from station audits to update the Stations Made Easy pages on **nationalrail.co.uk**

You can find more information on our works programme in leaflets and on posters at stations, on our website, and through our Assisted Travel team and Customer Relations.

Information and communication

Our information strategy has four principal elements:

- Ensuring we listen to the views of disabled people and that this influences our strategy
- Sharing information with disabled people regarding the extent of the accessibility of our network and services we offer. We will seek to promote this information to both those that do not necessarily travel with us currently and those that do not, giving information pre-journey and at the point of travel
- Ensuring our staff are aware of the information and can assist with requests regarding the accessibility of our services
- Ensuring we listen to other passengers with reduced mobility so that their ideas can influence our minor works programme

Information will be available via our website, customer services and in information held at stations, such as leaflets and posters. We produce, and will continue to produce, a guide to accessing our services for people with reduced mobility (with particular benefit to passengers who have a disability). This guide also incorporates a network map showing detail of services at stations and barriers there may be, for example steps. The guide will be available on line, in hard copy at stations and will be distributed to representative groups and facilities that might target non-rail users.

Trains

As part of our commitment to a significant improvement in accessibility on trains, we will replace older trains with new, fully accessible trains on Gatwick Express, Great Northern and Thameslink routes. We have started to run new trains on the Gatwick Express and Thameslink routes, and will be introducing new trains on Great Northern services from May 2018.

Stations

We plan to make a range of improvements to station accessibility during the franchise, including:

- Accessible toilets
- Dropped kerbs
- Highlighted anti-slip stair nosings
- Replacement handrails
- Fixed ramps at station entrances
- Dual-height ticket office windows
- Clearer signs
- Additional seating
- Hearing loops, including ones around a large proportion of waiting areas
- Help points

We commit to providing auxiliary aids to accessing our services including the maintenance of hearing loops at all ticket offices and help points, platform to train ramps deployed on request, as well as assistance at stations, including during boarding and alighting from trains.

We are committed to working with Network Rail, DfT and other train operating companies to encourage and increase accessibility improvements where possible. We will also work with Network Rail, other station operators and relevant third parties at all stations where our trains stop. We will suggest accessibility improvements when works are being carried out or where changes would benefit passengers.

We are improving security at our stations for our passengers by taking part in Secure Station Accreditation, a scheme run by the DfT. As a result of the accreditation 120 stations have more security features that benefit everyone, such as better lighting levels, CCTV and help points.

4.1 Improvement schemes

Schemes completed in April 2015 – March 2016 period

- Lift controls to facilitate 24 hours/day access at various locations
- Mobile Customer Assistance Points
- Help Points with induction loops – various stations
- Seating with handrails at various stations

- Window manifestations at various stations
- Handrails at various Southern locations

Schemes due for completion by end March 2017

- Improvements to steps/handrails at St Neots, Old Street, London Road (Brighton) and Edenbridge Town
- Step Free access to platform 1 at Cuffley
- Step Free access to platform 4 at Hadley Wood
- Improved access to waiting rooms at Stevenage, Luton and Haywards Heath
- Access to concourse improvements at Elstree & Borehamwood, Kenley, Kingswood and Tattenham Corner
- Lift availability signage at Luton
- New curb line to improve access to airport bus at Luton Airport Parkway
- Improved signage to step free routes at Bedford, Pevensey, Westham, Shoreham-by-Sea and Portslade
- Additional platform train ramps at various locations
- Accessible toilet at Shoreham-by-Sea
- Provision of a wide aisle gate at Balham gate-line

4.2 On-going improvement schemes delivered by third parties

The Access for All programme delivers step free access schemes. Schemes currently under consideration include the below stations:

- Alexandra Palace
- Battersea Park
- Carshalton
- Coulsdon South
- Crawley
- Luton
- Palmers Green
- Peckham Rye
- Selhurst
- Streatham

These programmes are currently all in the design stage and we will work further with Network Rail, who are appointed to deliver these works. Further details regarding progress at networkrail.co.uk/communities/passengers/station-improvements/access-for-all/16

4.3 Future ideas for investment

Major works are underway as part of the Thameslink Programme, including extensive improvements at London Bridge station.

Our Accessibility Manager will ensure that the needs of disabled passengers are taken into account throughout delivery of improvement schemes, and that they comply with the Code of Practice and PRM TSI.

If you have a suggestion for an access improvement at your station or a station you travel through, please contact us. We will consider any feasible ideas for inclusion in future investment plans.

4.4 Other rolling stock and station plans

Rolling stock

We have introduced new trains on the Gatwick Express and Thameslink services, and will introduce new trains on the Great Northern services from 2018.

Stations

We will be doing a lot of work to improve stations throughout our franchise, including:

- Installing customer information screens
- Installing help points
- Installing Accessible toilets
- Improving access through our Minor Works Programme
- Upgrading Blue Badge parking bays and providing new Blue Badge parking
- Introducing smartcard facilities

When we consider how accessibility could be improved, we plan to invest in best practice, rather than just complying with the current regulations. For example:

- When we redecorate we will ensure that all posts around the station are marked with banding – not just the posts in the main walkways – to assist passengers with visual impairment

- When we replace seats at stations we will ensure that they have back rests , and that some are marked as priority seats for disabled passengers

We will involve you by asking for your feedback and ideas through surveys online and at stations. This will help us understand more about what you would like to see at your station and how you think access could be improved.

5. Working with others

We will consult with the following organisations and include their ideas where possible:

- Transport Focus
- London TravelWatch
- Disabled Persons Transport Advisory Committee (DPTAC)
- Local access groups
- Self-advocacy groups
- Local council transport groups
- Council partnership boards
- Community rail partnerships
- Luton Airport Authority
- Gatwick Airport Authority

Our passengers often know best how to make train travel easier, so we will actively seek your feedback. You can also talk to us at our regular Meet the Manager sessions at stations and on trains.

We have an annual Stakeholder Forum to which we invite access groups. At this event we tell you about our plans and give updates on how we are doing. You can also meet our managers, ask questions, raise issues and put forward suggestions.

If you are a member of a local access group and would like to be included in our consultations, or receive information from us, please contact us.

6. Staff training

We know that staff training is important in removing barriers to access. We have a programme of accessibility training for all frontline staff and managers, which includes disability awareness training and how to assist passengers.

All new staff are trained in disability awareness as part of their induction course. The training covers legislation such as the Equality Act 2010, as well as practical exercises on how to deploy ramps, assist and communicate with passengers who have disabilities. Frontline staff and managers, including regular contractors and agency staff, will also receive refresher training every two years.

We recognise the importance of making all staff aware of the wider issues concerning disability and we will continue to keep our staff updated on relevant changes to the law that affect the service they give you.

The staff at our Assisted Travel team are trained to help passengers who have a disability that affects their communication. They are aware of different methods of communication, so can offer you the method that suits you best.

We have produced an assisted travel manual, which contains set procedures and advice on how to help passengers who need assistance. These procedures will specify the standards our staff must meet when helping disabled passengers and those that have booked assistance through our Assisted Travel team.

We provide ORR with an annual overview of our relevant staff training, including the training schedule and numbers of staff who have received it.

7. Emergency procedures

We carry out regular emergency planning exercises, which include due consideration of the needs of disabled people.

On train

If there is an emergency on a train, our on-board staff are trained to advise and help all passengers, including disabled people. There are information posters on our trains outlining what you should do in an emergency. In most cases it is safest to remain on the train and wait for instructions.

If you would like to have the emergency information that is displayed on trains explained to you, please contact our Assisted Travel team. If there is an emergency on the train and you would find it difficult to get off without a platform or ramp, you should inform a member of staff or another passenger and remain on the train. If there is a life-threatening situation, staff, in liaison with the emergency services, will advise you what to do.

If you have to leave the train between stations, the emergency services will provide the necessary equipment and help to get you off safely.

At stations

Each station has its own detailed evacuation plan which takes into account the needs of disabled passengers. In an emergency, trained staff, with the assistance of the emergency services where necessary, will help you get to a safe place. The emergency exits for evacuation are clearly signed.

8. Communications strategy

8.1 Sources of information

If you would like more information, you can get it from:

- Our website
- Our Assisted Travel team
- Customer Relations
- Emailing us
- Real-time information systems at stations and on the National Rail website **nationalrail.co.uk**
- Staff at stations
- Posters and leaflets at stations

Or from your local services, such as:

- Councils
- Local access groups

Please contact these organisations directly to find out where the information is held.

Assisted Travel and Customer Relations teams

You can contact our Assisted Travel or Customer Relations teams for advice and information about our train services and stations.

Assisted Travel team

Our Assisted Travel team are available from 07:00 until 22:00, every day, except Christmas Day.

Great Northern and Thameslink

Freephone: **0800 058 2844**

Textphone: **0800 975 1052**

Email: **assistedtravel@thameslinkrailway.com** or
assistedtravel@greatnorthernrail.com

Web form: **thameslinkrailway.com/assistedtravel** or
greatnorthernrail.com/assistedtravel

Gatwick Express and Southern

Freephone: **0800 138 1016**

Textphone: **0800 138 1018**

Email: **myjourney@southernrailway.com**

Web form: **southernrailway.com/your-journey/
accessibility/contact-form**

Customer Relations

Great Northern and Thameslink

Available from 07:00 to 22:00, every day, except
Christmas Day.

Telephone: **0345 026 4700**

Textphone: **0800 975 1052**

Email: **customerservices@thameslinkrailway.com** or
customerservices@greatnorthernrail.com

Address: **PO Box 10240, ASHBY-DE-LA-ZOUCH,
LE65 9EB**

Gatwick Express and Southern

Available from 07:00 to 22:00, every day, except
Christmas Day.

Telephone: **03451 27 29 20**

Textphone: **03451 27 29 40**

Email: **comments@southernrailway.com**

Address: **PO Box 10240, ASHBY-DE-LA-ZOUCH,
LE65 9EB**

8.2 Contact us in writing or by text

You can contact us in writing and text, rather than through speech. We will always offer this through a variety of channels, including the email and postal addresses above.

8.3 Recorded messages

At the start of calls to our Customer Relations team, we have a recorded greeting for our customer services followed by options to be selected, most of which will result in speaking to a live operator to get further information. Sometimes this will mean directing to a third-party supplier if the query relates to their area of expertise, for example Oyster cards. Our line will be staffed with customer service personnel during the opening hours of our call centre listed above.

8.4 Website

We have tried to make our website as accessible and user friendly as possible. Our aim is for you to find the information you are looking for quickly and easily and for you to be happy to return to us.

We have done our best to build our website within the W3 Web Content Accessibility Guidelines. We will review ways we can develop this in the future.

We also have a Speak Me tool available for use. Features of the Speak Me tool include the option to change text size to either smaller or larger; change the colours, to make the site easier to view; and there is a function for the text to be read out to you.

All images have ALT tags which can be read by screen readers and describe what the image is of.

Our website is designed to respond to the device that you are using to view it. This means that the menus and presentation of the pages will be different if you are looking at it on a computer, a tablet or a smartphone.

8.5 Signage

We have very good links with our local councils through our stakeholder engagement activities. In general, we liaise with them about signs at stations.

We also work with local authorities to give them information about our stations so that their signs are clear. This ensures passengers are able to find stations easily, without relying on online maps for information.

When we are aware that councils are planning new signs, we give them the Code of Practice guidance to make sure that, where possible, they meet the expected standards.

When we are planning where and how to locate signs at stations, we take the DfT's Code of Practice and the Rail Safety and Standards Board's (RSSB) Wayfinding at

Stations guidance into consideration. You can download these from dft.gov.uk and rssb.co.uk

8.6 Try the Train days

Our Try the Train days give disabled people the opportunity to discover that travelling by train is much easier than you might imagine. These free events are aimed at people who rarely or never travel by train and include how to find your way around a station, how to buy a ticket, how to use automatic ticket gates and what it is like to travel on a train. We will arrange these with local groups around our network.

9. Access by car

Many stations have dedicated pick-up and set-down points with dropped kerbs close to the station entrance.

We have car parks at most of our stations, and the majority of our station car parks have one or more marked bays for Blue Badge parking and are covered by CCTV. These are generally the space(s) closest to the station entrance in the car park. Parking is free for Blue Badge holders whether you are using these bays, or, if no designated space is available, standard bays. Please display your Blue Badge clearly to park free of charge. We make regular checks to prevent misuse of the spaces. We will issue a penalty notice to any motorist parking in a designated bay without a Blue Badge, or whose Blue Badge is not displayed correctly.

We do not allow parking in our car parks anywhere other than in the spaces provided – Blue Badge parking and other lined spaces. Parking on yellow or red lines, or other locations that are not marked, is likely to result in a penalty notice and a fine.

As part of our station accessibility audit we will check our Blue Badge Parking bays to see if they are compliant with the Code of Practice. They must be clearly delineated, marked and visible in all weathers. We will repaint any that are not compliant.

We have a franchise commitment to provide new accessible parking spaces at the following stations, where we do not currently have any, by 31 December 2018:

- Ashwell & Morden
- Bayford
- Cuffley
- Elstree & Borehamwood

- Gordon Hill
- Grange Park
- Hendon
- Hertford North
- Leagrave
- New Barnet
- New Southgate
- Palmers Green
- Radlett
- Watton-At-Stone

At some sites where a large number of bays are required to be compliant with the Code of Practice and there is currently no demand, we have asked for dispensation not to have the full amount. We will monitor these car parks for an increase in demand of Blue Badge parking and will increase the provision, where required. When we plan to increase the number of Blue Badge parking bays, we will comply with the Code of Practice.

10. Reviewing this document

We have produced this document in consultation with Transport Focus, London TravelWatch and DPTAC through the Office of Rail and Road. Our Accessibility Manager will review it annually and make any changes in consultation with the above bodies.

