



Accessible Travel Policy

February 2026

This policy document is part of our overall Accessible Travel Policy. It provides more detail into our policies around accessibility and our processes and plans.

Other elements of our Accessible Travel Policy are:

- **Making rail accessible: helping older and disabled people** – a handy information leaflet
- **Train accessibility guide** – information on the accessibility of our trains, available on our website or as a separate document
- **Station accessibility guide** – a summary of the accessibility provision at all our stations, available on our website or as a separate document

You can download all of these from our website, or they can be sent to you free of charge in alternative accessible formats from Customer Relations. There are several ways to contact Customer Relations:

phone	0333 311 0006
next generation text	18001 0333 311 0006
website	www.lnr.uk/contact-us
by post	Freepost LONDON NORTHWESTERN RAILWAY CUSTOMER RELATIONS
X	@LNRailway
Facebook	@London Northwestern Railway
Instagram	@londonnorthwesternrailway

1) Commitments to providing assistance

a) Booking and providing assistance

If you book assistance in advance, we will arrange for station staff or staff on the train to help you on and off the train at our stations. This will apply during the hours when trains are due to operate to and from our stations. These times are listed on the National Rail Enquiries website. We try hard to make all journeys comfortable, safe and efficient, irrespective of your assistance needs.

We participate in a system called Passenger Assist, the reservation system for customers who wish to book assistance. We make these reservations, free of charge, whether you are travelling on our services or those operated by other train companies on the National Rail network.

We are committed to maintaining the passenger assistance booking system, and we have a dedicated team who operate this booking service. These colleagues receive training specifically to support customers with disabilities.

To book assistance for travel, including connecting trains in your journey (and seat reservations with other train companies) we advise you to contact us 2 hours before you travel.

When you book assistance in advance of your journey, our Passenger Assist team will check the accessibility of the stations you will be using throughout your journey. They will do this on the National Rail Enquiries website to ensure you will be able to complete your journey in accordance with your assistance requirements. If the accessibility of a station, or facilities at a station are not suitable (e.g. there is no step-free access at a station or toilets) we will arrange alternative accessible transport for you or, if you prefer, consider a different route. We can advise you on the best route to meet your needs e.g. a smaller interchange station which is less crowded or has fewer platforms.

Your booking confirmation (including reference number) will be sent to you by email, or by post on request.

When your train reaches its final destination, you will be assisted off the train within 5 minutes where we reasonably can. This will be explained to you when you book assistance and in the booking confirmation.

We commit to using Passenger Assist, a national system that all train operating companies are part of. The commitment to using this system and will guarantee assistance to anyone who books in advance. When assistance has not been booked in advance, we will still try to provide the support required whenever possible and with minimum delay. However, please be aware that if assistance has not been booked, there may be a short wait for staff to be available to assist you or to make arrangements. All train stations on the rail network will contact our staffed stations by phone to ensure someone is available to meet and assist you on your arrival at staffed stations. We provide a dedicated phone number for each staffed station to co-ordinate the delivery of assistance and a person who is responsible for ensuring those calls are answered.

We have portable ramps that are fit for purpose on board all our trains and at many of our stations to enable passengers (for example those using a wheelchair or those with mobility impairments) to get on or off the train, whether assistance has been booked in advance or not. Our staff are trained to know which ramps to use in which circumstances, and the local conditions for using the ramps safely to help you on and off the train.

During the journey planning and booking process we will ensure that information about the accessibility of your journey is shared with you. The Passenger Assist team will notify you if any of the stations you plan to use on your journey will not be staffed. If necessary, we may need to offer an alternative journey plan. This could be providing access to the nearest accessible station to you, or alternative accessible transport to get you (and companions if relevant) to your destination. This will be agreed with you and confirmed before travel.

By booking assisted travel in advance to travel with us or another train company, we can help you make connections with other trains at our stations. As part of the booking process, we will check you have sufficient time to make any connecting train, and we will assist you when trains change platforms or announcements are made at short notice.

Information on the stations we operate can be found on our website.

www.londonnorthwesternrailway.co.uk

At stations where we have staff in addition to those working in the booking offices, we can provide directions and, wherever possible, escort customers to a safe waiting place to connect to buses and/or taxis if the interchange is within the immediate station vicinity.

Where our train services connect with other modes of transport (such as buses, trams, London Underground or DLR) we will work with the operators of those services to provide. At London Euston station assistance services are provided by Network Rail, in accordance with their Accessible Travel Policy. We work closely with Network Rail, as well as other train operators to ensure that assistance is delivered consistently across our network.

We advise you to check the accessibility levels of onward connecting transport, particularly with local bus companies and community transport organisations.

Where taxi ranks or bus stops are provided at stations these are clearly signposted. We include, where possible, the contact details of local taxi operators on our station information posters which are displayed at each of our stations.

We specify in our contracts with taxi and bus companies that provisions be made for disabled customers whenever possible, and we prioritise companies with accessible vehicles in our negotiations. The level of Disability Awareness training that taxi drivers receive as this varies across local authorities. We encourage customers to contact us if they have any feedback on any part of their journey with us, including alternative transport provision.

To enable you to make informed decisions and for us to arrange assistance that results in successful and simple journeys, we are committed to providing accurate and clear information about our stations on National Rail Enquiries. This will include information on assisted travel, whether staff help is available (including staffing hours), and a step-free access category. To ensure consistency and, in turn, reliability, this will include the following wording to clarify the step-free status by category:

- **Category A:** “This station has step-free access to all platforms / the platform”.
- **Category B:** “This station has a degree of step-free access to the platform, which may be in both directions or in one direction only – please check details”.
 - **Category B1:** “Step-free access to all platforms - may include long or steep ramps. Access between platforms may be via the street”.

- **Category B2:** “Some step-free access to all platforms - please check details”.
- **Category C:** “This station does not have step-free access”.

As part of the information on the National Rail Enquiries station pages, we will also clearly state:

- Availability of station and on-board staff to assist passengers, including times. Scope of assistance will be clearly outlined e.g. if Senior Conductors can only assist a passenger on or off the train, or if staff are available to help get around the station.
- Whether a platform ramp is available and confirming that this is always available when assistance has been booked.
- What to do on arrival at a station when you need assistance, including informing a member of staff at the ticket office that you will be waiting for assistance at a designated waiting space on the platform.
- During the booking process, the Passenger Assist team will let you know if there are any issues which might affect your journey, e.g. a lift out of order. Information on availability of facilities will be on the National Rail Enquiries station pages as soon as possible, but no more than 24 hours after we know about them.

Examples include:

- Stations have a physical feature which might prevent some disabled people from using it
- Significant temporary work affects station accessibility
- Changes to stations make them temporarily inaccessible (for example, if station lifts or toilets are out of order)
- Changes are made to the accessibility of our trains which might affect disabled and older customers’ journeys.

In addition to our Station Accessibility Guide / information on our website and the National Rail Enquiries station pages, we will endeavour to provide, where relevant, any additional details we have about our stations that may be beneficial to our older and disabled passengers. This information will be provided on the station pages on our websites. This information may include (but is not limited to) information about the station, such as facilities and areas to visit for a safe space to wait.

If you require help with your luggage, we will be happy to help you with this. We do not have staff dedicated to carrying customers’ luggage and although you do not need to book assistance in advance for help with your luggage, you may wish to do so as there may be a wait for your assistance if our staff need to attend to safety-critical duties before they can help you. Please be considerate of the weight and size of your luggage, as well as how much luggage you bring with you. We ask that you refer to National Rail Conditions of Travel luggage policy which sets out these

restrictions; this ensures that our staff can safely lift these bags. This states that you may bring with you up to two large items (generally weighing between 15kg and 23kg) and one small item free of charge.

Luggage items should be:

- Large items should not exceed 30 × 70 × 90 cm
- Small items should not exceed 25 × 45 × 70 cm

Please be mindful of other customers if a bag is occupying a seat. All our trains have overhead luggage racks for smaller bags – please ask a member of staff to help put your bag into the overhead rack. Some of our trains have dedicated luggage spaces at the end of each carriage. These should be used for large items of luggage.

Seat and wheelchair spaces cannot be reserved for our services, but staff will help you to find a seat or use an on-board wheelchair space. As wheelchair spaces on the train are limited and cannot be reserved, these spaces are available on a first-come-first-served basis. During the process of booking assistance, we will explain to you that we cannot reserve you a seat or space. There are several tools in place to assist customers. All of these are free of charge and can be requested on our website, www.londonnorthwesternrailway.co.uk, or by calling our Customer Relations team on **0333 311 0006**.

Travel Assistance Cards are for anyone who may need that extra bit of help. This card is designed to help customers who may struggle with verbal communication or who may find it difficult to ask, and you can tailor the information inside to suit your needs. Our staff are trained to recognise this card, and best efforts have been made to train colleagues at other Train Operating Companies and Network Rail to recognise the card.

All our trains have priority seats. These seats are for people with a disability, older people and people who are pregnant. You can ask us for a priority seating card. The card is the size of a credit card, and you can show when you travel to make things easier.

Travelling on the train can be tricky while pregnant but having a Baby on board badge makes it easier by letting other passengers know that you have a very good reason to need a seat. We promote use of the JAM cards and Sunflower Lanyards. These schemes help people with non-visible impairments to indicate that they might need support from staff.

JAM Card allows people with a learning difficulty, autism, or communication barrier to tell others they need 'Just A Minute' discreetly and easily.

The Sunflower Lanyard can be worn by people with non-visible impairments to let others know that you might need additional support or time.

For more information, please visit www.jamcard.org and www.hiddendisabilitiesstore.com.

We welcome assistance dogs on our services. Staff assisting customers on board a train will help ensure an assistance dog is comfortably and safely positioned (e.g. in the footwell of an empty adjacent seat).

b) Information provision

i) Accessible Travel Policy documentation is made available in different formats. Our information leaflet, which forms part of our overall policy, is called ‘Making Rail Accessible: Helping Older and Disabled Passengers’. Copies of this leaflet are available on our leaflet racks and ticket offices at staffed stations that our services call at. We routinely monitor supply levels and staff are reminded to check the racks.

The leaflet is also available on our website as a PDF (in a screen-reader compatible format), www.londonnorthwesternrailway.co.uk/travel-information/accessible-travel/accessible-travel-policy.

We commit to providing this in alternative formats on request within 7 days. You can request copies in a range of formats, by contacting Customer Relations (see [page 2](#) for contact details). We share our leaflets with prominent locations in the community. In addition to using our extensive stakeholder database, our Stakeholder Equality Group, which includes representatives of customers with non-visible disabilities, give us strategic advice on identifying valuable ‘community hubs for sharing this leaflet and other messages.

Our Accessible Travel Policy will be available from the following:

- Online on our Assisted Travel page as a PDF or Word version
- Provided in alternative formats, on request, within seven working days
- Available on request via our Customer Contact Centre
- At all our stations, there is a poster setting out useful information. This explains how to get a copy of our information leaflet and this policy document. The poster is positioned to be accessible to wheelchair users.

ii) Stations and rolling stock

We produce a station accessibility guide and a train accessibility guide to provide clear information about our facilities and services. You can access these via our website, or we can send these to you in other formats within 7 days on request.

We are also committed to providing accurate and clear information about our facilities at stations and on trains on the National Rail Enquiries website.

All front-line staff have access to a device (e.g. mobile phone) to be able to check the status of facilities for disabled and older customers via the National Rail Enquiries website. This means they can give up to date information on request.

iii) Passenger journey information

Where systems are fitted, we provide clear and consistent audio and visual information on platforms and station entrances about train departures and arrivals, including during disruption. If audio announcements are not available, we have customer information Help Points which enable you to speak to a person to get information. On the train, announcements are made in time to give passengers the time to prepare to get off.

We continually review facilities at stations and will be identifying potential schemes for improving access to information at individual stations.

Where you have booked assistance in advance, that, because of service disruption, is no longer suitable, our staff will seek to contact you if you provide a mobile telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or, if you prefer, rebook your journey.

We provide audio announcements on all trains, giving you information about any delays or changes to stopping patterns. We will provide clear audio and visual information to direct you to substitute transport where applicable. If you have booked assistance but have to travel on a different train to that on which you were originally booked due to service disruption, we will contact the terminating or interchange station staff to ensure that they are ready to assist you on arrival. If a train terminates en-route, then our on-board colleagues will contact the station or operation control and advise them you require assistance. Our staff are trained and briefed on the importance of providing timely and accurate information and additional support that our older and disabled customers may need during times of disruption.

Our staff (including cleaning staff) are vigilant to any facilities being out of order, e.g. an accessible toilet. However, if you spot a problem please let us know so we can fix it as soon as possible and warn customers who might be relying on them. There are many ways to do this:

- Tell a member of staff in person
- Contact Customer Relations (including social media) – see [page 2](#)

When key accessibility facilities are out of order (e.g. accessible toilets or lifts) we put an alert on the station page of the National Rail Enquiries website. If we know the repair or works timescale, we will share this on the page. Our Passenger Assist team can see these alerts and discuss this with you as part of a booking for assistance. Our Customer Relations team also have access to this information to respond to enquiries. We will also put up notices at the station as appropriate.

To ensure the information and alerts we share about accessibility are clear and reliable, we perform an annual review of our language and tone of voice.

iv) Information points, help points and contact centres

Where we have staff available at a station, whether within a ticket office, at a gate line, or on the platforms they will be able to give you all the information you need e.g. service updates, accessibility of our stations, contact details for Passenger Assist etc.

At stations which are unstaffed, or staffed on a part-time basis, you can speak to a person via a Help Point (usually located on the platform). By pressing the information button, you can speak to the National Rail Customer Service team, and get information on train times, request assistance, or report a fault. There is also an emergency button this can be used in emergencies, and this connects straight to the '999' emergency services contact centre.

At our staffed stations we have clearly marked information points which offer timetable information, posters and information leaflets at heights which are accessible for wheelchair users and standing customers. We will make information on the facilities, services and accessibility of all stations (as well as information on timetables, fares and connections) available at station ticket offices, over the telephone from our Passenger Assist team and, on our website, as well as the National Rail Enquiries website. Our Station information pages on our website and on National Rail Enquiries provide additional information to help you make informed decisions.

Wherever possible, leaflet racks and timetable displays will be placed so that wheelchair users and standing customers can use them. We have issued devices to all front-line staff (including those who work at our customer service points) so that they are able to provide accurate, up to date information to customers e.g. on delays and diversions. This also includes access to details about our services and those of other operators, accessibility of other transport available near the station and directing customers to appropriate sources of further information.

v) Meeting Points

At our staffed stations, assistance meeting points will be the ticket office in the station building. If you have pre-booked assistance or are requesting it on arrival at the station, please tell staff that you have arrived and require assistance.

At stations which do not have staff on duty, please wait on the platform for the train and a Senior Conductor will provide assistance to board the train. Some stations have assistance meeting points clearly marked out on the platform and this information is detailed on the station information pages for each station, available on our website, www.londonnorthwesternrailway.co.uk and the National Rail Enquiries website, www.nationalrail.co.uk.

If a station is not staffed, we always provide a way for you to speak to someone at times when our trains are running. Our station information posters display the freephone Passenger Assist number (who provides service information) and the next nearest staffed station, as well as details of local businesses near to the station that can provide additional facilities as and when they become available. You can also

use a Help Point located on the platform. The textphone or Next generation Text number is also clearly displayed.

vi) Websites

Our website and its pages meet Web Content Accessibility Guidelines (WCAG) standards and have the ReciteMe tool embedded. This free tool allows customers to customise our website to make it as accessible to them as possible.

We will also liaise with our Stakeholder Equality Group to gain feedback on their experience of using our websites.

Our website is designed to work with screen readers, magnifiers and in-browser accessibility functions. A dedicated page on our website provides further information and guidance on assisted travel.

For consistency, we use the term 'Passenger Assist' to refer to the booking system for assistance and visitors to our website can access the dedicated page by a link from our homepage.

Our Accessible Travel webpage is a great source of valuable information if you have access needs. This will always include:

- A concise explanation of the Passenger Assist service in plain English
- Contact information to book Passenger Assist services (including freephone and Next generation Text numbers)
- How to book tickets (including availability of discounts and railcards)
- Links to up-to-date train and station accessibility information documents
- Links to information on temporary reductions in accessibility and delays or disruptions
- Advice on any restrictions on the size of wheelchairs, scooters and mobility aids we can carry
- How to access any initiatives we operate e.g. Assistance cards, Priority Seat cards, JAM cards and sunflower lanyards
- How to access 'Making Rail Accessible: Helping Older and Disabled Passengers' leaflet (including link to download the pdf) and how to request this in different formats
- How to give feedback, make a complaint or details for availability of compensation when booked assistance has not been given
- Links across to the stations pages where you can find further detailed information on station facilities and public transport provision

c) Ticketing and fares

We expect all customers to have a valid ticket or pass to travel before starting their journey. However, if for reasons of inaccessibility you are unable to buy a ticket at the station before your journey, you will be able to purchase a ticket either on the train or upon arrival at your destination without penalty and with any eligible discount applied.

Our ticket machines at stations can issue discounted tickets to holders of a Disabled Persons Railcard and a companion.

Ticket gates can impact on accessibility so, wherever possible, staff will be positioned nearby and can provide assistance. At least one wider gate is provided for wheelchair users, disabled customers, pushchairs etc. When a station is unstaffed or staff are not in attendance, gates are locked open.

When buying tickets in advance (whether that be from a website, ticket office or other method) we warn customers if they would not be able to use the ticket for any accessibility reasons which we should reasonably be aware of (e.g. a wheelchair user attempting to buy First Class tickets when we do not have a First Class wheelchair space). We cannot control the practices or advice given by third-party retailers so, if you have additional requirements, we advise you to contact us directly. If you are travelling on a train not operated by LNR, please check this information before purchase.

d) Alternative accessible transport

We aim for all our customers to travel by rail but recognise that sometimes this may not be possible. In these cases, we will coordinate alternative accessible transport for you at no extra cost to your ticket.

Where disruption is planned in advance, we will endeavour to use Public Service Vehicle Accessibility Regulation (PSVAR) compliant rail replacement transport for the services affected to meet the needs of passengers. We will review our contracts with rail replacement suppliers on an annual basis to ensure they can continue to provide the required supply of accessible vehicles for us.

When there are delays, disruptions or emergencies and we provide rail replacement services or taxis, we will ensure these are as accessible as possible from our rail replacement services providers. Rail replacement services vehicles are provided by different firms, and the rail industry is working with government to inform their policy decisions to support these businesses in increasing the number of wheelchair accessible vehicles in their fleets.

If we need to put on a bus service to replace a particular train, we provide accessible options wherever we can, but not all the vehicles we use are wheelchair accessible. Factors that we considered when considering our rail replacement vehicle type are:

- Route suitability of the Vehicle / Operational constraints

- Vehicle Capacity
- Luggage Capacity (In particular Long-distance routes and Airport Flows)
- Seat Belts
- Distance of the route
- Vehicle availability in the area

If you are unable to use replacement transport, we will arrange a taxi that is accessible for you. For taxi operators licensed by LNR and replacement bus companies, we will liaise with them to ensure their drivers have undertaken disability awareness where possible and outline this in our training section towards the end of this policy.

If you encounter an issue on your journey, you can report this either to station staff, staff on the train or by contacting our Customer Relations Team by phone, web form or social media. On an individual case basis, we will consider:

- The customer's assistance needs
- The journey times involved
- The accessibility of trains and stations, including staffing levels
- The potential for staff from other locations to be deployed

We will offer an option, where reasonably practicable, that is most similar to the service provided to customers not requiring assistance. However, we will be led by your individual needs.

Alternative accessible transport (e.g. a taxi suitable for your needs) will be offered when a station is not physically accessible to you. Please see below regarding rail replacement services in cases of planned or unplanned disruption.

e) Scooters and mobility aids

We can carry wheelchairs (manual or powered), scooters and mobility aids up to a certain size. The reasons for these restrictions are due to maximum safe loading weights of the ramps, the width of on-board doorways and to meet turning circle needs inside the carriage and on the platform.

The maximum size dimensions are:

- 700mm by 1200mm
- 300kg (combined weight of passenger and wheelchair/scooter)

If a scooter or wheelchair is particularly large, staff may discreetly ask you to confirm the dimensions to ensure your safety on our services. You need to check these dimensions before travelling and are advised to contact your wheelchair or scooter provider for this information. For safety reasons, our staff need to decline support in individual cases where they are not physically able to provide

the assistance needed but we will always do our utmost to support you with your journey.

Scooters which are foldable or can be dismantled to meet these dimensions, can be folded and carried on as luggage by you or a companion. Scooter users may travel in the scooter and are not required to transfer to a seat.

Please see below for arrangements regarding scooters in times of disruption.

f) Delays, disruption and emergencies

We recognise that disruption to facilities and services can have a significant impact on rail services to disabled people and on confidence levels of those travelling with us. We will therefore do everything we can to ensure disabled and older customers are able to continue their journey and are safe and comfortable.

Where alternative transport is being provided due to planned disruption, such as improvement works, we will include information on the accessibility of this transport in our communications. This will include (but is not limited to) social media posts, associated webpages on our website, press releases and station posters or leaflets. Where appropriate, we will also endeavour to include such information in station announcements.

Any passengers who book assistance during a period of planned disruption will be informed about any alternative arrangements, including the accessibility of such transport, at the time of booking. Any passengers who make a Passenger Assist booking before planned disruption information becomes available will be contacted at the earliest opportunity to discuss their arrangements. During unplanned disruption, we will provide clear and reasonable explanations for any delay, for example needing to first assist passengers who have booked assistance, or the Passenger Assist team needing to coordinate alternative accessible transport. If, in the future, we consider changing the staffing levels at our stations we will assess the risk of passengers not being able to access the assistance they need and, if necessary, implement measures to mitigate this risk. We will submit these assessments to the Office of Rail and Road (ORR) to review.

For changes to facilities at stations or on trains:

- We update the station pages of National Rail Enquiries website with issues affecting accessibility features of stations (e.g. out of order accessible toilets and lifts) to enable you to make informed decisions.
- We will warn you before assisting you on-board if the accessible toilet is out of order, giving you the option to wait for the next service, continue your journey if you prefer or travel by alternative transport such as a taxi. If there are station staff available, we will help you make connections when trains change platforms or announcements are made at short notice.

Sometimes we need to provide rail replacement services e.g. during planned or emergency engineering works. We rely on a range of vehicles for this e.g. bus,

coach, minibus, accessible and standard taxis. We understand that you may have access needs which can only be met by certain vehicles. We will discuss these needs with you in the event of rail replacement.

If rail best suits your access needs and there is a similar route operated by another train company which will get you to your destination, we will do our very best to get you on that service as a first option. During disruption we will ask other train (and sometime bus) operators to accept our tickets. However, this will depend on how busy their trains are at the time and the specific routes affected. We will try to provide a solution that works for you.

Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to contact you if you provide a mobile telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or, if you prefer, rebook your journey.

We will always do our best to help in times of disruption even if we have no advance warning. If you are already part-way through your journey when disruption occurs (e.g. the train terminates early) the Senior Conductor will arrange alternative accessible transport if necessary or coordinate the assistance for your delayed or altered journey.

If you are a scooter user, we will source alternative transport based on individual considerations e.g.:

- An accessible taxi which can safely transport the scooter in one piece
- An accessible or standard taxi for scooters which can fold or be carried in components

We will always talk with you about what alternative best suits your requirements.

We will always talk with you about what alternative best suits your requirements. All our staff are trained in the procedures which are adopted in the event of an emergency on board a train or at a station. Our policy is not to evacuate customers with mobility impairments or wheelchair users without appropriate support from the emergency services unless it is a life-threatening situation. You will never be left on your own, our staff will provide support and help where required.

g) Station facilities

Please visit our website or the National Rail Enquiries website for more information on all station facilities. Additionally, for information on stations that we do not manage, please visit the respective Train Operating Company or Network Rail website, or the National Rail Enquiries Website. Some stations that we call are managed by other train operators.

i) Left luggage

We do not provide left luggage facilities at any of the stations we operate. If this is

introduced, we will ensure the design accommodates people with disabilities and older people including various heights, sizes and appropriate opening mechanisms for people who experience a range of access barriers. There are luggage facilities left at London Euston, Liverpool Lime Street and Birmingham New Street (operated by Network Rail).

ii) Disabled parking

Where we have car parks at our stations, we offer free car parking to Blue Badge holders. If a designated parking space is unavailable, Blue Badge holders may park free of charge in any other non-restricted parking space in the car park. All Blue Badge bays at LNR managed car parks are free of charge; however, due to the ANPR system in use, customers will need to register their vehicle with us. You can register for free parking through our third party Blue Badge portal www.sabaparking.co.uk/blue-badge-portal. Customers must always display their physical Blue Badge permit when parking at any station car park.

We are working towards Disabled Parking Accreditation. We will take all necessary steps to comply with the Department for Transport Code of Practice requirements in relation to the number of Blue Badge parking bays.

iii) Third party provided facilities

Where third parties provide facilities at our stations, for example retailers and coffee kiosks, we will ensure that the contracts we issue to them will include the requirement to comply with their duties under the Equality Act 2010. We will ensure that the location of these facilities does not impact on the accessibility of the station or other facilities.

iv) Replacement facilities

We will provide replacement facilities, where reasonable, when accessibility levels are compromised e.g. if access to station toilets is blocked off for several weeks, we would look to hire portable toilets.

v) Station entrances

We understand the importance of easy access to stations and as such our property team will always consider the impact on accessibility if there is a need to restrict or temporarily close access to a station by a certain entrance. We will comply with the Code of Practice regarding mandatory standards for unobstructed progress during building works.

We are committed to ensuring that all station entrances are kept in use and not permanently closed during times that the station is open. When necessary, due to refurbishment or security for example, we may have to close these points of access, we will consult with the DfT, London TravelWatch, Transport Focus and local disability groups, as applicable, and any such changes to access will not be made until approved by the DfT. If the closure is semi-permanent, then alternative arrangements will be put in place for the duration of any required work.

h) Redress

If you request passenger assistance on one of our trains or a rail replacement bus, and it is not provided as expected, you can let us know by phone, email or social media. We will investigate, explain what went wrong, and tell you how we are preventing it from happening again. You will also receive appropriate compensation.

Compensation will reflect how serious the assistance failure was and the effect that it had. Compensation may be provided in different ways, such as a monetary payment, a voucher or another appropriate gesture of apology.

Any compensation will be in addition to your entitlement to Delay Repay (see our Passengers' Charter for further details).

We are committed to improving passenger assistance through continual monitoring and actions of customer experience and feedback. You can tell us about your experience by calling us or completing our Assisted Travel survey which can be found on our website:

www.londonnorthwesternrailway.co.uk/travel-information/accessible-travel

or via this QR code



To tell us if your passenger assistance has failed, or if you would like to complain about the passenger assistance you have received, please contact our Customer Relations team, either via our website, or by phone. When contacting Customer Relations to tell us about your experience, we will need you to share the date and time of the journey you took, what stations you visited, and what has gone wrong. Once we have this information, we may need to ask you some more questions which will help us to investigate what has happened, we will always explain to you what we need and the stages of your complaint.

We aim to investigate and respond to your complaint within 10 working days. If you are dissatisfied with our response to your complaint, please tell us and we will refer your complaint to a senior colleague who has not previously been involved in the case – you will receive a response within 10 working days. We do everything possible to deliver a high standard of service but if you remain unhappy with the second response you receive, you have the right to appeal to the Rail Ombudsman.

London Northwestern Railways are responsible for any complaint or claim for redress about failed assistance if you travelled, or were supposed to, on one of our trains.

If you travelled (or were due to travel) with one or more train company, you only need to make a single complaint or claim. If there were multiple assistance failures in one journey travelling with different train companies, we will coordinate a single response from us all. However, if one company managed the bulk of the assistance, we may refer the claim to that company so that they may respond to you directly. We will ask you for permission to pass on your claim before we do this.

Contact details for London Northwestern Railways are on [page 2](#) of this policy document.

The Rail Ombudsman can be contacted on:

Phone	0330 094 0362
SMS text	07427 580 060
Textphone	0330 094 0363
Email	info@railombudsman.org
Website	www.railombudsman.org
By post	FREEPOST-RAIL OMBUDSMAN

Nothing in this policy affects our statutory duties, including the Consumer Rights Act 2015, the Equality Act 2010 or the EC1371/2007.

2) Strategy and Management

Our commitments

We are committed to ensuring that needs of disabled and older people (and indeed everyone with access and inclusion needs under the Equality Act) is understood and embedded in the way we do our business, both internally and externally.

In this section we outline how we make sure that:

- We embed provision of services to disabled and older customers (and people protected under the Equality Act) within our business and project planning and delivery.
- We adopt a culture of continuous improvement to enhance access to the railway for disabled people and those with access needs, including physical, operational, and behavioural measures.
- Our staff and contractors have the resources, skills, and confidence to deliver assistance to passengers and our wider customer base.

We measure the success of our Accessible Travel Policy – not just in numbers but also how people feel about our approach to service delivery.

a) Strategy

Our accessibility strategy sets out our long-term approach to creating accessible rail services. It outlines our priorities, actions, and governance needed to embed accessibility into our processes, culture and digital services.

We have a behaviour code and messaging that we promote across staff London Northwestern Railway. We always demonstrate positive and inclusive behaviours, using the values 'real', proud' and 'open'. We underpin this through our Equality, Diversity, and Inclusion strategy, which includes the principles of FREDIE (Fairness, Respect, Equality, Diversity, Inclusion and Engagement).

For more information about these initiatives, customers can contact the Accessibility Management team by email on accessibility@wmtrains.co.uk. Our overall accessibility strategy is driven through a series of committed obligations that, when linked together, provide a significant improvement in the quality and standard of provision for disabled and older customers. This includes a great commitment to investment.

In 2025/26 we will deliver the following:

- Improved wayfinding at Tamworth Station
- Improved wayfinding at Smethwick Station
- Anti-slip surfacing installation at Wolverhampton Station and Watford Junction Station.
- Double-side handrails at Acton Bridge Station, Bletchley Station, and Wolverton Station.
- At Milton Keynes Central Station multi-storey car park, we have re-lined car park bays on the first floor as accessible and parent & child parking bays.
- Providing BSL interpreter services in our Customer Relations and Passenger Assistance Teams.
- Ensuring accessibility audit data is kept up to date so that customers know what facilities and services are available to them on their journeys.

For more information about these initiatives, customers can contact the Accessibility Management team by email on accessibility@wmtrains.co.uk.

Our implementation priorities for 2026/27

During 2026 and 2027 we will continue to deliver improvements which will have a positive impact on accessibility. The improvements are not limited purely to physical improvements on the network but also operational and cultural measures that will also have a positive impact. Improvements include:

- Promotion of our assisted travel survey to increase response samples to develop more customer insight into passenger assistance services.
- Deployment of more assistance waiting spaces for customers who require passenger assistance, using data to identify priority areas.
- Improving accessibility of signage and wayfinding at key stations which have been identified through accessibility audit reviews at these identified stations (Bletchley, Milton Keynes, Watford and Wolverhampton).

- Installation of anti-slip surfacing at Milton Keynes, on the footbridge at Wolverhampton and the stairs at Jewellery Quarter station.
- Installation of RNIB tactile maps at Lichfield Trent Valley and Acocks Green station.
- Installation of double-height handrails at Tamworth.
- Conducting a review of a trial of sensory spaces at stations which started in 2025, and evaluate the potential of extending this project. Sensory space creates a calm, supportive environment for passengers who may feel overwhelmed or experience sensory overload in busy stations. The space is accessible to wheelchair users and welcoming everyone, including neurodivergent individuals.

b) Management arrangements

The management arrangements are designed to ensure that positive approaches to meeting the needs of disabled passengers are an integral part of our business activities.

Our Accessible Travel Policy (ATP) is approved by our Board of Directors and endorsed and fully supported by the Managing Director and Executive Management team.

The Customer Experience Director has executive responsibility for our ATP and ensures that it is integrated into business plans and incorporated at the planning stage of all major projects through the early involvement of the Accessibility Manager and proper use of the Equality and Diversity Impact assessment process.

The Customer Experience Director also ensures that the requirements of disabled people are represented and that briefings are cascaded throughout the business as appropriate. Our management teams are responsible for the implementation and delivery of the day-to-day elements of customer service, including this policy.

All new colleagues joining LNR, irrespective of their role within the business, received their corporate induction which includes Disability Awareness training. This training includes informing all staff about their responsibilities to disabled people, LNR's policies and the law. This has been developed in conjunction with our Stakeholder Equality Group, as well as seeking best practice from throughout the rail industry. All front-line colleagues receive a Disability Awareness training refresher, every 2 years.

All projects relating to stations and facilities must meet certain criteria before being approved. This includes that the project must be in line with the Design Standards for Accessible Railway Stations: Joint Code of Practice as well as comply with the Equality Act.

Our Accessibility Manager is responsible for:

- Leading engagement on accessibility issues

- Managing our Stakeholder Equality Group
- Influencing and developing the design of stations, trains, and other projects
- Developing and implementing project-based Equality and Diversity Impact Assessments for both physical and operational initiatives
- Identifying and agreeing accessibility spending priorities
- Managing integrated transport products and services
- Representing access and inclusion issues within the organisation
- Leading on our station travel plan program, which looks at access and integration on a station-by-station basis.
- Facilitating improvements in accessibility measures, including working with local authorities and other partners that deliver 'last mile' provision to our stations and preparing strategic funding bids.
- Developing training
- Ensuring access and integration is properly embedded into all our key events, including our stakeholder conference.
- Working collaboratively with other train operating companies, local authorities, West Midlands Rail Executive, Transport for London and other strategic partners.

Our plans and aspirations for access and inclusion include realistic budgets and resources to secure their success. Systems are in place for reviewing return on investment, to include financial and social factors. Planned investment in station facilities, technology, and passenger assistance services, for example, are expected to deliver return on investment by increasing journeys made by existing and new types of customers.

All projects must have evaluation mechanisms built-in from the outset and so this is under constant review. All these plans and processes are subject to rigorous Equality and Diversity Impact assessments which are either led or scrutinised by the Accessibility Manager.

c) Monitoring and evaluation

Monitoring and evaluating our performance in delivering services and facilities to all passengers, including disabled passengers - and then acting upon what we learn - is key to our commitment to a cycle of continuous improvement.

Our Stakeholder Equality Group (SEG) is our critical friend and a source of new ideas and innovation. The group scrutinises our plans and is empowered to tell us what we can do differently. We review achievements and opportunities at the end of each program year at the SEG meeting.

Our approach to monitoring and evaluation is to measure services and facilities on a regular basis throughout the year to provide accurate information regarding the quality of the current services and facilities and to identify gaps for improvement in

future years. For example, as part of our customer satisfaction survey measurement tool we contact 10% of Passenger Assist users to evaluate the extent that the service met their expectations.

We collect data on the number of Passenger Assist bookings and ‘turn up and go’ requests we receive, deliver, and fail to deliver (along with reasons). Every month we share this with the Office of Rail and Road (ORR) for them to monitor our performance. As part of our annual review, we also report to the ORR with details of key actions we have identified to improve our performance.

Every monthly rail period we review the feedback from our own station’s staff about booked and ‘turn up and go’ assistance which have failed or not gone according to plan. Whilst these cases are low in number, analysing these is part of our ongoing improvement plan.

We also review the customer feedback from our Customer Relations team relating to accessible travel and use periodic reviews of this feedback to work with our Customer Experience team to target routes, locations and services that need attention.

Our station travel plan program includes a detailed customer survey for each station. This involves key recommendations for improving access and inclusion in an action plan. Every station travel plan will be developed in close consultation with stakeholders and, as part the process, a workshop will be held which will include representatives from local disability groups and other organisations representing the needs of older people and those with other inclusion barriers.

We will also take any key findings from our post travel survey to develop and improve services, we report on these in the ‘you said, we did’ section of our website.

The service quality regime involves inspecting 60 stations and 160 vehicles in every four-week period. This means every station and every vehicle will be inspected at least four times a year on top of any qualitative feedback we receive through the channels above.

We also obtain first-hand insight from staff about ideas for improving the way in which they support passengers, particularly those with non- visible impairments.

We do this through regular internal communications to our staff on accessibility issues and encourage staff to send any comments or suggestions back directly. We also collect feedback on our accessibility matters training, which teaches our staff to consider the experience of passengers with a range of impairments.

d) Access Improvements

Trains

We are committed to complying with the National Technical Specifications Notice: Accessibility (ACC-NTSN) to ensure our trains meet accessibility standards.

Stations

We are committed to using the Station Travel Planning process (which we call the 'Stations as Places' program) to assess the barriers to using the rail industry beyond the station environment.

Customers need to make informed choices about how to travel. We understand that people with access needs have additional considerations when planning door-to-door travel.

As part of our Stations as Places program, we have audited each station that we operate from an accessibility viewpoint, enabling the evidence to be used to help prioritise station improvements, minor access works and influence more significant projects such as station rebuilding and nominations for DfT's Access for All bids.

These audits have also looked at the level of access from the station entrance of the forecourt across to bus stops, tram stops and transport.

We will be working in partnership with other train operating companies that run stations where our trains stop and agree to carry out similar assessments at these locations.

In addition, as part of over 90 detailed Station Travel Plans, we have audited the quality and customer experience in using cycle paths and the wider pedestrian network, targeting key routes leading to hospitals, schools, tourist attractions and town centres.

We will use this evidence to develop access solutions with local councils and other stakeholders and generate third party funding through wider partnerships working with planning and highway authorities and developers.

The customer evidence collected from the Stations as Places survey will also be used to help negotiate adjusted or new bus services, potentially using taxi and community transport providers.

e) Working with disabled passengers, local communities and local authorities

We have an established Stakeholder Equality Group (SEG), whose members are involved in reviewing upcoming projects to ensure planning at the earliest stage as well as identifying areas for improvement across LNR. The group represents customers who experience a wide range of access barriers, including visible and non-visible impairments, and other social factors such as age, gender, and ethnicity. The forum has reviewed the content and language of our first ATP through its drafting process. We will further consult with them on the finalised designs for the Passenger Leaflet.

We attend regular meetings with other train operators and stakeholders such as Network Rail, with the aim of improving assistance at stations which are not managed by London Northwestern Railway, but where our trains regularly call at

these stations. This involves discussing customer insight and passenger assistance services to continually improve services.

As part of our Accessible Travel Policy annual review submission, we provide an annual report to the Office of Rail and Road on our work with disabled passengers and local communities on our activities, collaborative working and the outputs of these.

f) Staff training

Staff training is a key part of ensuring customers with disabilities can access our services. As part of this policy, we are fully committed to the ATP guidance. As of the publication of this document (February 2026), we have delivered the following:

All new front-line staff receive Disability and Equality training as part of their induction. This training provides the following outcomes:

- Understanding Disabled People and their everyday challenges
- Equality Legislation
- Defining Disability
- Recognising passengers who need assistance
- Railway Regulatory Framework
- Passenger Assist
- Communication
- Accessibility in stations
- Providing safe assistance

We provide all front-line staff with refresher training within 2 years of receiving Disability and Equality training and a minimum of 2 years thereafter.

We will involve disabled people in the creation of our disability awareness training. We aim to do this through the creation of videos and lived experiences being presented as well as the use of our Stakeholder Equality Group to approve our training content on a recurring basis.

Where we reasonably can, agency staff and contracted staff who are working on a temporary basis that have direct interaction with customers will receive a version of disability awareness training that will cover Passenger Assist, Communication and Providing safe assistance.

Our Customer Relations and Social Media teams who provide information or advice directly to customers, receive disability awareness training as part of their induction and every two years thereafter. This training covers Passenger Assist and Communication.

During 2026-2027, we will continually review the effectiveness and content of our Disability and Equality Awareness Training.

We commission a specialist provider to source taxis for us when alternative transport is needed, particularly for disabled and older customers. We do not provide those taxi companies with training as, given the geographic area our network covers, this is not practicable, but we emphasise the importance of this in our procurement processes and our ongoing service monitoring.

Part of our taxi brokerage process is assessing the extent to which drivers receive training e.g. through the local licensing authority. If any driver operates offensive, unsafe or discriminatory practices towards a customer, we will take appropriate action, which may include organising training or not using the driver again. We have a zero-tolerance policy against any taxi driver who refuses an assistance dog.

Who to talk to?

We would love to hear from you if you have any questions or comments about our Accessible Travel Policy or would like to get involved and help us improve accessibility and inclusivity at London Northwestern Railway. Please contact us to tell us what areas you are interested in and how you would like to be involved. You can use the link below or contact us using any of the contact details on page 2 of this policy document.

Get in touch - www.londonnorthwesternrailway.co.uk/contact-us/customer-relations