

Accessible Travel Policy.



Valid from **April 2023**



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1. Introduction

This document sets out in detail Greater Anglia's policies for providing assistance for disabled and older customers. It has been designed to complement the passenger leaflet 'Making Rail Accessible, Helping Older and Disabled Passengers' which can be found at all of our staffed stations. The leaflet provides the essential detail around what passenger assistance is available and how to get it.

Other elements of our Accessible Travel Policy are the:

- Train Accessibility Guide
- Station Accessibility Guide

You can view and download this information on our website at greateranglia.co.uk/accessibility or they can be sent to you free of charge from Customer Relations. There are several ways to contact Customer Relations:

Post: **FREEPOST - GREATER ANGLIA CUSTOMER RELATIONS**

Email: contactcentre@greateranglia.co.uk

Telephone: **0345 600 7245** (Option 8)

Text Type: **18001 0800 028 28 78**

Twitter: [@greateranglia](https://twitter.com/greateranglia)

2. Commitments to providing assistance

2.1 Booking and providing assistance

Passenger Assist is a national booking system supported by all train companies to enable disabled and older customers to plan and book assistance in advance of a journey. We can help with all aspects of a journey such as

- planning, choosing the best trains, times, tickets
- advising what facilities are available on board and at the stations.
- purchasing tickets
- getting on and off the train (including providing ramps, sight guidance etc)
- moving between platforms and around the station
- assisting with luggage

Assistance can be booked in a number of ways, including by phone, through an app, or using a webform. Refer to page 29 for more details.

Greater Anglia is committed to improving the accessibility of services and stations and participating in the Passenger Assist scheme. We are here to help you with your journey whether your need is visible or not. Through our Accessibility & Inclusion Manager and local customer service teams, we will continue to review our policies, procedures and resources to maintain the system and improve performance. We will continue to improve the monitoring of booked and un-booked assistance to drive improvements in delivery, and work with industry partners to simplify the booking process for customers.

We have partnered with a specialist company which has dedicated staff to operate this booking service and are trained to support disabled and older customers to plan accessible journeys. We will ensure that station and train accessibility information is available during the booking process to ensure that staff can communicate accurate information about your journey to you.

We work very closely with other train companies, Network Rail and other industry bodies to ensure that disabled and older customers are supported with the assistance they request on each leg of their journey regardless of which train operator they are travelling with.

Through the Passenger Assist system, you will receive confirmation of any assistance booking with a reference number. This will also be made available to the relevant stations and train operator so that all of the requested assistance can be provided.

Whether you have booked assistance or not, the station which assists you to board will follow the industry prescribed phone ahead protocol to let your interchange or destination station know which train you are on and your location on that train. At all of our staffed stations we have a dedicated phone number to ensure that assistance requests are passed on as efficiently as possible. A responsible member of our station team will ensure that a call is answered and actioned. If the station is staffed part time, the call will be diverted to a 'hub' station outside of these times. At stations which are unstaffed and do not have conductor operated services, we will identify a 'hub' station which will arrange assistance from a mobile team (if one operates in your area) or organise alternative transport.

If you have requested assistance getting off the train at your destination, we will ensure that we attend to you as promptly as possible and within 5 minutes of arrival at a terminus station. We will explain this to you as part of your booking.

2.2 Recommended booking notice period

To make sure that our staff can give you the best service possible and make arrangements for alternative transport if needed, we recommend booking assistance at least two hours prior to travel.

For rail journeys with Eurostar, please give us 48 hours' notice when making a Passenger Assist booking.

2.3 Assistance at stations staffed full time

If you have booked assistance, please make your way to the meeting point agreed as part of your booking and make yourself known to a member of staff. We recommend that you turn up 20 minutes before your departure. Where assistance has not been arranged in advance, please speak with a member of our station team (usually at the ticket office). At a staffed station we can assist you with a boarding ramp, help between platforms, luggage and connecting to other services. We are unable to guarantee assistance to you outside the boundary of the station as this depends on staff availability.

For a list of our stations and how they are staffed, please refer to Appendix B on page 31.

2.4 Assistance at unstaffed and part time staffed stations

We have a number of stations which are unstaffed or only staffed for part of the day. If you book assistance from one of these stations, we will explain to you what type of assistance is available and when. At some stations, assistance is provided by a mobile team and at others it may be by train crew. If neither of these options are available, we may need to provide a taxi. We will confirm these arrangements with you at the time of booking. There will be no additional cost to you if we need to supply a taxi, but you will need a valid rail ticket.

If you are travelling from an unstaffed station (except those served by train crew) and have not booked assistance, please press the help (ticket assistance) button on a ticket vending machine. This will connect to an agent at our call centre in Norwich and we will do everything we can to help you with your onward journey. Please be aware that it will take longer for your assistance to be organised and arrive if not pre-booked. If you are travelling from a station where assistance is served by train crew, you do not need to press the help point. The train crew monitor the platform on arrival and anticipate providing assistance at all stations. We have signs at the entrances to these stations that explain this.

For a list of our stations and how they are staffed, please refer to Appendix B on page 31.

2.5 Turn Up and Go

If you have not booked assistance, then please seek out a member of staff at a staffed station who will be happy to arrange assistance for you. Please ensure you report to a customer service desk or ticket office 20 minutes before departure as this will give us enough time to arrange assistance at your destination station. Please note that staff are also required to undertake scheduled safety checks and train dispatch duties so whilst they will try their best, they may not be able to assist you onto the service of your choice. If this is the case, they will explain this to you and arrange for you to be assisted onto the next service.

Information on travelling from an unstaffed station without booked assistance is provided above.

For a list of our stations and how they are staffed, please refer to Appendix B on page 31.

2.6 Seat reservations

We do not currently offer a seat reservation system, however you can reserve a wheelchair space on our intercity services between Norwich and London Liverpool Street (including the intermediate stations on these services).

2.7 Ramps

Portable boarding ramps are available at all of our staffed stations and those stations served by train crew, including those which have level boarding. Many of the stations served by our Class 745 and 755 Stadler trains are considered 'level' for boarding. However, we recognise that for some people 'level' boarding does not mean 'independent' boarding is possible, therefore ramps are available by requesting one from the conductor at all stations regardless of their status. Please consult our level boarding information on greateranglia.co.uk/accessibility for further details.

At unstaffed stations, assistance and a ramp can be provided by pre-booking. Refer to the section regarding assistance at unstaffed stations on page 3. Further information about facilities on our trains can be found at: greateranglia.co.uk/accessibility.

2.8 Journeys with connections

Our assisted travel team can be a single point of contact for booking and arranging assistance for your whole journey. If your journey involves changes or connections with other train operators' services, we will ensure that your booking allows sufficient time to make your connections. If there are any short notice changes to your journey, such as a platform change, staff will assist you. If you have not booked your assistance, we will try and help you make those connections.

2.9 Assistance with onward travel – buses and taxis

Wherever possible, our station staff will help you connect with other services operating from our stations, such as buses and taxis. However, any assistance beyond the station boundary will depend on staff availability and cannot be guaranteed.

2.10 Taxis

Taxis are licenced by the local authority and as such we have limited control over the availability of certain vehicle types. We do require our taxi provider to have contracts with companies who have wheelchair accessible vehicles and drivers who are trained to support disabled customers. Availability is variable and we will do everything we can to source an appropriate local vehicle however sometimes we have to hire a car from another area, so advance notice can significantly decrease the wait time. We understand that not all disabled and older people need a wheelchair accessible vehicle so please advise us of your needs when we discuss alternative arrangements.

3. Station facilities and services

We are committed to ensuring that the information regarding our services and facilities is up-to-date and customers requiring assistance are aware of any limitations and/or temporary restrictions.

Detailed station information is available through the Passenger Assist service, from National Rail Enquiries website (nationalrail.co.uk/stations) and our website (greateranglia.co.uk/travel-information/station-information) We also support the Interactive National Stations map on the National Rail Enquiries website (www.nationalrail.co.uk/stations_destinations/rail-maps.aspx.) This information includes step-free access information from station entrance to platforms, staffing hours and assistance availability, ramps for train access, accessible waiting rooms, toilets, and set-down/pick-up points.

We have produced virtual tours of several of our stations. These enable you to move around the station and plan your journey before you leave home. These are available on our website (greateranglia.co.uk/travel-information/your-journey/virtual-tours)

If you require information relating to tactile paving, you can find the details of which stations have tactile paving at (greateranglia.co.uk/accessibility/tactile-paving)

3.1 Alterations to facilities

Should accessible facilities become temporarily unavailable, we will update our information systems as soon as possible (and within 24 hours). Sometimes these facilities fail with very little notice but we will do our best to inform you before you start your journey. We will make this information available to stations, via the station page on National Rail Enquiries (nationalrail.co.uk/stations) or our website (greateranglia.co.uk/travel-information/station-information) and social media. In cases where you have booked your assistance and left contact details, we will try and contact you if this would have a serious impact on your journey. If necessary, we will work with you to amend your journey in a way that is suitable and appropriate for your needs.

3.2 Connecting to other Transport

If you are connecting with other train services from one of our stations, we will provide you with assistance to make that connection and board the relevant train. If you are connecting with other public transport, we will assist you (whether you have booked or not) to the station boundary. Assistance beyond that point will depend on staff availability and is therefore not guaranteed.

3.3 National Rail Enquiries

We will ensure that information relating to our stations is up-to-date on the National Rail Enquiries website (nationalrail.co.uk/stations) At a minimum, we will update the following categories.

- Step-free access note
- Assisted travel
- Staff Help available

Other key information, such as opening hours, toilet availability, and waiting room availability, is also included. The step-free access note will also indicate which classification of station (according to Office of Rail and Road guidelines) the station is in (A, B or C). This broadly indicates the step-free levels, i.e. full/part/non. Further, more detailed information on this classification system can be found in Appendix A on page 30.

3.4 Assistance with luggage

For disabled and older customers we are able provide help with luggage, however it must not exceed the limits set out in the National Rail Conditions of Travel. Please also bear in mind that some of our staff may not be able to carry heavy items.

National Rail Conditions of Travel

This states that you may bring with you up to three small items. These items must not obstruct gangways or wheelchair accessible spaces.

If you have not booked assistance, please refer to the section on Turn up and Go on page 4.

3.5 Seats on trains

As noted in the seat reservations section on page 4, we do not currently operate a seat reservation system on any of our trains, however wheelchair spaces and companion seats can still be reserved on intercity services between Norwich and London Liverpool Street (including the intermediate stations on these services).

Priority seating is available on all of our trains and is clearly labelled as such. We also have priority seat cards for people who don't feel confident to ask for a seat. These can be obtained from our customer contact centre. Please be mindful that someone sitting in a priority seat may also have accessibility needs. We also support the Sunflower lanyard scheme. Staff are taught to recognise them and understand that your disability may not be visible. We hold supplies at our major stations.

Any older or disabled customers who require a seat and are unable to find one are advised to speak to a member of staff either on board or at the station who will do their best to help.

Wheelchair spaces and accessible toilets are available on all Greater Anglia services. In the unlikely event of all wheelchair spaces being full, we will discuss with you and other customers the other options available, including other trains or the ability to transfer to a seat. Please see the train information at greateranglia.co.uk/accessibility for on-board facilities.

3.6 Assistance Dogs

Assistance dogs are very welcome on all our trains, free of charge, and can travel in any part of the train. As our trains operate without seat reservations, please ask the member of staff who assists you on-board if you need help to find a suitable space for you and your dog.

Assistance Dogs Travel Scheme

Greater Anglia is delighted to offer the national Assistance Dogs Travel Scheme, supported by Assistance Dogs UK. This scheme provides customers with a visible 'Assistance Dog Under Seat' card. You can place this card onto the seat next to the one you are sitting in to make other customers aware that the seat and the space under it should be kept free for your assistance dog. The card also slots into the standard seat reservation holder on top of the seat. You will be able to use this card on rail services across the country.

You can request a reusable 'Assistance Dog Under Seat' card to be posted to you by contacting National Rail Enquiries:

- customer.relations@nationalrail.co.uk
- 0800 022 3720 (open Monday to Friday 09:00 to 17:00, including Bank Holidays)

A copy is also available on our website to download and print at home [greateranglia.co.uk/accessibility](https://www.greateranglia.co.uk/accessibility)



4. Passenger information and promotion of assisted travel

It is our aim to provide you with information that is accessible, accurate, relevant, consistent and easy to understand. We want to provide you with assurance and confidence at every stage of your journey, including when planning your journey prior to your departure. This is particularly true if your journey involves a change of train or transfer to another mode of transport.

4.1 Passenger Information leaflet – Making Rail Accessible, Helping Older and Disabled Passengers

In addition to this policy document, we have produced a simplified leaflet to help you plan your journey and any assistance you need. This is called 'Making Rail Accessible' and is available in leaflet racks from our staffed stations and from our website (greateranglia.co.uk/accessibility) as an accessible PDF document. Should you require a copy of this or an alternative format, please contact us via our customer contact centre on page 29 and we will be happy to supply that within seven days.

4.2 This Policy Document

Is available online, by post and in alternative formats (such as large print and audio) on request from our customer contact centre on page 29.

At our managed stations we display a poster (at a height accessible to wheelchair users) which explains how to get a copy of our passenger leaflet Making Rail Accessible, Helping Older and Disabled Passengers and this policy document.

Stations and train accessibility information

We will ensure that station and train accessibility information is available and accessible via different sources, such as our virtual tours, via our website (greateranglia.co.uk/travel-information/station-information), and via the National Rail Enquiries website (nationalrail.co.uk/stations). We will make sure that this information is easily accessible via personal mobile devices and is available in alternative formats, including print and audio, on request, within seven working days.

Staff at stations will also have access to these resources either through mobile devices or computers and can help you with an enquiry if you have one.

4.3 Passenger journey information

We are aware that you may not travel by train very often, and that you may not know where or how to access important information, particularly during times of service disruption. This section explains how we will communicate accurate, clear and consistent information to you in an inclusive way at every stage of your journey – whether at home, online, on the move, at the station or on the train.

4.4 Train departures and arrivals information

We commit to providing you, wherever possible, with clear and consistent audio and visual information about your journey both at the station and on the train. We will do this in a timely manner to provide you with sufficient time to get off the train. Real time train running information is also available on our app, website, through our Twitter feed ([@greateranglia](https://twitter.com/greateranglia)), and our contact centre.

The majority of our stations have a combination of customer information screens and automated public announcements. In some areas automatic messages may be supplemented with announcements from station staff. They aim to make them in a clear and timely manner. If there are any changes to your journey, staff will help you as quickly as they can. If any changes make your journey inaccessible, we will discuss available options with you and organise alternative transport if required. If you are at an unstaffed station and you are affected by severe disruption, you are advised to use the help (ticket assistance) button on a ticket vending machine and speak to one of our colleagues who can arrange assistance or alternative transport.

4.5 Trains – audio and visual information

All of our new trains have modern audio and visual passenger information systems which comply with the relevant regulatory standards. They also have a call for aid button in the wheelchair accessible space for customers who have an urgent personal need during their journey and have not been able to speak to a member of staff. This button connects to the driver who will respond as soon as it is safe to do so. Our app, website and Twitter feed ([@greateranglia](https://twitter.com/greateranglia)) also supports live train running information.

4.6 Connections and wayfinding

We work with local authorities and other transport providers to ensure that stations are clearly signposted and the region has an integrated public transport system. We have onward travel information posters at each station and if you have any questions about connections or the next leg of your journey, please ask a member of staff who can help. At our larger stations there are also accessible bus stops and taxi ranks (with wheelchair accessible vehicles) for onward travel.

4.7 Ticket offices, information points, help points and our Customer Service Centre

We can help you plan your entire rail journey, get details of all train companies' fares, timetables and connections. We will ensure that up-to-date information regarding the services we provide is available to all other train companies and station operators. This includes information regarding delays, diversions or other events that may affect your journey.

4.8 Information points at stations

At a larger or staffed station you can get all of the information you need from either a ticket office or customer information desk. We also provide clearly signposted information points at larger stations which include information relating to timetables, engineering work and accessible stations at a height which is accessible for wheelchair users. All stations display Welcome Posters at the entrance of the station which show information relating to onward travel and contact information. They also include the freephone Passenger Assist number and the next nearest staffed station. The textphone or Next Generation Text number is also clearly displayed. Customer Information screens show live train running information and our ticket vending machines have a help facility which will connect you to an operator in our call centre in Norwich which is available 24 hours a day.

4.9 Meeting Points

If you have booked assistance at a staffed stations, please approach the signposted help point which is usually the ticket office or, at larger stations, the customer information desk to let us know you have arrived. At stations which do not have staff on duty, you will be informed when you book assistance where the meeting point for your assistance will be. On routes which operate with a conductor, this will be on the platform next to the boarding ramp. For stations that are not served by trains with conductors, we will discuss it when confirming your travel arrangements.

For up-to-date train running information on the day of travel please, follow us on Twitter ([@greateranglia](https://twitter.com/greateranglia)), visit our website (greateranglia.co.uk) or download our app onto your smart phone (available from Google Play and App Store). Timetables for our services and those of other train operators who serve our stations are also available in the station and online. In addition, you can also use the station Help Points found at all unstaffed stations to ask about live train running information.

If any of the accessible features at our stations are temporarily unavailable, we will update the National Rail Enquiries (nationalrail.co.uk/stations) and the Greater Anglia (greateranglia.co.uk/travel-information/station-information) websites and make the information known to all stations via the industry noticeboard information system. Where on-board train features are temporarily out of order, we will endeavour to notify customers via our customer information systems at stations. Our aim is to provide you with any information which may affect your journey if we have it available to us before you travel.

4.10 Website

As we develop and add to our website, we continue to do so in a way which makes it more accessible for disabled people and achieving the recognised Web Content Accessibility Guidelines standards. These standards cover a wide range of recommendations for making web content more accessible.

The Greater Anglia website provides a single source of relevant information about accessing rail services, including:

- A summary of Passenger Assist
- Contact information for assistance booking and ticket purchase
- Station and train accessibility information
- Temporary restrictions
- Live train running information
- Wheelchair/scooter policies
- The Passenger document relating to this policy document
- Instructions for how to provide feedback, complain, seek redress when assistance has not been delivered as booked.

5. Ticketing and fares

We are committed to providing accurate information and advice on your journey and ticket options, irrespective of which train operating company provides the service. Our ticket office staff and assisted travel team are also familiar with the accessibility of our trains and they are trained to ensure that the tickets you purchase will be appropriate to travel on the correct type of train. You can buy a ticket in several different ways, including on our website, through our app, via a ticket office, a ticket vending machine or through the call centre on **0345 600 7245**. We will endeavour to make sure you buy a ticket that is appropriate for you.

If you are unable to buy a ticket before you board one of our trains because the facilities were not accessible to you, you can buy one without penalty on the train or at the destination station. You will still be able to use your Disabled Persons Railcard or receive the relevant discounts.

Disabled Persons Railcard

A Disabled Persons Railcard entitles you to discounts of up to a third on most rail fares UK-wide (except Northern Ireland). One adult accompanying you can also travel at the reduced price. Children aged 5 to 15 who have a disability are also eligible for a Disabled Persons Railcard. Note that this does not provide discount off child fares but allows an adult accompanying the cardholder to receive up to a third off most rail fares. Full details on how to get a railcard can be found on:

Website: disabledpersons-railcard.co.uk

Email: disability@raildeliverygroup.com

Telephone: **0345 605 0525**

Minicom/Textphone: **0345 601 0132** (for people with hearing impairments)

Senior Railcard

If you are aged 60 or over, you can buy a Senior Railcard. This gives you up to a third off most rail fares UK-wide (except Northern Ireland).

You can buy it online, on the phone or at any staffed station with your passport or UK driving licence as proof of age. At stations you can also use your birth certificate.

Website: senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Telephone: **0345 300 0250**

Other discounted and special fares are only available through a ticket office, but please note that these are only for Anytime Fares, which are flexible, but may be more expensive.



If you are visually impaired

If you are visually impaired and need to travel with a companion and you do not hold a railcard, the following discounts on Anytime/Day tickets apply for both of you:

- First/Standard Anytime Single or Return – 34% off
- First/Standard Anytime Day Single – 34% off
- First/Standard Anytime Day Return – 50% off

No concession applies if you are travelling alone.

To obtain these discounts, a document confirming your disability, issued by a recognised institution (for example, Social Services Department, Local Authority, Guide Dog Ownership certificate, Royal National Institute of Blind People or Blind Veterans UK) is required.

Be aware that even with these discounts it may be cheaper to buy advance fares where they are available.

Season tickets – you can be issued with one adult season ticket to cover two people; the two travelling for the price of one. A different companion may travel with you on different days.

If you are a wheelchair user

If you are a wheelchair user and remain in your wheelchair throughout the journey and you do not hold a railcard, you will be given the following discounts on Anytime/Day tickets:

- First/Standard Anytime Single or Return – 34% off
- First/Standard Anytime Day Single – 34% off
- First/Standard Anytime Day Return – 50% off

The same discount will apply for one companion if you choose to take one. Be aware that even with these discounts it may be cheaper to buy advance fares where they are available.

5.1 Ticket Vending Machines

The vast majority of our stations have ticket vending machines. You can use your railcard to make a purchase and obtain the discounted fare. Our ticket vending machines are unique as they have a special assistance option which links to our call centre in Norwich; just press the help (ticket assistance) button. The agent on the phone can take over the ticket purchase process if you are struggling and support you with your ticket purchase.

5.2 Ticket gates

Some of our stations have ticket gates which are staffed. When there are no staff available to operate the ticket gates at stations, we will lock open the ticket gates and manual side gate for unobstructed access. Wide gates are available at all of those stations which have ticket gates for wheelchair users and people with buggies and luggage.

5.3 Ticket types

First class

The vast majority of our services do not have first class spaces at all; a limited number are available on Intercity services between London Liverpool Street and Norwich. These do not have wheelchair accessible spaces or toilets but do have priority seating. If you are using a disabled persons railcard when booking your ticket you will be made aware of this. Purchases made through our website, app and ticket vending machines will issue a notification.

5.4 Booking assistance when purchasing tickets

If you use a disabled persons railcard when you buy a ticket from our call centre, you will also be offered the opportunity to book assistance, which is a free of charge service. You are also able to book assistance without purchasing a ticket if you already have a valid ticket to travel or are buying this on the day.

6. Rail replacement and alternative accessible transport

We want you to complete as much of your journey as possible by rail. When that is not possible for example, due to engineering works, disruption or a physically inaccessible station, we will help you complete that journey with a suitable rail replacement option at no extra cost to you.

Major engineering works are usually scheduled and published 12 weeks ahead of the event. These timetable changes are published on our website, in journey planning tools, in stations via posters and on white boards and through social media platforms.

The accessibility of buses and coaches used in rail replacement is regulated by law. When we are procuring rail replacement services for major planned engineering works, our supplier is obliged to source fully compliant buses and coaches. Our supplier assesses all planned engineering work in advance to ensure that suitable vehicle provision is embedded in the plan.

We will also stipulate in contracts with supplier, that they must make reasonable endeavours to train their staff in assisting disabled customers so that they are able to support you on your journey with them. We have included our supplier team in our training programme. If an accessible bus or coach is not suitable for you, then please contact our assisted travel team to discuss suitable alternatives.

7. Wheelchairs and mobility scooters

7.1 Wheelchairs

All our trains have designated wheelchair accessible spaces. Modern trains have been designed to accommodate wheelchairs which fall within the following standard dimensions.

Width: 700mm

Length: 1200mm

Weight (including occupant/bags): 300kg

Please see our Rolling Stock Accessibility Information on our website (greateranglia.co.uk/accessibility) for further detail about the wheelchair spaces available on each train type.

7.2 Mobility Scooters

Trains and platforms have not been designed to accommodate mobility scooters, therefore we will only accept those scooters which fall within the same dimensions of a wheelchair (above). Please consider that even the smallest scooters generally require a larger turning circle than a wheelchair and therefore may not be suitable for use on some trains or platforms where space is limited.

We would ask that you transfer to a seat, where possible, for your own safety. Many scooters are not designed to be transported in an assembled state inside a moving vehicle and there is less risk of breakages or accident if you are able to transfer into a seat.

Scooters which are larger than the footprint can be carried if folded and stored as luggage. During rail replacement, bus operators and taxi operators may have limited space or restrictions for large scooters and they may require you to transfer to a seat for safe travel.

There are no restrictions on mobility aids, such as rollators, providing that they fit within the maximum dimensions of a wheelchair.

If your journey involves travel with another train company, please familiarise yourself with their scooter policy, which may be different, to avoid any disappointment or inconvenience.

8. Delays, disruptions and emergencies

We know that disruption can be distressing and can impact connections, appointments, getting to and from work, etc. If you are travelling with us during disruption, we will do everything we can to get you to your destination safely and as quickly as possible.

Given the unpredictable and changeable nature of disruption, we aim to tell you what is happening and how it will impact your journey as soon as we can. We will do this through our customer information channels at stations and on-board our trains and through social media, our website, our app. We also work closely with local media outlets to publicise disruption via radio, TV and online sources.

In addition, if you have booked assistance with us and have left your contact details, we will endeavour to contact you to discuss available options, such as alternative journeys or transport if the delays are severe. If you are already on your journey and experience severe disruption, we will endeavour to get you to your destination as quickly as possible. If you have any concerns whilst on your journey, please call our journey helpline on **0800 496 1345** and we will do our best to answer your questions.

All of our stations hold an Emergency and Evacuation Plan which identifies emergency evacuation procedures for disabled people. Our frontline staff are trained to respond to emergency situations and will ensure that all of our customers are clearly instructed and assisted in a safe manner. In the event of a major emergency, the British Transport Police will instruct staff and customers.

9. Station facilities

9.1 Left Luggage

Greater Anglia do not operate any left luggage facilities. Network Rail operate a left luggage service at London Liverpool Street station. Details about this can be found at left-baggage.co.uk or via email at liverpoolst@left-baggage.co.uk This facility has step-free access.

9.2 Blue Badge Parking

All of our major stations have parking facilities with approved Blue Badge spaces which are free to park in for Blue Badge holders. Many of our rural stations have unmarked car parks, this information can be found in our station facilities information on our website.

At our major stations we operate a 'live occupancy' parking facility with our automatic number plate recognition cameras where you can check the overall occupancy levels (not Blue Badge specific) on our website before you leave home. Blue Badge holding customers using these bays will need to register the vehicle on gaparking.co.uk within 24 hours of parking in order to avoid the parking charge notice. Please contact NCP on www.ncp.co.uk via their online chat or on **0345 0507 080** if you require further assistance with this process. This is to ensure that our Blue Badge spaces are available for Blue Badge holders only.

Please ensure that your Blue Badge is displayed correctly in your car windscreen at all station car parks.

If a designated parking space is unavailable for any reason, Blue Badge holders may use any other non-restricted parking space in the car park at no charge provided that their Blue Badge is still displayed correctly,

9.3 Third Party facilities

Where we lease station property, we will ensure that retailers and service providers, as part of their contract with us, are aware of and observe their obligations under the Equality Act 2010 to provide equal services to disabled people.

9.4 Replacement facilities

Where station facilities are temporarily unavailable, i.e. the result of a broken lift or accessible toilet we will provide reasonable replacement facilities where practicable.

During maintenance or building work we will ensure that the access needs of disabled people have been considered and a suitable alternative plan is available and communicated through our website and assisted travel team as soon as possible. If you have booked assistance with us and you have left your contact details, we will endeavour to contact you if any planned maintenance or building works will materially affect your journey.

9.5 Station entrances

We will not permanently close station entrances or gates if this will lead to a reduction in accessibility for disabled customers to any platform or facility at that station, unless we have first consulted with the Department for Transport, Transport Focus (and London TravelWatch, where appropriate) and local access groups, and the changes to access have been approved by the Department for Transport.

We will consider the needs of disabled people when restricting or temporarily closing access points at stations and will follow guidelines from section F2 of the Joint Code of Practice which sets out mandatory standards regarding unobstructed progress during building works.

10. Redress

We want all journeys to meet our customers' expectations however, if we do fail to provide you with the assistance you have booked, we will provide you with appropriate redress for your journey. We recognise that in some situations, compensation is not what you are looking for, but rather for us to learn from your experience and for you to understand the steps we are taking to stop it happening again.

If you make a complaint about an instance of assistance which failed, we will investigate what happened and discuss with you an appropriate outcome. Please contact us via one of the methods below with the details of your complaint and your booking reference, if you have one, and we will investigate what went wrong.

Other train companies may have different complaint and investigation schemes. However, if your journey was with us we will co-ordinate the responses to your complaint so that you only have to make it once. We aim to respond to 90% of comments and complaints in 10 working days and 95% in 20 working days.

We will always comply with the Consumer Rights Act 2015 and, in line with National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra cost caused by a service failure. This does not affect your legal right to make claims under the Consumer Rights Act 2015, although you must not seek to recover the same money twice (for example from both our complaints process and the Consumer Rights Act 2015).

If you are not happy with our final response to your complaint, you have received what is sometimes referred to as a 'Deadlock Letter', we have not resolved your complaint within 40 working days of having received your complaint, or it is within 12 months of any final response from Greater Anglia, then you may wish to contact The Rail Ombudsman for further information, advice or to ask them to take up your complaint.

To make a complaint please contact us via our customer contact centre

Post: **FREEPOST - GREATER ANGLIA CUSTOMER RELATIONS**

Email: contactcentre@greateranglia.co.uk

Telephone: **0345 600 7245** (Option 8)

Text Type: **18001 0800 028 28 78**

11. Strategy and Management

Greater Anglia is part of Transport UK Group (previously Abellio Transport Holdings Limited), which operates East Midlands Railway, West Midlands Trains, and Merseyrail train services, and bus services in London.

The Managing Director and leadership team at Greater Anglia are committed to improving services for our disabled and older customers and creating a business which is inclusive, both internally and externally. In 2022, we were delighted to be awarded Passenger Operator of the Year at the National Rail Awards. We are fully focused on keeping up this positive momentum, maintaining these high standards and consistently delivering the best possible service for customers, communities, and stakeholders across our network.

Our vision is to 'Make life a little easier' for our customers which translates throughout all our business practices. We aim to provide the best possible customer experience by placing our customers and our people at the heart of everything we do. We do this through our four key principles of being Genuine, Professional, Inclusive and Proactive.

Our strategy for accessibility sets out how we intend to increase customer confidence in rail in a post COVID-19 environment and target customer experience improvements for disabled customers through reviewing and modernising our working practices.

Our strategy sets out key themes to ensure we are challenging ourselves to offer more than minimum standards of compliance. We will continue to work in close partnership with other Train Operating Companies and industry partners to offer a collaborative, customer first approach to our business.

11.1 Improve customer confidence and passenger assist

We know that many people feel anxious traveling on public transport; it can be unpredictable and, for some disabled people, a physical challenge. We want everyone to feel welcome on our network so, through a number of activities we will:

- ensure that our frontline staff are equipped with the tools they need to use the Passenger Assist system in a more agile way through improved training material and a training support programme.
- improve awareness of Passenger Assist with customers through targeted marketing campaigns.
- map assistance availability and use with customer insight data to drive tangible improvements to the Passenger Assist service.
- work with community rail partnerships, specialist charities and local authorities to support rail familiarisation events for disabled customers.
- ensure information provided to customers is accessible, jargon free, up to date.
- deliver targeted training to ensure our staff are considerate of the needs of disabled people, supported by specialist charities and organisations where necessary.
- address the issue of luggage / bikes in wheelchair spaces.

11.2 Improve our processes and embed inclusivity

Rail is a safety first industry which drives process and operation. We will work to ensure that our decisions are made with an inclusive mindset so that all of our business decisions give full consideration to the impact on disabled people. We will:

- continue to embed an Equality Impact Assessment process into our decision-making to ensure that equality considerations are made in a transparent way.
- continue to support and train relevant managers to confidently undertake Equality Impact Assessments and ensure a governance structure to provide scrutiny.
- invest in resources to support Equality Impact Assessments, such as demographic and equalities databases.
- where relevant, create accessibility standards to ensure consistency and avoid creating equality gaps. For example, the availability of on train toilets and rail replacement.
- review accessibility-related issues identified through customer and colleague insight through our assisted travel working group, which includes representatives from across the business.
- establish a live dashboard where all channels of accessibility-related feedback can be reviewed to understand the key themes to enable a targeted strategic approach.
- review our process for handling accessibility-related complaints to ensure that this is appropriate and drives improvement.
- continue to develop the Accessibility Panel to oversee and scrutinise policy and process.
- support the industry change programme to identify opportunities for a more agile and spontaneous approach to assistance delivery.

11.3 Improve communication methods

Communication is often key to a successful journey experience. There are times when things go wrong, such as a lift breakdown, severe disruption, platform changes, and short formation of trains. Whilst we may not be able to change those outcomes, we can improve our communication of them to empower customers to make informed decisions about how they travel. We will support our disabled customers by:

- reviewing communication processes for station and train facilities, for example how we communicate on board toilet availability.
- reviewing assisted travel call centre processes to ensure that we handle calls proactively and consistently.
- continue to support (through publication, purchase and staff training) the priority seat cards, assistance support cards, sunflower lanyards.
- deliver the Office of Rail and Road's Handover Protocol consistently across all our modes of operation.

Good quality journey planning tools are vital for avoiding a poor journey experience. We will continue to review and improve the accessibility of the following against the Web Content Accessibility Guidelines:

- **Greater Anglia** website, including the **Delay Repay** website
- **Stansted Express** website
- Greater Anglia app
- Social media channels

We will support improved journey planning tools through:

- regularly auditing stations and updating customer information on National Rail Enquiries and Greater Anglia website.
- reviewing the messaging on trains /at stations.
- updating the accessible stations map to include information relating to tactile paving and, where appropriate, level boarding information.
- finding innovative ways to increase the accessibility of website content and empower customers with journey planning, such as through add-on accessibility tools (e.g. screen readers).

We will also use all the tools available to us to create and internal communications strategy to communicate on policy and good practice throughout the business.

11.4 Infrastructure

Whilst many of our stations are technically step-free, the ease with which someone with mobility impairments can navigate a station environment is inconsistent. We will comply with the National Technical Specification Notice: Persons with Reduced Mobility and the Department for Transport's Design Standards for Accessible Railway Stations: A Code of Practice 2015 when installing or refurbishing rolling stock and facilities at stations. In the event that, despite every effort made, compliance is unachievable, we will seek derogations / dispensations from the Department for Transport as necessary.

We continuously review our station environments and seek opportunities to improve these in line with industry guidance and the Equality Act 2010. Where it is appropriate to do so, and in proportion to station footfall, we will apply through the appropriate schemes to provide step-free access to platforms and station buildings.

We will:

- review minor works application process to gain wider engagement opportunities.
- take suitable opportunities to improve the station environments by investing in schemes that make a positive impact to accessibility. This is funded by own our investments as well as contributions from central and local governments.
- deliver station improvements as part of our obligations to the Department for Transport.

- work with our partners, Network Rail and Stannah, who manage all station lifts to ensure that these are available when customers need them and, when repairs are required, these are done within our agreed timescales.
- ensure service level agreements for accessible features of trains and stations are given priority for maintenance.
- where an independent business operates in our station, such as a coffee shop or retailer; make sure their obligations under the Equality Act 2010 is a term of their tenancy.
- engage in product development of help points and engage stakeholders with those developments through trial.
- continuously review and communicate fault reporting policies.
- commit to involving disabled people in all future design projects / vehicle acquisitions for new trains.

11.5 Staff training

Our people have the ability to make a huge difference to the journey experience of disabled customers. We will ensure that our colleagues have current, engaging and memorable training in disability equality and feel confident to carry out their duties.

We have engaged a team of disability experts and trainers, with lived experience of disability, to shape the programme and lead on delivery to our staff. We continually evolve the materials to keep them up-to-date, particularly on available resources. The courses seek to help our staff understand barriers to travel for disabled people, customer expectations, understand our obligations to disabled customers, confidently use modern and appropriate language, recognise what they can do to improve customer experience, and how to deliver practical and dignified assistance. The sessions provide an opportunity for staff to come together in a safe space, discuss any operational challenges and sensitive questions and then return to work with increased confidence and practical solutions.

We are committed to training all of our staff in disability equality, recognising that every member of staff has an impact on someone's journey. We believe that it is important to train ALL staff on ALL of the required outcomes of the course. Therefore, we will deliver the following courses:

- All new staff, including all senior and key management staff, receive disability equality training as part of their induction. This will be predominantly in a classroom-based setting with additional e-learning modules developed to address some of the content, such as the regulatory framework, in more detail. Our induction training addresses the following outcomes:
 - o Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion
 - o Equality Legislation: exploring and understanding the Equality Act 2010
 - o Defining Disability: an introduction to the various definitions of disability and the appropriate terminology

- o Recognising customers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance
- o Railway Regulatory Framework: understanding regulations and policies that are relevant within the railway industry
- o Passenger Assist: how it works for disabled customers and the staff's role in delivering the service
- o Communication: finding a way to communicate with disabled people with patience, respect and dignity
- o Accessibility in stations and on trains: the identification of accessible features at the station where staff work as well as at the key destination stations on the network
- o Providing safe assistance: duties and process to ensure that both staff and customers remain safe at all times
- All staff (except drivers) will receive refresher training by 31 July 2023. This is being delivered primarily as two e-learning modules – one for customer-facing staff, and the other for non-customer-facing staff. The content of these modules has been refreshed to ensure appropriateness. To ensure consistency with our induction programme, the content has been developed using the same team of disabled trainers and specialists. The content is interactive, with activities and case study examples. Interviews with leaders from around the business share their expertise, set the tone for leading by example and demonstrate how everyone has a part to play in accessibility and inclusion. The refresher module for customer-facing staff is packed with roleplay scenarios using real staff and disabled customers to showcase best practice. It is designed to support staff to:
 - o Recognise who many experience accessibility barriers on our railway*
 - o Recall key duties under the Equality Act and who is protected*
 - o Understand the social, economic and reputational benefits of an inclusive railway*
 - o Appreciate how barriers make customers disabled and how we can remove them*
 - o Recognise the impact of customer-friendly language and effective communication
 - o Reflect on key customer service skills which facilitate a more inclusive service (including empathy, adaptability, being observant, building trust and building rapport)
 - o Confidently describe Passenger Assist and a customer's rights*
 - o Recognise the importance of our Accessible Travel Policy and further sources of support*

The module for non-customer-facing staff is equally interactive and addresses some barriers which disabled colleagues might experience too. It is designed to support staff with the outcomes above marked above with * (tailored to non-frontline roles) and, additionally, with the following:

- o Recognise how all areas of the business have an impact on accessibility

- o Appreciate how much effort disabled and older passengers must put into journey planning
- o Explain what an Equality Impact Assessment is

Both modules connect staff to sources of support and a virtual 'safe space' to ask further questions without embarrassment. These are monitored and responded to by our Accessibility & Inclusion Manager who also looks for common themes to shape development of resources, updates to the induction/refresher training, and manager briefings.

Drivers will receive refresher training in 2024.

We will continue to require agency staff and contracted staff who are working on a temporary basis who have direct interaction with customers to receive an appropriate version of disability equality training that will cover Passenger Assist, Communication and Providing Safe Assistance as a minimum.

We will continue to require our third party call centre providers, who provide information or advice directly to customers, to ensure that they are delivering appropriate disability equality training for their staff which covers a minimum of Passenger Assist and Communication.

We have trained the management and bus co-ordinators of our rail replacement operations on our course to ensure that they have also had the relevant training and we will report to the Office of Rail and Road annually on our progress against all of these commitments.

We will:

- revisit content to keep the Office of Rail and Road prescribed outcome requirements fresh whilst engaging with people with lived experience of disability to develop an authentic voice.
- work with our Learning and Development team to ensure that we meet deadlines for delivery.
- partner, when appropriate, with specialist charities and organisations, such as Guide Dogs for the Blind and Ambitious about Autism, to train frontline staff in techniques to best support disabled customers.
- support Greater Anglia's Greater Together colleague and Inclusive Recruitment programme.

11.6 Working in partnership

The railway is at the heart of the communities it serves and, as such, creates lots of engagement with both local stakeholders, such as Local Authorities and user groups and with customers. We rely on positive engagement to help drive our commitment to the customer experience and do this through a number of means.

We think that it is right that we hear the voices of disabled customers and allow them to help shape our organisation and policy. To do this, we have recruited an Accessibility Panel – a group of customers who all have a lived experience of disability – who will help scrutinise and shape policy and projects. We will review membership annually.

We work with Community Rail Partnerships to promote the availability of Passenger Assist and more local issues relating to assisted travel and accessibility. We also work with local authorities to facilitate travel training for young adults with learning difficulties to encourage greater independence.

With our web developers we have set up an online focus group to help improve the accessibility of our digital platforms. This has been very successful and we are looking at other opportunities to use social media channels to engage more widely on accessibility projects.

We will:

- continue with the quarterly meetings of our Accessibility Panel and ensure meaningful engagement and progress as a result.
- develop the role of the Accessibility Panel to include mystery shop exercises and where appropriate, involvement in Equality Impact Assessment governance.
- meet with and engage with customers and regional disability groups on issues relating to accessibility.
- meet bi-monthly and share best practice with Rail Delivery Group and other train operating companies.
- work with other industry partners, including Network Rail, Department for Transport and Office of Rail and Road, to achieve satisfactory outcomes for committed obligations and fulfilment of our Accessible Travel Policy.

11.7 Monitoring and evaluation

We will monitor the delivery of our Accessible Travel Policy against Key Performance Indicators each four-week period, including:

- Passenger Assist bookings
- Recorded unbooked Passenger Assist requests
- Recorded assistance failures
- Complaints related to Passenger Assist
- Complaints related to accessibility

We will also continue to explore the opportunities to evaluate performance, such as online satisfaction surveys and mystery shop exercises, and will agree this activity with the Accessibility Panel.

We will provide the Office of Rail and Road with performance data to demonstrate compliance with the Accessible Travel Policy and, as part of this reporting, also identify key actions to improve performance.

12. Contact details

Passenger Assistance, information and booking

Telephone: **0800 028 2878**

Text Type: **18001 0800 028 2878**

Passenger Assist Booking Form on our website greateranglia.co.uk/accessibility

Email (for information only): assistedtravel@greateranglia.co.uk



Use the Passenger Assistance (by Transreport) mobile apps (available from Google Play and App Store) or webform booking.passengerassistance.com



National Rail Passenger Assist messaging service

Telephone: **0800 022 3720**

Text Type: **0845 60 50 600**

SMS: **60083**

Greater Anglia Customer Service

Tickets, timetables general enquiries, complaints

Post: **FREEPOST – GREATER ANGLIA CUSTOMER RELATIONS**

Telephone: **0345 600 7245** (Option 8)

Text Type: **18001 0800 028 28 78**

Email: contactcentre@greateranglia.co.uk

Website: greateranglia.co.uk

Accessibility information: greateranglia.co.uk/accessibility

Twitter: [@greateranglia](https://twitter.com/greateranglia)

Assistance during your journey: **0800 496 1345**

National Rail Enquiries

Telephone: **03457 48 49 50**

Website: nationalrail.co.uk

Rail Ombudsman

Telephone: **0330 094 0362**

Textphone: **0330 094 0363**

Website: railombudsman.org

Email: info@railombudsman.org

Twitter: [@RailOmbudsman](https://twitter.com/RailOmbudsman)

Post: **FREEPOST – RAIL OMBUDSMAN**

13. Appendix A: Station accessibility classification system

Every station is allocated to one of three categories (A, B or C) according to guidance issued by the Office of Rail and Road.

Category A

The station has step-free access to and between all platforms, at all times trains are running, via level access, lifts or ramps (in accordance with new-build standards re gradient/length). Additional station entrances or walking routes not meeting the A criteria are permitted, providing the additional walking distance to avoid these is no more than 100m.

Category B

The station does not meet Category A, but has step-free access to either all platforms or at least one platform. In some cases, the station may be usable for some disabled and older people, but in others major barriers may exist which are likely to restrict the ability of some disabled or older people to use the station. This may include long or steep ramps, access between platforms that may be via the street, and there may not be step-free access to or between all station areas. (Further details below*)

Category C

The station has no step-free access to any platform.

***B1. Step-free access to all platforms - may include long or steep ramps. Access between platforms may be via the street.**

This station does not meet the Category A criteria, but has step-free access (to all platforms) so is likely to be usable by many people with reduced mobility. Access may be via ramps, up to 1:10 gradient (any length). Short end-of-platform ramps may be up to 1:7. Access between platforms may be via the street, no more than 400m.

B2. Some step-free access to all platforms

This station has step-free access to all platforms, but major barriers exist which are likely to restrict the ability of some people to use the station. Step-free routes do not meet the Category A or B1 criteria (e.g. long ramps steeper than 1:10, or the step-free route between platforms is greater than 400m).

B3. Some step-free access, may be in one direction only

This station has step-free access to fewer than the total number of platforms and does not meet the Category B1 or B2 criteria.

14. Appendix B: Staffing of Stations

The following outlines the staffing levels of stations at the time of printing. Please consult **National Rail Enquires** for more detail on staff help hours.

Stations staffed full time

Turn Up and Go assistance is available, however booking is still recommended to ensure that we can be ready to get you on the train of your choice and make the necessary arrangements with your destination station. *Non Greater Anglia managed stations

Bishops Stortford	Broxbourne	Cambridge
Cambridge North	Chelmsford	Colchester
Ely	Harlow Town	Ipswich
Liverpool Street*	Norwich	Shenfield
Southend Victoria	Peterborough*	Stansted Airport
Stratford*	Tottenham Hale	Witham

Stations staffed part time

Please consult National Rail Enquiries for opening times. Outside of staffed hours, alternative transport will be provided (*except where train crew operate). Note that train crew operate services between Norwich and Stansted Airport¹. Booking assistance is strongly advised to avoid delay to your journey.

Audley End ¹	Braintree	Brimsdown	Bury St Edmunds*
Cheshunt	Clacton-on-Sea*	Colchester Town*	Diss*
Elsenham	Enfield Lock	Frinton-on-Sea*	Great Yarmouth*
Harwich International*	Hatfield Peverel	Hertford East	Ingatstone
Kelvedon	Lowestoft*	Manningtree*	March*
Marks Tey	Newport	Rye House	Sawbridgeworth
Shelford	St Margarets	Stansted Mountfitchet	Stowmarket*
Thetford*	Thorpe-Le-Soken*	Waltham Cross	Walton-on-the-Naze*
Ware	Whittlesford Parkway ¹	Wivenhoe	

Stations served by Mobile Teams

06:00 – 21:00 (alternative transport will be provided if assistance is required outside of these times)

*station staff can provide assistance during ticket office opening hours, otherwise see above

Althorne	Battlesbridge	Billericay*
Burnham-on-Crouch	Hockley*	North Fambridge
Prittlewell	Rayleigh*	Rochford*
Southminster	South Woodham Ferrers	Wickford*

Stations unstaffed but served by train crew

Booking advised to ensure staff are aware

Norfolk

Acle	Attleborough	Berney Arms
Brandon	Brundall	Brundall Gardens
Buckenham	Cantley	Cromer
Eccles Road	Gunton	Haddiscoe
Harling Road	Hoveton and Wroxham	Lakenheath
Lingwood	North Walsham	Reedham
Roughton Road	Salhouse	Sheringham
Shippea Hill	Spooner Row	West Runton
Worstead	Wymondham	

Suffolk

Beccles	Brampton	Darsham
Derby Road	Elmswell	Felixstowe
Halesworth	Melton	Needham Market
Oulton Broad North	Oulton Broad South	Saxmundham
Somerleyton	Sudbury	Thurston
Trimley	Westerfield	Wickham Market
Woodbridge		

Essex

Alresford	Bures	Chappel & Wakes Colne
Dovercourt	Harwich Town	Great Bentley
Hythe	Kirby Cross	Mistley
Weeley	Wrabness	

Cambridgeshire

Dullingham	Kennett	Manea
Newmarket	Soham	Waterbeach (limited Greater Anglia services)
Whittlesea		

Stations unstaffed and no train crew

*(assistance is available for football matches)

It is recommended that customers travel from a nearby staffed station or assistance is provided by alternative transport

Braintree Freeport	Cressing	Great Chesterford
Harlow Mill	Lea Bridge	Meridian Water
Northumberland Park*	Ponders End	Roydon
Ware	White Notley	