

# Making rail accessible.

*Helping older and  
disabled passengers.*



Valid from April 2023

DMCT3029

greateranglia



# GREAT TO HAVE YOU ON BOARD

Whether this is your first time travelling by rail or you're a regular customer, we want everyone to feel comfortable and confident when travelling with us.

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# 1. What to expect – our commitment to you

## 1.1 Introduction

Greater Anglia operates regional railway services in East Anglia and commuter and intercity services into London Liverpool Street.

Whether this is your first time travelling by rail or you are a regular customer, we want everyone to feel comfortable and confident when travelling with us. This leaflet will show you how we can help you plan and execute your journey, whether you have pre-booked your assistance or are travelling immediately.



# 2. Assistance – what is available and how to obtain it

## 2.1 For immediate travel

We understand that not everyone can or wants to plan when they travel. If you need assistance for immediate travel, you can request help from a member of staff at any staffed station. At an unstaffed station you can use the help (ticket assistance) button on our ticket vending machines to request assistance. This 'live helpline' connects you to a member of staff in our Norwich office. They will be happy to help arrange assistance for you or alternative transport if they are unable to get a member of staff to meet you. Please be aware that arranging assistance at an unstaffed station will take longer if it has not been pre-booked. There is no extra charge for this service, but you will need to purchase a valid rail ticket.

## 2.2 Planned journeys – using Passenger Assist

Like all other train operators, we are part of the national Passenger Assist arrangement which gives our disabled and older customers the opportunity to plan and pre-book assistance for their journey. If you know when you are travelling, you can book assistance with us even if your journey covers other train operators' routes.

Assistance can be booked in a number of ways, including by phone, through an app, or using a webform. Refer to page 19 for more details.

## 2.3 What we can help you with

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

We recommend booking your assistance at least 2 hours in advance of travel. We will make all of the arrangements and notify the station that you need assistance. Please note, whilst we will do all we can to assist you in planning and executing your journey, we are not able to travel with you.

## 2.4 Who provides the assistance?

We have teams who are either, based at stations, on trains or who are mobile and cover a number of stations who will provide you with assistance once they know you need it. In summary:

- Platform staff provide assistance at staffed stations on the Great Eastern Mainline between Norwich and London Liverpool Street, and our West Anglia mainline between Cambridge and London. Outside of staffing hours and at unstaffed mainline stations, including the Braintree branch line, trains operate with only a driver onboard (Driver Only Operation, or DOO). The driver is unable to leave their cab and deliver assistance, therefore we recommend that you pre-book assistance so we can try and ensure that a member of staff is available to you. If we are unable to do that, we will provide alternative accessible transport at no extra cost. Please consult the station

pages on the National Rail Enquiries website ([nationalrail.co.uk/stations](https://nationalrail.co.uk/stations)) or the Greater Anglia website ([greateranglia.co.uk/travel-information/station-information](https://greateranglia.co.uk/travel-information/station-information)) for staff availability.

- Services between the following stations operate with a second member of staff onboard who can provide assistance:
  - o Norwich to London Liverpool Street
  - o Norwich to Sheringham, Ely, Great Yarmouth, and Lowestoft
  - o Norwich to Stansted Airport
  - o Ipswich to Felixstowe, Lowestoft, and Peterborough
  - o Clacton-on-Sea / Walton-on-the-Naze to Colchester Town
  - o Manningtree to Harwich Town
  - o Marks Tey to Sudbury
- Mobile teams operate between Southend and Shenfield, and Southminster and Wickford.

If you want to travel from a station which is not accessible, then we may need to use a taxi to get you to your nearest accessible station. Our contact centre can help you plan a suitable accessible journey.

All of our customer service staff have been trained in disability equality and will be happy to help you if your disability is visible or not. Staff are also trained to support customers in the event of an emergency either in stations or on the train. If there is an emergency when you are travelling, staff and the emergency services will provide assistance relevant to the situation in hand.



## 3. Your journey

### 3.1 Before you travel

When you are planning your journey, we recommend using either the National Rail Enquiries website ([nationalrail.co.uk/stations](https://nationalrail.co.uk/stations)), Greater Anglia website ([greateranglia.co.uk](https://greateranglia.co.uk)), or the Greater Anglia app (where you can purchase and store e-tickets too).

If you need help planning your journey, you can either call our assisted travel team or drop into one of our staffed stations and we will help you with both planning and ticket purchase.

Whether you are planning your journey yourself or we are helping, all of the information you need, including car parking, ticket purchase, live train service information, wheelchair and mobility scooter policy, and station facilities are available either online or from our assisted travel team.

### 3.2 Seat reservations

We do not currently offer a seat reservation system, however we can reserve you a wheelchair space and a companion seat on our Intercity services.

### 3.3 Tickets, discounts and railcards

There are a number of ways to purchase a ticket to travel. Online, through the Greater Anglia app, from our contact centre, from a ticket office, and from a ticket vending machine at stations.

If you need help with buying a ticket, a member of staff in the ticket office or our contact centre can advise and assist with your ticket purchase. You can also press the help (ticket assistance) button on our ticket vending machines to be connected with an operator at our call centre in Norwich. They can talk you through the choices and even take over the ticket purchase remotely if needed – all you will need to do is make payment.

The vast majority of our services do not have first class spaces at all. A limited number are available on our Intercity services between London and Norwich. There are no wheelchair accessible spaces and only standard toilets in first class, but there is priority seating. If you are using a Disabled Persons Railcard when booking your ticket, you will be made aware of that. Purchases made through our website, app and ticket vending machines will also issue a notification.

If you were unable to buy a ticket in advance of travel because the options to do so were not accessible, then you can still buy one from a member of staff onboard or at your destination station. The discounts you are entitled to will still apply. Under these circumstances, we would not issue a penalty fare.

### Disabled Persons Railcard

If you have a disability, you may be eligible for a Disabled Persons Railcard which entitles you and a companion to up to a third off rail tickets for travel at any time UK-wide (except Northern Ireland). 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. You can find details about this railcard and how to get one at:

- Website: [disabledpersons-railcard.co.uk](https://www.disabledpersons-railcard.co.uk)
- Email: [disability@raildeliverygroup.com](mailto:disability@raildeliverygroup.com)
- Call: 0345 605 0525
- Minicom/Textphone: 0345 601 0132 (for people who are hard of hearing)

### Senior Railcard

If you are aged 60 or over, you are eligible for a Senior Railcard which entitles you to up to a third off rail tickets UK-wide (except Northern Ireland). You can find details about this railcard and how to get one at:

- Website: [senior-railcard.co.uk](https://www.senior-railcard.co.uk)
- Email: [railcardhelp@railcards-online.co.uk](mailto:railcardhelp@railcards-online.co.uk)
- Call: 0345 300 0250
- At stations: You can use your birth certificate as evidence

If you do not qualify for these railcards, there are many others available such as **Two Together** or **Family & Friends Railcard** that may be more suitable to you. You can visit [railcard.co.uk](https://www.railcard.co.uk) for further information.

If you are using a ticket vending machine you will be able to use your Disabled or Senior Railcard to gain the relevant discounted fare. Don't forget to carry your railcard when you travel.

### Discounts

If you don't have a railcard you are still entitled to the following discounts on tickets.

#### If you are visually impaired

Visually impaired customers who need to travel with a companion who do not have a railcard are entitled to the following discounts on Anytime/Day tickets (the discount covers the companion too):

- First or Standard Class Anytime Single or Return: 34% off
- First or Standard Class Anytime Day Single: 34% off
- First or Standard Class Anytime Day Return: 50% off

These concessions do not apply if you are travelling alone.

- 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.

To get these discounts you will need a document confirming your disability that has been issued by a recognised body, such as social services, local authority, guide dog ownership certificate, Royal National Institute of Blind People, or Blind Veterans UK. You will also need to carry this information when travelling.

These discounts are only available from staff at our ticket offices or onboard and cannot be purchased online or from ticket vending machines.

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

### **If you are a wheelchair user and remain in your wheelchair for a rail journey**

If you remain in your wheelchair throughout the journey and do not have a railcard, you are entitled to the following discounts on Anytime/Day tickets:

- First or Standard Class Anytime Single or Return: 34% off
- First or Standard Class Anytime Day Single: 34% off
- First or Standard Class Anytime Day Return: 50% off

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

## **3.4 Wheelchairs and mobility scooters**

### **Wheelchairs**

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

Width: 700mm

Length: 1200mm

Weight (including passenger): 300kg

Please see the rolling stock (train) accessibility information on our website for further details about the different train types we operate and what you can expect when you travel with us.

### **Mobility Scooters**

Trains and platforms have not been designed to accommodate scooters, therefore there are a number of constraints on what we can carry. We will only carry those scooters which fall within the same dimensions of a wheelchair (above), unless folded. 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 therefore there is less risk of it breaking and an accident occurring.

Scooters which are larger than the dimensions stated above can be carried if folded and stored as luggage. During rail replacement operations, bus operators may have limited space for scooters. In such circumstances we will try and source a suitable accessible taxi. Please note there may also be limitations on the size of scooter they can accept.

If your journey involves travel with another train operator, they may have a different scooter policy. We recommend that you check with them before you travel. Alternatively please speak to our assisted travel team who can check this for you.

### 3.5 At the station

We operate at 136 stations in East Anglia. Some are staffed some are not. Some are large busy stations, some are small, quiet and rural. To see what facilities are available at stations and what times staff are available, please visit the station pages on the National Rail Enquiries website ([nationalrail.co.uk/stations](https://nationalrail.co.uk/stations)) or the Greater Anglia website ([greateranglia.co.uk/travel-information/station-information](https://greateranglia.co.uk/travel-information/station-information)). Our assisted travel team can also help if you would prefer to speak to someone in person or have any queries about the information.

If you are travelling from a staffed station, please report to the customer information desk if there is one (larger stations) or ticket office. Please arrive 20 minutes before your train departure time and make yourself known (and the assistance you need) to the staff. Greater Anglia staff are identifiable by their red uniform and name badges.

If the station is unstaffed, assistance may be provided by a train crew member on our rural and Intercity routes or a colleague may be sent from another station to meet you (if you have booked in advance) at stations where drivers operate the trains on their own. In summary:

- Services between the following stations operate with a second member of staff onboard who can provide assistance:
  - o Norwich to London Liverpool Street
  - o Norwich to Sheringham, Ely, Great Yarmouth, and Lowestoft
  - o Norwich to Stansted Airport
  - o Ipswich to Felixstowe, Lowestoft, and Peterborough
  - o Clacton-on-Sea / Walton-on-the-Naze to Colchester Town
  - o Manningtree to Harwich Town
  - o Marks Tey to Sudbury



- Outside of station staffing hours and at unstaffed mainline stations between London Liverpool Street and Cambridge, Liverpool Street and Braintree / Norwich, trains operate with only a driver onboard (DOO). The driver is unable to leave their cab and deliver assistance, therefore we recommend that you pre-book assistance so we can try and ensure that a member of staff is available to you. If we are unable to do that, we will provide alternative accessible transport at no extra cost. Please consult the station pages on the National Rail Enquiries website ([nationalrail.co.uk/stations](https://nationalrail.co.uk/stations)) or the Greater Anglia website ([greateranglia.co.uk/travel-information/station-information](https://greateranglia.co.uk/travel-information/station-information)) for staff availability.
- A mobile team operate between Southend and Shenfield and Southminster and Wickford.

If you have not booked assistance from an unstaffed station, then use the help (ticket assistance) button on the ticket vending machine to request assistance. We will do our best to send a member of staff, but we may have to provide you with alternative accessible transport. The stations and train guides on our website can help you with this planning. Alternatively, call our assisted travel team and speak to an advisor.



## Assistance with luggage

For customers who have booked assistance, we will provide help with luggage providing it does not exceed the limits set out in the National Rail Conditions of Travel.

### National Rail Conditions of Travel

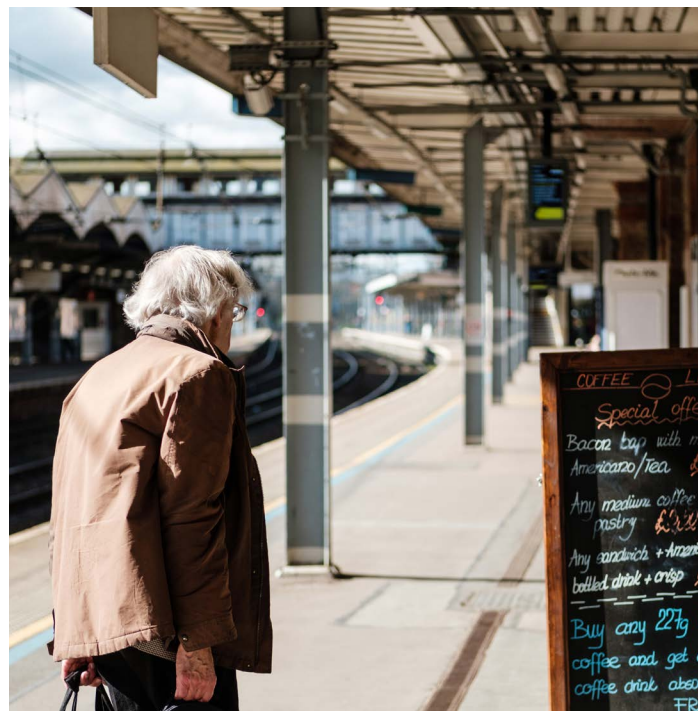
This states that you may bring with you up to three small items free of charge. These items must not obstruct gangways or wheelchair accessible spaces.

If you have not booked assistance, then we will help you where we can. Please bear in mind that some of our staff may not be able to carry heavy items due to their own individual health needs.

## 3.6 On the train

We operate different train types which may look a little different but they all have wheelchair accessible spaces, accessible toilets, priority seating and automated customer information systems. Some trains operate with train crew who will provide assistance and some have just a driver onboard (DOO). The driver is unable to leave their cab and deliver assistance. Please take a look at our Rolling Stock Accessibility Guide online or call our assisted travel team to understand what each of our trains are like.

Priority seating is available on all trains and is clearly labelled. We have priority seat cards available for people who do not feel confident to ask for a seat, although we cannot guarantee that the person occupying the seat does not also need it. If you need a member of staff to help you find a seat, please either request that in your booking or ask at the station / onboard. You can get the cards from our contact centre. We do not need any evidence of why you need it.



We also support other national schemes, such as the Assistance Dogs Travel scheme and 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. Further information is on our website ([greateranglia.co.uk/accessibility](https://greateranglia.co.uk/accessibility)).

We request that passengers keep wheelchair accessible spaces clear of luggage and push chairs and staff will proactively request any left luggage is moved to a suitable location.

If you have requested assistance getting off the train at your destination, then we will ensure that we attend to you. This will be within 5 minutes of arrival at destination stations. We will explain this to you as part of your booking.

## 4. If things do not go as planned

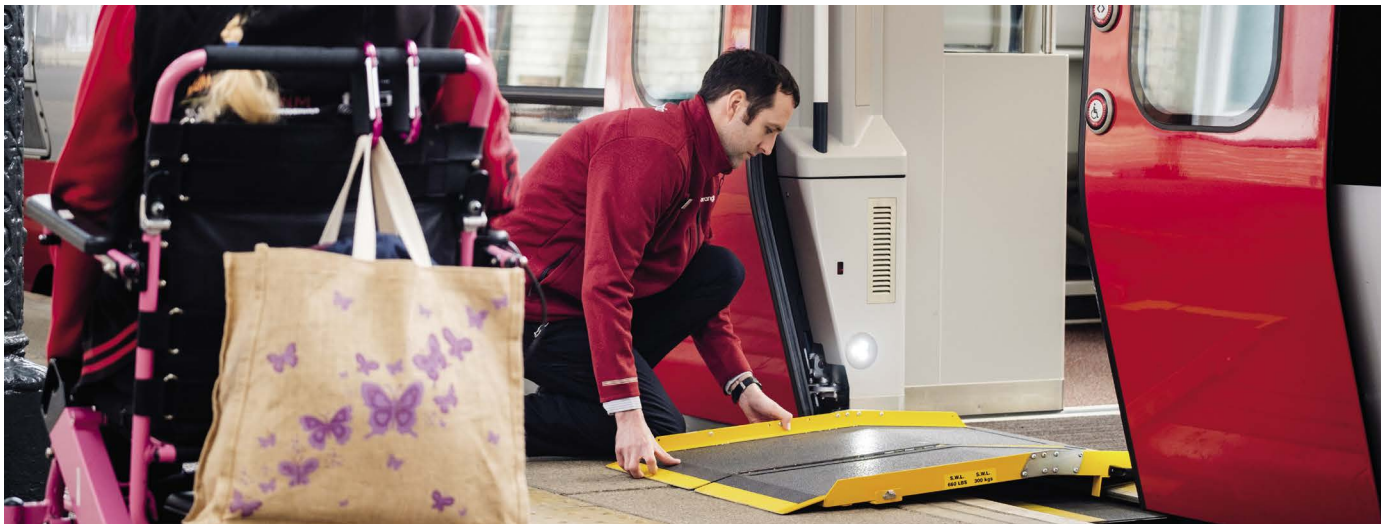
We know that when disruption occurs on the railway it is stressful. Disruption is a live event and a situation can develop and change very quickly. We aim to tell you what is happening and how it will impact your journey as soon as we can. We will keep you informed using our customer information screens and announcements. Other information sources, such as our website, app and Twitter account, can also provide real-time running information. Please see pages 19 and 20 for contact details.

If you have booked assistance with us and 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, then please speak to a member of staff who will do everything they can to help you continue your journey as quickly as possible.

If you have an urgent personal need during your journey and are unable to find a member of staff, then please call us on our journey assistance helpline (0800 496 1345) and we will do our best to help you.

### 4.1 Redress

If we fail to provide the assistance you have booked, you may be entitled to redress. Please contact us via our Customer Contact Centre (see page 20 for contact details) with your assistance booking reference number, details of the failure and your contact details. We look at all claims on a case-by-case basis as we want to make sure that we learn from any mistakes made. You may also be entitled to Delay Repay if your journey was delayed more than 15 minutes. Details of this are available on the Greater Anglia website. If you are unhappy with our final response to your complaint, or 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. Contact details are provided on on page 20.



## 5. Where to get more information

We can provide this document in alternative format, including large print and audio. Get in touch with the our Customer Contact Centre and they will arrange for it to be sent to you within seven working days.

### Our Accessible Travel Policy:

This document sets out in more detail our commitments and standards of service provision, as well as relevant policies and practices with regards to disabled people using the rail network. It is available online at [greateranglia.co.uk/accessibility](https://greateranglia.co.uk/accessibility) and in other formats from our Customer Contact Centre.



### Stations and trains accessibility information:

Trains information is available on our website and to download from [greateranglia.co.uk/accessibility](https://greateranglia.co.uk/accessibility)

Station information is available on the National Rail Enquiries website ([nationalrail.co.uk/stations](https://nationalrail.co.uk/stations)) and the Greater Anglia website ([greateranglia.co.uk/travel-information/station-information](https://greateranglia.co.uk/travel-information/station-information)). Information relating to tactile paving is available from our website ([greateranglia.co.uk/accessibility](https://greateranglia.co.uk/accessibility)).

### 5.1 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](https://greateranglia.co.uk/accessibility))

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

Use the Passenger Assistance (by Transport) mobile apps (available from Google Play and App Store)



Or complete the webform at  
([booking.passengerassistance.com](https://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](mailto:contactcentre@greateranglia.co.uk)

Website: [greateranglia.co.uk](http://greateranglia.co.uk)

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](http://nationalrail.co.uk)

### **Rail Ombudsman**

Telephone: 0330 094 0362

Textphone: 0330 094 0363

Website: [railombudsman.org](http://railombudsman.org)

Email: [info@railombudsman.org](mailto:info@railombudsman.org)

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

Post: FREEPOST – RAIL OMBUDSMAN

