

The background of the cover is a solid red color with a subtle, low-poly geometric pattern of various shades of red and maroon, creating a modern and textured effect.

# ***Train Service Quality Report 2022 - 2023***

## Purpose and Background

Welcome to Greater Anglia's Service Quality Report for 2022/23, covering the period 1 April 2022 to 31 March 2023. This report provides an overview of several of the key customer experience processes we have in place to improve service quality and on Greater Anglia's performance against a range of service quality indicators.

It has been developed in accordance with Article 28 of the PRO Regulation requirements.

Supplementing this update, our latest Customer Reports are available at the links below and these provide additional information about our performance on a six-monthly basis, as well as keeping you updated with exciting developments at Greater Anglia (GA):

<https://www.greateranglia.co.uk/about-us/customer-report>

Please note all data in this document is based on GA unless otherwise specified.

## 1. Information and Tickets

### Introduction

We aim to take a very proactive approach to managing the customer information experience for all customers, with appropriate plans and processes in place to providing information at stations, online and on trains. We use reasonable endeavours to ensure this information is accurate, timely and easy for customers to understand, taking account of the needs of different customers

### Provision of travel information during the journey

Throughout the past year we have continued to give customers the chance for in-person contact, to answer questions and provide information about their journeys.

With changes to timetables during, and again as we recover from, the COVID-19 global pandemic, we have ensured there have been high levels of staff availability and visibility at stations.

This includes support at key locations and at times of timetable changes by additional managers, as well as our Customer Relations and social media team.

Our station teams are key to providing information to customers at both the start and end of their journey. They receive live updates about the train service and station update from our Information Team in our Control Centre through Smart devices and a live feed of service alterations. This includes information about disruption, alternative transport options, changes to fleet and station opening times. Further, station teams are empowered to create localised messaging and station announcements where such facilities allow. Together, this helps our team to provide up to date information and enable customers to make an informed decision about their journey.

Supporting customers as they make their way through staffed stations, we work hard to ensure there is a member of staff at stations with ticket barriers. We are also committed to ensuring our 54 ticket offices are staffed during their advertised hours. This means plans are therefore in place to enable staff coverage at key times during the day to provide travel information during a customer's journey. Further details about staffing is available later in this report.

Similar to station colleagues, Senior Conductors are provided with Smart devices and this means they too can be kept up to date with developments during journeys and provide vital information to customers. To keep customers informed, they are briefed to make on-board announcements.

We recognise the importance of live information for customers before and during their journey. Our Information Team is critical to providing the most up to date information. They update the homepages of our websites and social media sites with information about disruption and on-the-day changes to

train services. Our Twitter pages are also available to answer customer queries before, during and after a journey.

Our '*how busy is my train*' tool uses intelligence from passenger count data, through our websites and mobile apps, to enable us to share how busy trains are likely to be. This data is updated fortnightly and provides a robust snapshot of crowding levels for customers. In parallel to this, our Information Team in our Control Centre monitors the crowding situation throughout the day and will update the live status of train services via Twitter.

GA has over 228 Help Points across the network, with at least one per station. These have two buttons, one for emergencies (answered by 999) and one for general information. These latter calls are answered by National Rail Enquiries, meaning we are able to provide live information to callers. This is a standard industry approach with established systems and consistent, accurate passenger information

### **Key Links**

<https://www.greateranglia.co.uk/>

<https://www.greateranglia.co.uk/travel-information/journey-planning>

<https://www.greateranglia.co.uk/contact-us/faqs/refunds>

## **How Information is provided at the station**

Customer feedback is key to understanding how well we provide key information at our stations.

On average complaints about information relating to timetabling and platforms at stations accounted for 1.2% of all complaints in the period 1 April 2022 – 31 March 2023.

## **How information about train schedules, tariffs and platforms is provided**

With planned changes – including those for engineering works, timetable changes, ticketing and Covid-19 information – our processes are set up such that we use a multi-channel, blended approach to inform customers. Depending on the scale of the impact on our customers, this can include:

- Website information
- Station posters
- Social media
- Conductor announcements
- Automated on-train and station announcements
- Customer Information Screens.

As reported earlier, as well as customer-facing channels, an important enabler of customer information is ensuring our staff are informed. Here at GA, we have a robust suite of internal communication channels that ensure all colleagues receive the information they need to support our customers, these include (a weekly roundup email from the MD, intranet SharePoint site, quarterly colleague magazine sent to homes, special update emails, Yammer feeds, Safety briefings, Functional newsletters, Smart devices, and regular in-person events). The ability to access relevant information quickly and easily enables our station and on-train colleagues to support customers by providing information such as train times, fare information and platform changes.

We are committed to ensuring timetables are available to customers in advance of the significant timetable changes and these typically occur in May and December each year. Processes are in place to ensure these are published on our websites four weeks prior to the timetable change date.

Customers are also able to request a printed timetable from our booking offices. Timetables can also be found at the following link:

<https://ojp.nationalrail.co.uk/service/pockettimetable/search>

We have dedicated webpages to provide customers information about ticket types and fares. These pages explain the differences between the ticket types including the following:

- Most appropriate circumstances for such ticket e.g. cheapest, full flexibility, commuting
- Whether refunds and discounts are available
- Validity on which services
- Availability.

Such information enables customers to assess their options and make an informed decision about their ticket purchase. Full information can be found at the following links:

<https://www.greateranglia.co.uk/tickets-fares/find-right-ticket-you>

Our booking office staff are key to providing information to customer about ticket types and fares. Our colleagues receive regular briefings about retail matters to equip them with the latest information to support customers.

### **Ticket buying facilities**

There are a number of ways in which our customers are able to purchase tickets. These include:

- From booking offices across 54 stations
- From our 249 ticket vending machines (TVMs)
- Via our websites and mobile phone apps - <https://www.greateranglia.co.uk/travel-information/journey-planning/mobile-apps>

GA has 249 TVMs across its station network and the availability of TVMs is monitored daily. Both our Retail team and Stations team are encouraged to report faults directly and these can be actioned remotely or with a station visit, depending on the issue. Stations team can also assist with fingertip maintenance for ticket, coin, cash re-fill. All GAs TVMs are fitted with Virtual Ticket Agent (VITA) helpdesk facility to help customers use TVMs. This team is on hand to support customers to navigate the TVMs options and to help them buy the right ticket for their journey.

We also encourage customers to view the following webpages for further information about our ticket buying facilities. These pages also offer guidance on ticket types and on how to find the tickets best suited for customers' individual needs.

<https://www.greateranglia.co.uk/tickets-fares>

### **Availability of staff at the station for information provision and ticket sale**

As detailed earlier in this report, we are committed to ensuring our booking offices are staffed during advertised hours. This means customers are able to speak to dedicated staff who can help identify the best ticket for that customer's needs. We monitor our opening hours and we share our findings twice a year in our Customer Reports. These can be found at the following links:

<https://www.greateranglia.co.uk/about-us/customer-report>

Supporting customers as they make their way through stations, we work hard to ensure there is a member of staff at stations with ticket barriers from the first train of the day to the last train of the day.

## **How information to disabled people and persons with reduced mobility is provided**

We aim to provide our customers with information that is accessible, accurate, relevant, consistent, and easy to understand. We want to provide our customers with assurance and confidence at every stage of their journey, including when planning their journey prior to departure.

Overall accessibility considerations for all of our communications channels include (but are not limited to):

- Content is written in plain English where possible
- Our website is tested for use with screen readers
- The colour contrast used is appropriate and we will be continuing to check our brand guidelines to ensure appropriate contrast is maintained
- Appropriate text sizes are used (varies between mediums)
- Information on accessibility provision is provided where appropriate
- Where it is not practical to proactively provide information in multiple formats, alternative formats can be requested from our Customer Relations team, with a seven working day lead time where possible.

### **Accessible Travel Policy**

Our Accessible Travel Policy sets out the procedures we have in place to assist customers who require assistance when travelling on our network. Our Accessible Travel Policy and corresponding customer leaflet (Making Rail Accessible: Helping Older and Disabled Passengers) are freely available in large print, easy read, audio, and British Sign Language on our website. Hard copies of these documents, including in Braille, are available to order from our Customer Relations team.

### **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 Assistance
- Contact information for booking assistance and ticket purchase
- Station and train accessibility information
- Temporary restrictions
- Live train running information
- Wheelchair / scooter policies
- Our Accessible Travel Policy
- Instructions for how to provide feedback, complain, seek redress when assistance has not been delivered as requested.

### **Stations and train accessibility information**

Station and train accessibility information is available and accessible via different sources, such as via our website ([greateranglia.co.uk/travel-information/station-information](http://greateranglia.co.uk/travel-information/station-information)) and the National Rail Enquiries website. We ensure 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.

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 too. Our assisted travel team can see these alerts and discuss this with customers as part of a booking for assistance. We will strive to put up notices at the station as appropriate.

### **Train departures and arrivals information**

We commit to providing clear and consistent audio and visual information, including during disruption. Real time train running information is also available on our app, website, through our twitter feed (@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 a customer's journey, staff will help customers as quickly as they can. Our staff are trained and briefed on the importance of providing timely and accurate information and additional support that customers with additional needs may need during times of disruption.

Where customers have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will endeavour to contact the customer if they have provided contact details when booking. If necessary, we will arrange alternative accessible replacement transport that meets their needs or, if preferred, rebook their journey. Customers can also contact our journey helpline (0800 496 1345) if they are already on their journey and experience significant disruption.

If customers are at an unstaffed station and are affected by severe disruption, they are advised to use the help (ticket assistance) button on a Ticket Vending Machine and speak to a Greater Anglia member of staff at our 24/7 call centre in Norwich who can arrange assistance or alternative transport.

### **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.

### **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 customers have any questions about connections or the next leg of your journey, they are advised to 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.

### **Information points at stations**

At a larger or staffed station, customers can get all of the information they 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 Assistance number and the next nearest staffed station. The textphone or Next Generation Text number is also clearly displayed.

### **Ticketing and fares**

We are committed to providing accurate information and advice to customers on their 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. Customers can buy a ticket in several different ways:

- Greater Anglia website
- Greater Anglia app
- Ticket office
- Ticket Vending Machine - through which they can also speak to a Greater Anglia member of staff at our 24/7 call centre in Norwich by using the help (ticket assistance) button
- Calling 0345 600 7245
- Whilst booking assistance with our assisted travel team by calling 0800 028 2878.

We will endeavour to make sure that customer's buy a ticket that is appropriate for them. Our Accessible Travel Policy also clearly states that

## **2. Punctuality of services and general principles to cope with disruption to services**

### **Performance Review**

We run more than 400,000 trains every year; working closely with Network Rail and other operators our aim is to get more trains running on time more often.

Every train is monitored every minute, every day; here you can find details of our performance compared to what we promised in the timetable. We publish our results every 4 weeks as a whole network, and by region.

## Kev Statistics

	On time	Arrive at station within 3 minutes	Arrive at station within 15 minutes	All cancellations	Greater Anglia caused cancellations
Routes	01/04/22 - 31/03/23	01/04/22 - 31/03/23	01/04/22 - 31/03/23	01/04/22 - 31/03/23	01/04/22 - 31/03/23
Southend & Southminster	78.02%	90.92%	99.28%	0.95%	0.26%
Great Eastern Outers	82.29%	93.04%	99.38%	1.08%	0.39%
Anglia Inter City	80.35%	90.48%	98.41%	1.52%	0.44%
Anglia Locals	82.21%	92.02%	99.12%	1.12%	0.23%
West Anglia Outers	82.84%	93.14%	99.27%	2.56%	0.74%
West Anglia Inners	82.78%	94.06%	99.52%	2.43%	0.82%
<b>Greater Anglia</b>	<b>81.71%</b>	<b>92.55%</b>	<b>99.25%</b>	<b>1.57%</b>	<b>0.47%</b>

## Existence and short description of contingency plans, crisis management plans

GA have an up to date suite of plans which aim to support the robust and resilience operation of the train service. This includes:

- Joint Service Management Plans for all routes covered by Greater Anglia – these are jointly agreed between all affected operators and Network Rail and cover line block and partial line block scenarios.
- Extreme Weather Plans – these address the specific challenges created by extreme weather and actions to be taken to minimise the impact on customers.
- Short Formation Plan – this provides parameters to manage availability of units against customer needs. It takes into account multiple factors including high demand services such as school trains and peak services.
- Ill Passenger Procedure – this lays down the process to be followed in the event of a customer being taken seriously ill on one of our trains. The process is designed to protect the welfare of the customer, while minimising the impact of resulting delays on other customers.
- Emergency Bus & Taxi Provision Procedures – these outline the processes to be followed for provision of buses and taxis for customers when certain unplanned events prevent the operation of a train service.

These plans are all reviewed regularly to ensure the best possible service is provided to customers during times of disruption

## 3. Cleanliness of rolling stock and station facilities

### Cleaning intervals – Stations

This year, the company allocated additional funds on new cleaning measures, including new equipment, extra cleaning routines, new and additional detergents and more staff. New equipment includes fogging machines used to spray a fine targeted mist of anti-viral disinfectant which quickly

kill off bacteria and viruses in the air, on floors, furniture, walls, ceilings, other surfaces and large internal areas.

We continued to ensure that rail travel is safe for staff and passengers with an enhanced cleaning regime at stations, concentrating on high-touch areas such as ticket machines, push buttons, grab rails and door handles.

The Pandemic has meant that the station cleaning regime needed to be modified in response to both the drop in passengers but also because of the requirement for increased sanitisation/cleaning of the touch points. To reflect this change, the periodic cleaning program was suspended for a period of time, with all the teams being moved across to sanitation and steam cleaning. Each part of the network had a team allocated with the fourth team being allocated to nights, to act as a response team for emergency sanitation duties if required across the network. The daily cleaning programs have been modified to reflect the reduction in passenger numbers, with the operatives being focused on touch points (TVM's, door handles and ticket counters).

## **Cleaning intervals – On-Train**

Our customers always expect clean trains, and never more so than during the pandemic, with heightened awareness levels of the importance of hygiene.

Similar to stations, we have increased high touchpoint cleaning in response to the pandemic and industry guidelines, delivering the following activity:

- Sanitising every train every night according to industry guidelines (high touchpoint cleaning)
- Deliver enhanced cab cleaning daily – overnight before the trains re-enter service and at all key turn round locations during service.
- Cleaned and sanitised trains during the day according to industry guidelines, whilst in-service.
- Undertaken a periodic fogging (sanitisation) regime to support general heavy cleaning
- Commissioned SOCOTEC to validate our overall covid cleaning and sanitising strategy to ensure the efficacy of our products and processes. Testing for both Covid virus and bacteria growth.

## **Technical measurement of air quality (e.g., level of CO2 in ppm)**

Air quality is rapidly becoming a greater concern globally following the increased attentions towards respiratory health caused by Covid-19. Continually inhabiting space which has increased levels of Nitrous Monoxide (NO), Nitrogen Dioxides (NO2) and particulate matter (PM10 and PM2.5) can have impacts upon human respiratory health. We are committed to supporting the rail industry to explore the air quality across the network and to help better understand the ways in which reductions in air pollution can be achieved.

We support the Rail Safety and Standards Board (RSSB) with air quality monitoring and exploration projects on our network. We are also supporting the RSSB who are coordinating an industry wide Air Quality Working Group. This has seen five GA sites being included within the national network of monitored stations to create a baseline Air Quality Index unique to the railway and its operations.

We will continue to collaborate with the RSSB, RDG and other industry parties to work towards defining air quality baselining and targets and we shall support and encourage the work needed to meet these targets once set.

## **Availability of toilets – Stations**

We acknowledge the importance of providing such facilities at stations and ensuring they are fully functional. Key to this is our maintenance regime and processes in place to rectify any issues. Where there are problems, these are reported via our help desk and logged onto our internal system where it is assigned for resolution.

There are standard priorities set against plumbing issues, but these can be altered dependant on the severity of the report e.g., flooding will require a higher priority and attendance. SLAs are attached to each priority level.

## Availability of toilets - On Train

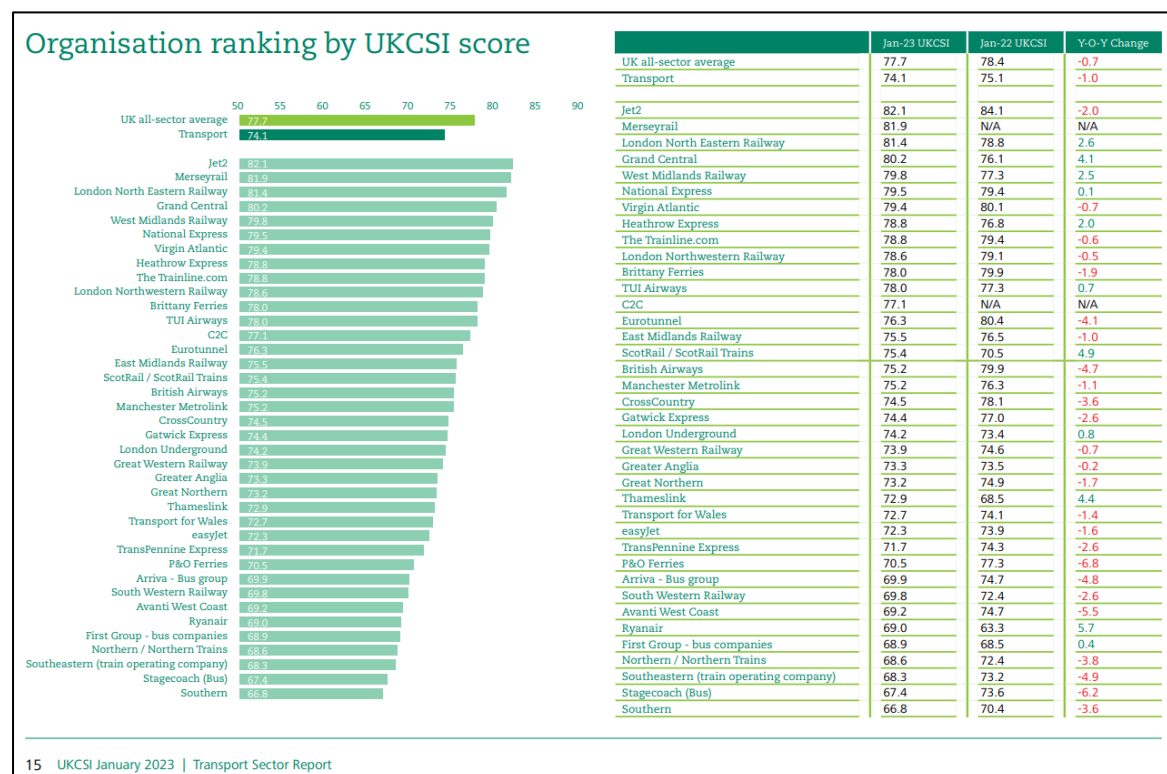
We continued to monitor trains going into service from across the business, ensuring any failures are reported to ensure high levels of availability were considered pre-service entry. If units required additional servicing during service, we would arrange swap outs to facilitate this. We seek to ensure all trains leaving depots at start of day have a least one toilet operational; if a toilet is deemed unserviceable during its operational duty, we will look where possible to couple this train to another, which would allow customers to access another toilet enroute. This train is then returned to the depot to have attention by end of day.

## 4. Customer satisfaction

### UK Customer Satisfaction Index (UKCSI): Transport Sector Report

The UKSCI is an independent, objective benchmark of customer satisfaction on a consistent set of measures on over 250 organisations and organisation types in 13 sectors. The UKSCI provides a unique way of tracking and comparing customer satisfaction performance across the UK economy.

#### Organisation ranking by UKCSI score



GA ranked 23<sup>rd</sup>, up from 27<sup>th</sup> in January 2022, with 73.3 UKCSI, which was a decrease of 0.2% from January 2022. This is less than both the All sector and Transport sector average decline.

## 5. Complaint handling refunds and compensation for non-compliance with service quality standards

Greater Anglia welcomes feedback from customers, and when things go wrong we want the opportunity to try to put them right. Our customers can get in touch with our Customer Relations team several ways – using our dedicated webforms accessed via the Greater Anglia website, by email, via the telephone or by writing in using our customer contact forms, available from staffed locations, or to our freepost address. We recommend using the webforms as a method of contact because this format enables our customers to provide comprehensive information, and upload images in just one step which in turn helps us to respond swiftly. We endeavour to respond to 90% within 10 working days, and to fully answer 95% of all complaints within 20 working days.

Every customer contact is provided with a unique reference number, and customers completing a webform or email will receive an automatic acknowledgement response which provides their reference number, contact information in the event of urgent information, and information which signposts to the Greater Anglia complaints handling policy, our Always Listening Survey and the ORR customer satisfaction survey. We hope we can resolve matters for our customers however if we can't, or a customer wants to understand about the role of the Rail Ombudsman we also provide contact details about the Rail Ombudsman in our acknowledgements to customers.

If a customer is unhappy with our initial response the complaint may be referred to a more senior member of staff, who has not previously been involved in the complaint, to undertake a review and to respond. If the customer remains unhappy following this further review, and if we are unable to reach a solution to the customer's satisfaction then we will signpost the customer to the Rail Ombudsman and provide a Deadlock response in line with the agreed industry approach. The Rail Ombudsman may offer a further, independent review of the complaint, or if outside of the scope of the Rail Ombudsman they may refer the customer to Transport Focus or London TravelWatch.

Greater Anglia aim always:

- To investigate all complaints as necessary, and respond in a sympathetic, fair, timely and courteous manner
- To provide a response which is easy to understand
- To use the feedback received from customers in a positive way to help improve the service offered.

Further information regarding our procedure and policies can be found in the following places:

### **National Rail Conditions of Travel:**

[https://www.nationalrail.co.uk/times\\_fares/conditions-of-travel.aspx](https://www.nationalrail.co.uk/times_fares/conditions-of-travel.aspx)

### **Complaints Handling Procedure:**

<https://www.greateranglia.co.uk/about-us/our-performance/customer-complaints>

### **Passengers' Charter:**

<https://www.greateranglia.co.uk/media/9736/download?inline>

### **Key Statistics:**

Measure	2022-23 result
Total number of complaints received	14072
Total number of responses to complaints	14217
Response targets:	
Within 20 days – 95.00%	97.28
Within 10 days – 90.00%	99.96

## Top Five Complaint Classifications:

Complaint Classification	2022/23	Additional Information
Facilities on board	4311	Due to maintenance, operational issues and service disruption Greater Anglia may not always operate our services with First Class accommodation on our Norwich – London Liverpool Street services. Because we recognised that this disappointed customers, we made it easier for them to get a refund in the difference between the cost of their First-Class ticket, and the Standard Class cost of their journey by ensuring that our Conductor colleagues who operate our trains between Norwich and London Liverpool Street have cards to endorse and provide to customers. We also recognised that most customers contact Greater Anglia by email or by using our webform, so the webforms were adapted to enable customers to select 'Problem with First Class Service'. This enables customers to succinctly tell us about their journey and enables us in return to respond promptly making arrangements for the difference in cost. Greater Anglia have also updated the website to ensure that we highlight to customers the trains which are scheduled to run without First Class. We also removed the option to purchase First Class Advance Purchase tickets for those scheduled services to reduce disappointment. We continue to offer catering facilities on our Norwich – London Liverpool Street route, and where Airport Stadler trains are in service on our Norwich – London Liverpool Street route we do not have a café bar in operation however an at seat trolley service is in place. Where alternative train rolling stock is in use, we have from February 2023 adapted our way of working to ensure a trolley service of refreshments is available to customers. From March 2023 an internal taskforce was established within Greater Anglia to look at the various aspects of our First-Class service.
Punctuality and reliability	2195	Engineering works in 2022-23, alongside Industrial Action, impacted customer perception of punctuality and reliability. Engineering works for CrossRail and other major infrastructure changes, such as bridge renewals on the Hertford line also caused customer frustrations. Greater Anglia punctuality April – June was at a high, reported by The Office of Rail and Road as 87.4% for the period, with nationally only Transport for London and the Elizabeth Line bettering Greater Anglia during April-June 2022. In June only 14% of delays were caused by Greater Anglia, however we recognise our customers buy a ticket to travel with us. September and January saw two significant events where overhead lines/train pantograph issues resulted in disruption to customers. For the year overall most disruption to our trains and customers was due to track, signaling and overhead equipment. Trespass events also continue to impact customer journeys. Greater Anglia Twitter team work to alert customers to disruption, and information is updated on our website as events occur.
Ticket and refund policy	2078	Most complaints were linked to Industrial Action dates throughout the year. With an increase in customers bound for Stansted Airport we noticed in June and July that most contacts were from customers travelling into/out from Stansted Airport. Greater Anglia followed industry agreed methods for displaying information about refunds, however amended our telephone IVR messaging mid-year to place refund information to the fore, and to help direct customers to self-service through the dedicated refunds pages on our website.
Compensation Claim Process	1204	With season ticket holders directed to claim Industrial Action 'Did Not Travel refunds' via TOC Delay Repay processes Greater Anglia adjusted our Delay Repay portal to enable customers to submit claims. We adapted and made changes as the year progressed to make clear the signposting towards refund arrangements because of Strike Action, and where customers were seeking a Delay Repay under usual Delay Repay compensation arrangements. Because of the support to customers this did lead us to need to use the Customer Relations team to reach out and assist customers who were unclear about the process they should follow. From May 2022 we were also aware that a small number of customers were affected by a merchant banking issue affecting Mastercard. This issue was not Greater Anglia specific however once we established there was a card industry issue, we put in place an opportunity for customers to reselect either the same bank/credit card for their delay repay payment to be sent to, or to opt for another card which has gone some way to alleviating customer dissatisfaction and improve the process for our customers. During 2022 Greater Anglia also noted that some customers were unwittingly inputting incorrect ticket information into our Delay Repay portal and this prompted Greater Anglia to make changes which ensure that a claim can only be submitted online if key information is correctly input. This has reduced rejection rates and improved customer service.
Attitude and helpfulness of staff	757	Greater Anglia Customer Experience Board and the Area Management team for the stations on our network receive information about staff complaints. Trends are analysed and challenged. At ground level the station managers and other frontline managers responsible are always sent any complaint about staff to ensure that this is followed up locally. Analysis from October, November and December found that most complaints were in relation to staff operating gatelines at our larger stations – London Liverpool Street, Colchester, Chelmsford, and Stansted Airport. These complaints were usually associated with ticketing irregularities. A specific Liverpool Street working group has been established to look at all areas of service we offer at this station including, but not limited to, how we can improve customer awareness of ticket restrictions, contactless acceptance etc. The Stansted Express website home page has a clear banner about ticket acceptance to help support customers visiting the site to make the correct ticketing choices.

## 6. Assistance provided to disabled persons and persons with reduced mobility

We offer assistance to customers either on a booked or 'turn up and go' basis. We can help with all aspects of a journey, such as:

- Planning and choosing the best trains, times and tickets
- Advising what facilities are available onboard and at the stations
- Purchasing tickets
- Getting on and off the train
- Moving between platforms and around the station
- Passenger Assistance can be booked up to two hours in advance via one of the following methods:
  - Telephone: 0800 028 2878
  - Text Type: 18001 0800 028 2878
  - Passenger Assistance (by Transreport) apps
  - Webform: [booking.passengerassistance.com](https://booking.passengerassistance.com)

Our Assisted Travel team checks the accessibility of the stations the passenger requires assistance to/from and will arrange alternative accessible transport if required. A booking confirmation will then be sent to the passenger by email, or by post on request.

Assistance will be provided by staff who are either based at stations, onboard our trains, or are mobile. We advise customers to arrive at the station 20 minutes before their departure.

When assistance has not been booked, we will provide the support required whenever possible and with minimum delay. Sometimes there may be a short wait for staff to be available, but we will always aim to assist as quickly and safely as we can.

Ramps are provided to assist with boarding and alighting all of our trains where required and staff are trained to use these. Assistance alighting our services at the train's destination station will be provided within five minutes of the service arriving.

Our station staff and onboard staff follow the industry handover protocol to call ahead to the customer's alighting station to ensure that they are aware of the passenger's arrival.

Our frontline teams have access to the Rail Delivery Group's Passenger Assist system to be aware of customer bookings, log unbooked assistance delivered, and update customer journey status, including when assistance has not been delivered to a customer.

If customers are travelling from an unstaffed station (except those served by train crew) and have not booked assistance, we ask them to press the help (ticket assistance) button on our Ticket Vending Machines. This will connect them to an agent at our 24/7 call centre in Norwich. We will then do everything we can to help customers with their onward journey. We do ask customers to note that it will take longer for their assistance to be organised and arrive if not pre-booked from unstaffed stations. If customers are travelling from a station where assistance is served by train crew, customers 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 the stations to explain this, and ask customers to wait in a safe place away from the platform edge before moving forward after the train has arrived.

Full details of what customers can expect from our Passenger Assistance procedure can be found in our Accessible Travel Policy on our website: [Accessible Travel Policy | Greater Anglia](#).