

Northern Accessible Travel Policy

Updated for 2025

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Commitments to providing assistance

Northern are committed to supporting everyone in the communities we serve, including older & disabled people, families with pushchairs & small children and those who need more time to board or alight to use the railways confidently.

Northern strives to provide rail services which are accessible to all, so that customers can travel with confidence, safe in the knowledge that support is available at each stage of their journey when needed.

Our commitment to supporting all customers, particularly older and disabled people, to travel with confidence includes offering the following:

- assistance at our stations and on our trains, or when making connections
- alternative accessible transport when our stations or trains are inaccessible
- clear, consistent and up-to-date customer information
- a range of discounts to reduce the cost of travel for disabled people and a companion

This document, our Accessible Travel Policy, sets out our policies and approach towards providing assistance for older and disabled customers, and those who simply need some support to make their journey.

Our customer leaflet, 'Making Rail Accessible' provides a practical guide, explaining what we do to assist older and disabled customers who travel with us and the standards of service they can expect. It is available at all staffed stations which we serve and on our website: northernrailway.co.uk/accessibletravel

In this document we provide information, so you understand how we plan to meet your expectations when you are using our services including travelling with Northern. We will explain how to find details of the assistance available, facilities and information you will need to plan your journey.

Booking and providing assistance

Passenger Assist

If you can arrange your travel in advance, we participate in an assistance booking system called Passenger Assist. This is a rail industry-wide system used to book assistance at stations for passengers during their journey and to reserve seats and wheelchair spaces on trains where reservations are available. We will provide assistance, when booked through Passenger Assist, at any station during the hours that trains are scheduled to serve that station. Details of these times are included on the individual station pages of the National Rail Enquiries website: nationalrail.co.uk

We work with other train companies and station operators to agreed processes for booking and providing assistance. This means that if your journey involves a change of train onto other operators' services, assistance can be booked through a single point of contact. We can book assistance for your whole rail journey, even where part of the journey is with other train operators, or where our services call at stations not managed by us.

When booking assistance our Passenger Assist team check the station accessibility information, which is also available to view on the National Rail Enquiries website, to consider your individual needs and to ensure there is enough time to make any connections in your journey. We can provide station information by post on request, including in alternative formats such as large print.

We will also offer you the opportunity to purchase tickets for your journey when booking assistance and, where it is possible, make reservations on trains including priority seats and wheelchair spaces. Tickets can be collected from ticket machines at most of our stations or be dispatched by post (please leave five working days for delivery).

To book assistance, please contact our Assisted Travel team who are available 24 hours a day, seven days a week when trains are running. We are not open Christmas Day.

Phone: 0800 138 5560 (Freephone, including from mobiles)

Email: assistance@northernrailway.co.uk

Online: northernrailway.co.uk/accessibletravel

We will provide booking confirmation by email, where you have provided your details; or by post if requested.

We commit to sufficient resourcing so that your call will be answered within 30 seconds and we aim to respond to emails and online requests to book assistance within 2 working hours. We monitor our performance against these targets on a regular basis.

Recommended notice period for booking assistance

We currently recommend that you book assistance, which can be booked up to two hours prior to travel, in order that we can make arrangements for the assistance you require. However, we understand that this is not always possible, so don't worry if you are not able to book assistance in advance. Many of our stations are staffed and all our trains have conductors, so where staff are available, they will always assist you, where reasonably practicable.

Assistance at stations

Northern manages 467 stations, and the facilities at these stations vary considerably across the network. Many of our stations are staffed, while some have staff presence for part of the day and the remainder have no station-based staff.

When booking assistance, if your journey involves a station which does not have staff available at the time you are travelling, our Passenger Assist team will take this into account, together with the type of assistance you require and the overall accessibility of the station to ensure you can complete your journey. If our Passenger Assist team believes there is any risk of you not being provided with sufficient assistance at a particular station, they will discuss options with you and provide an alternative journey plan, assistance or transport to get you to your destination.

If you have not booked assistance when you arrive at a station, please speak with a member of staff or at an unstaffed station, please proceed to the platform and attract the attention of the conductor when the train arrives. Our conductors are trained to look for customers who may need assistance when arriving at a station. Most Northern services are two and three car trains, and therefore when a train arrives at an unstaffed station, the conductor is clearly identifiable on the platform.

When you have boarded a train, our station staff will communicate with the conductor and destination station staff, where appropriate, to ensure you are provided with assistance to get off the train. Where station staff provide assistance at both the origin and destination station, the destination station will be contacted. Each station will have a dedicated number and a responsible member of staff so that assistance can be efficiently communicated and delivered. In addition, to improve the reliability of assistance, we will adhere to a handover protocol as detailed in the ORR Accessible Travel Policy guidance.

When a Northern train arrives at a station, our staff will ensure that customers who have booked through Passenger Assist are assisted off the train as soon as possible. At terminating stations, we aim to provide assistance to alight within five minutes of the train's arrival into the station. Our staff will assist all passengers at Northern managed stations to board and alight trains.

Boarding Ramps

Portable ramps are available at staffed Northern stations and on board all our trains to facilitate boarding and alighting. The ramps are specifically designed to fit the train you are travelling on, so that customers with reduced mobility can safely move onto and off the trains.

Ramps are available for all customers who require assistance. If you have not booked assistance, please advise a member of station staff where available, or the Conductor who will arrange for the ramp to be put in place.

Changes and disruption to services

When a journey changes, or we experience disruption to services, we will provide information about changes to train times, and alternative travel arrangements, in both audible and visual formats by Public Address announcements and Information Screens displayed at stations and on our trains. Where reasonably practicable we will attempt to contact customers regarding any booked assistance affected by changes to our services where the changes are known in advance of the day of travel.

Where reasonably practicable, for significant changes and disruption during a journey, conductors will pass through the train to check if customers require further support, and where possible, provide assistance as required. Staff will always pass through the train to assist customers where a train is being taken out of service before its final destination.

Our Mobile App and website show live train times, and help points are available at many stations providing a link to our Customer Experience Centre who are also able to assist you in continuing your journey.

During planned engineering works, we provide clear information at stations to advise passengers of replacement transport options, by signage including posters and announcements.

Occasionally a train's departure platform needs to be changed at short notice. Such a change will be shown on the customer information screens and will be announced audibly as soon as possible. When a change occurs, station staff where available will provide assistance and information to ensure you reach the revised departure platform, if it is accessible to you, as efficiently as possible.

Assistance with onward travel – buses, taxis and trams

If your journey involves onward travel by another means of transport, where practicable our station staff will assist you to the relevant bus stop, pick up point, taxi rank or tram stop within the station boundary. They are also able to provide information about local transport, including bus services and taxi companies.

Our conductors can provide assistance to get on or off the train, however they are not able to provide assistance around the station.

Information about the availability of accessible taxis which serve our stations is displayed on the information poster at each Northern station and is available from our Customer Experience Centre, who can also advise on local taxi firms who operate accessible taxis. Where possible, we also include this on station information posters. Furthermore, as contracts are renewed, we will require that all taxi companies contracted to use taxi ranks at our stations must supply an accessible taxi on request.

For further information on local bus and tram connections, contact Traveline on 0871 200 2233 or visit traveline.info

Assistance with luggage

We recognise that luggage can be difficult to manage in the station environment for many disabled and older people. Larger stations have luggage trolleys and our passenger assistance team can advise where these are available. Older and disabled customers who are unable to use these, can prebook assistance, providing luggage can be safely carried by members of our stations team at staffed stations and by our conductors at unstaffed stations. Assistance is also available if you prefer to turn up and go, rather than booking help in advance. Where the station is staffed, assistance can be given in taking customers and their luggage from train to station entrances (and vice versa) and when transferring between trains; wherever reasonably practicable.

Our staff must be able to lift luggage items safely, so please bear in mind the limits set out in the National Rail Conditions of Travel, which state that you may bring with you up to two large items, and one small item.

Seats on trains

We currently do not offer seat reservations on any Northern service, and our Passenger Assist team will make this clear when booking assistance for you. However, our conductors will make every effort to assist older and disabled passengers to find a seat on-board.

Priority seating, which has extra legroom and is situated near the train doors, is available on all of our trains. Priority seats are clearly labelled, and other passengers are requested to give up the seat, if required by an older or disabled person.

Wheelchair spaces are available on all our trains, and our conductors assist in ensuring these dedicated spaces are kept clear and wheelchair users are given priority for this space.

We also offer a priority seating card scheme, which you can use to let our staff and other customers know that you require a seat. These cards are available from our Customer Experience Centre team.

Assistance dogs

Assistance dogs are welcome on all Northern trains, free of charge, and can travel in any part of the train. Our conductors will be happy to ensure that you are in the most appropriate seating on board the train, to make the journey comfortable for both you and your dog.

Information provision

Our Accessible Travel Policy leaflet for customers – Making Rail Accessible

To complement this Accessible Travel Policy document, our customer leaflet, 'Making Rail Accessible' provides a shorter, practical guide, explaining what we do to assist older and disabled customers who travel with us and the standards of service they can reasonably expect.

It is available at all staffed stations which we serve and on our website in PDF format: northernrailway.co.uk/accessibletravel which is accessible using screen readers or other software with accessibility features (for example, Adobe Reader).

Alternative formats such as audio and large print versions of both this leaflet and our Accessible Travel Policy are available on request, by calling our Customer Experience Centre by phone or Text Relay, and on our website, free of charge. We aim to provide this to you within seven working days.

Additionally, through our relationship with local authorities, government agencies and accessibility groups across the North, we will promote our services at selected key locations where public services are provided (e.g. libraries, GP surgeries, job centres, Citizens Advice branches, hospitals and post offices). We are currently evaluating how to best engage the communities we serve, particularly to go beyond traditional channels such as displaying information in railway stations.

Noting the broad geography of our network, this will include a variety of approaches, including collaborating with local user groups, Community Rail Partnerships and station adopters. Rail has an important part to play in improving social inclusion and reducing loneliness for older people.

We also display poster notices, at a height accessible to wheelchair users, at each station Northern manages advising customers how to obtain the Making Rail Accessible leaflet and policy document.

Stations and train accessibility information

We will ensure that accessibility information relating to our stations and trains is readily available to you and is kept up to date.

In order to achieve this, we will maintain this information on our accessibility hub available at: northernrailway.co.uk/accessibletravel which is accessible using screen readers or other software with accessibility features (for example, Adobe Reader) and can be easily accessed via personal mobile devices. Alternative formats such as audio and large print versions of both this information and our Accessible Travel Policy are available on request, by calling our Customer Experience Centre by phone or Text

Relay, and on our website, free of charge. We aim to provide this to you within seven working days.

We will also provide the same information for use on the National Rail Enquiries website to ensure consistency of information.

Step-Free Stations Map

To enable customers to plan their journey, we have produced a map showing all the stations served by Northern trains, which shows the level of step-free access available at each station. The map is available here, printed versions and alternative format are available on request northernrailway.co.uk/accessibility-hub/at-stations

Station accessibility information

For information on whether the following accessible services and facilities are available at any station operated by Northern please see our website northernrailway.co.uk/stations or National Rail Enquiries/stations covering:

- Level of platform accessibility and how access is provided (e.g. lifts, ramps or steps)
- Blue Badge Parking
- Accessible Set Down and Pick-Up Points
- Ticket office opening hours
- Meeting Points for assistance
- Staffing hours and Assistance availability
- Accessible Ticket machines
- Customer Information systems
- Help Points (either staffed or audio contact with our Customer Experience Centre)
- Accessible toilets (including National Key toilets)
- Induction Loops
- Tactile paving
- Station Wheelchair availability
- Accessible waterproof waiting facilities
- Catering facilities
- Secure Station Accreditation

Train accessibility information

An overview of each type of train used on Northern services is available on our website, northernrailway.co.uk/trains, including information on the general accessibility of each type and details of the routes on which different types of train are scheduled to run.

Northern operates both new and refurbished trains, all of which have:

- Two wheelchair spaces
- At least one Accessible toilet
- A Boarding ramp
- Designated priority seating
- Audible information
- Visual information
- A conductor to provide assistance during the journey on every train.

Passenger journey information

We understand it is important for you to trust and have confidence in the information we give. Some customers may travel by rail infrequently and therefore may not know where or how to access important information, particularly during delays or during times of disruption. This section explains how we communicate accurate, clear and consistent information to you, especially if you have mental, intellectual or sensory considerations, at every stage of the journey – whether at home, online, on the move, at the station or on the train. Wherever possible, we aim to provide clear and consistent audible and visual information: both at the platform and on the approach to stations.

Stations – audible and visual information

Many of our managed stations have a combination of customer information screens and automated public announcements providing accurate, clear and consistent audible and visual information.

At larger stations, a train's departure platform will sometimes need to be changed at short notice. The platform number will flash on the information screen to indicate that it has changed and the same information will be announced audibly as soon as practicable.

When a change occurs at staffed stations, where possible, our platform staff will provide assistance and information to ensure you reach the revised departure platform, if accessible to you, as efficiently as possible.

In the unlikely event the platform is not accessible to you, we will discuss options with you and arrange alternative transport, for example, a taxi, to the nearest station accessible to you, so that you can continue your journey.

At most of our stations, accessible Help Points are in place that enable customers to speak with a member of our Customer Experience Centre who will provide any information you require for your journey.

Trains – audible and visual information

We are committed to providing important audible and visual travel information on board the train in a format which is easy to understand.

All our trains are fitted with public address systems, and our conductors are trained to make clear and concise announcements giving train information, including details of the next station, and will do so on all services that do not have pre-recorded announcements.

Conductors are also trained to consider the needs of visually impaired, deaf or hearing-impaired people, when providing information. If your journey is disrupted, the conductor where possible may walk through the train to provide information and support customers. Announcements will provide enough time for you to prepare to alight the train, particularly if you require assistance.

The onboard information system is connected to rail industry systems and displays relevant information, including:

- real-time information on the progress of the train
- information relating to the next station at which the train is to stop, including information about connections
- advice on alternative routes and trains available in the event of any delays or service disruption

Conductors have a smart device and can look up and pass on disruption information as well as details of connecting services, facilities at stations and train running.

Connections and wayfinding

We work closely with local authorities to ensure that stations are clearly and consistently signposted from local roads. We also liaise with local authorities in the maintenance of Station Travel Plans for many stations, which include signage and interchange for other modes of transport. This is the responsibility of the Travel Integration and Accessibility Manager.

We are investing in stations, and part of this investment is replacing and renewing signs that are no longer fit for purpose. In making these changes we consider industry best practice, using sections K1– K8 of Design Standards for Accessible Railway Stations: A Code of Practice, March 2015, which provides standards and guidance on signage at stations.

Our Passenger Assist booking team and station staff will provide you with information on how to make connections with other modes of transport, both prior to your journey and when travelling through our stations. There is also a useful information poster displayed at all Northern managed stations, which provides onward connection information and local maps.

When planning our train timetables, we consult with all local authorities and Community Rail Partnerships in the locality that our services run to, so we make sure the needs of local communities inform any decision we make concerning train service provision.

Ticket offices, information points, Help Points and our Customer Experience Centre

You can obtain information about the services provided by Northern and all other train companies which serve the station from station staff. In addition, larger stations, such as Leeds and Manchester Victoria also have dedicated information points located on the station concourse, with clear signage to their location within the station. The information points have variable height counters with information screens and leaflets positioned so that they can be accessed by everyone.

At staffed stations, service information is available from station staff. In addition, accessible help points are available, which will put you in contact with a member of our Customer Services team who will provide any information you require for your journey. Where assistance is delivered by Northern station teams, a clearly marked Meeting Point is provided so customers with booked assistance can locate and meet our staff.

At unstaffed stations, accessible Help Points are usually in place that enable customers to speak with a member of our Customer Experience Centre who will provide any information you require for your journey. In addition, an information poster is displayed at a height that can easily be read by a wheelchair user, at all Northern managed stations, which provides contact details, including freephone telephone number for our Customer Experience Centre, who are available 24 hours a day, seven days a week when trains are running. This includes a text relay service for customers who wish to communicate in this way.

We are committed to ensuring our staff, whether located on the station in person or in our Customer Experience Centre, have up-to-date information available to them on:

- The facilities, services and accessibility of all the stations at which Northern trains call. For consistency, this will be through access to National Rail Enquiries station pages
- Timetables for all Northern services
- Information on fares and ticketing
- Information relating to connections with other operators' train services
- Information regarding accessibility onto other forms of transport
- Delays, disruption, diversions and emergencies which affect the advertised timetable
- Confirmation of any arrangements that have been made through Passenger Assist, including bookings by other operators

Our website

Our website, northernrailway.co.uk works with screen readers, magnifiers, voice over software and in-browser accessibility functions, all of which is explained via a link on the homepage: northernrailway.co.uk/WCAG.

We also provide a homepage link to our Assisted Travel page, northernrailway.co.uk/accessibletravel which explains the Passenger Assist service in a clear and concise manner, using plain English and avoiding the use of rail industry jargon.

It provides the necessary contact information and provisions for you to book assistance and purchase a ticket to travel (including details of any national discounts available to disabled passengers or persons with reduced mobility). It also sets out information of on-board facilities and station information, including accessibility information, staff availability, our Customer Experience Centre opening times and disabled parking spaces.

It also provides links to pages which detail information on any temporary reductions in accessibility and any delays and disruptions to facilities and train services where relevant.

It also informs you of any restrictions on the use of mobility aids including wheelchairs and mobility scooters together with details on how to obtain a Mobility Scooter Permit for travel on certain Northern routes and the priority seating and assistance card scheme.

In addition, there is a link to access the 'Making Rail Accessible' leaflet and details of how to obtain it in accessible formats. We have also produced a BSL version as well as an Easyread version for simplicity, all of which are available on our website. We also provide guidance on how you can provide feedback or make a complaint, and we include information on the availability of redress in the event something has gone wrong for an assistance booking.

Ticketing and fares

If you are unable to buy a ticket before your journey, because our facilities are inaccessible or unavailable, you can do so without penalty during the journey or at the destination station and enjoy any reduction to which you are entitled, such as using a Disabled Persons Railcard.

We understand that disabilities are not always visible and if you are concerned about purchasing tickets, please contact staff on stations or on trains or our Customer Experience Centre for advice.

Our station staff and Passenger Assist booking team are also familiar with the accessibility of our various types of trains, and they are trained to ensure that the tickets you buy will be appropriate to travel on the correct type of train.

Along with all other train operators, we participate in several schemes offering discounted fares, which are detailed below.

If you are visually impaired

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

- Anytime Single or Return – 34% discount
- Anytime Day Single – 34% discount
- Anytime Day Return – 50% discount

No concession applies if you are travelling alone and you do not hold a railcard.

To obtain these discounts a document confirming your disability, issued by a recognised institution (for example Government Department, Local Authority, Guide Dog Ownership certification or RNIB) is required.

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

If you remain in your wheelchair for a rail journey

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

- Anytime Single/Return – 34% discount
- Anytime Day Single – 34% discount
- Anytime Day Return – 50% discount

The same discount will apply for one person travelling with you.

Disabled Persons Railcard

The Disabled Persons Railcard is a type of discount card for tickets that allows those living with disabilities to save up to 1/3 on rail travel. An adult travelling with the cardholder will also qualify for 34% reduction.

There are no time restrictions on the Disabled Persons Railcard, so you can use it to get a discount on tickets at any time of the day. Further details of eligibility criteria and how to apply for a railcard can be found at:

Website: disabledpersons-railcard.co.uk

Email: disability@raildeliverygroup.com

Call: 0345 605 0525

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

Disabled Persons Railcard discounts are available on tickets sold by our conductors, ticket machines, staffed stations and website & mobile app.

When purchasing a ticket on our website, there are prominent messages in place to advise customers that assistance is available for their journey. We continue to ensure that our contact centre and station staff offer our assistance service to customers who mention they have a Disabled Persons Railcard.

Senior Railcard

Available to anyone over the age of 60, a Senior Railcard provides the opportunity to save up to 1/3 on rail travel in the UK. Senior Railcards can be purchased online, over the phone or at any staffed station with your passport or UK driving licence as proof of age.

Further details of eligibility criteria and how to apply for a railcard can be found at:

Website: senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Call: 0345 300 0250

There may be other Railcards which are suitable for you. Please visit railcard.co.uk for further information.

Ticket machines

Most of our stations have ticket machines, which have been designed in compliance with the Department for Transport Joint code of practice (Design Standards for Accessible Railway Stations, March 2015, section N2. Ticket sales points) and can issue tickets at the reduced rate to holders of a Disabled Persons Railcard and their companion.

Ticket gates

Automatic ticket gates are in place at many of our stations and we always provide at least one wide aisle gate. When the gates are operational there will always be a member of staff on hand to support you to use them. We will ensure that these are locked open when the station is unstaffed, or when ticket gate staff are not in attendance.

Purchase of Advance tickets

Where Advance tickets are available for purchase, we advise that you check that the required facilities (for example, accessibility of the train type) are available for the journey you are making before purchasing tickets. This may particularly apply for through journeys involving more than one train operator.

Alternative accessible transport

If a station you wish to travel from is inaccessible to you, we will provide alternative transport, at no extra charge, to the nearest or most convenient accessible station to enable you to continue your journey. For example, if there is only access via steps to some or all platforms or the train is not accessible to you, we will arrange alternative accessible road transport (such as a taxi) for you to the nearest suitable alternative station that is accessible to you. Please contact our Passenger Assist team, who will discuss your needs in order to arrange appropriate assistance. We recognise that circumstances will vary for individual passengers and we will consider your needs when discussing alternative transport options. Similarly, if you are unsure whether the station or train you intend to use is accessible to you, please call contact our Customer Experience Centre.

Wherever possible, we aim to ensure you can travel by rail for as much of your journey as is practicable. Northern have established and comprehensive contractual arrangements with coach, bus and taxi companies across the North to provide alternative transport arrangements, including a variety of accessible vehicle providers. We have contractual commitments with our road transport supplier to ensure all bus & coach vehicles comply with Public Service Vehicle Accessibility Regulations (PSVAR), or in exceptional circumstances operate under special authorisation pursuant to s.178 of the Equality Act 2010.

When we cannot run rail services due to engineering work or a replacement timetable, we aim to use rail replacement buses or coaches which are accessible. At least 12 weeks before all major planned engineering works, we will take appropriate steps to assess the requirement for accessible vehicles that are compliant with PSVAR and alternative accessible vehicles for use as substitute transport.

Northern work with a range of suppliers for rail replacement transport so that accessible vehicles are always provided wherever possible. If a vehicle does not meet your needs, we will provide alternative transport options, which our station staff or rail replacement co-ordinators will discuss with you.

When we cannot run rail services due to short notice disruption to advertised train services, for whatever reason, we will use the same approach as outlined above.

Mobility scooters and mobility aids

Wheelchairs

All Northern trains can accommodate customers using a wheelchair, in the clearly designated spaces on board, providing they fit within the following dimensions:

- Width: 700mm
- Length: 1200mm
- Weight: 300kg (including the user)

If your wheelchair exceeds the above dimensions, please contact our Passenger Assist team on 0800 138 5560, who will be able to offer advice.

Our Northern Mobility Scooter Permit scheme

We know how important mobility scooters are for some of our customers. So, we're more than happy to accommodate certain types of mobility scooters on our trains.

We can accept mobility scooters on board our trains as part of a scheme at 'mobility scooter friendly' stations for journeys on 29 specified routes and over 160 stations. For full details please see our Mobility Scooter Policy on our website: northernrailway.co.uk/mobilityscooter.

Stations vary considerably across our network. The gradient of the boarding ramp between platform and train at many stations presents a risk for customers and staff, while others have narrow platforms which means there is insufficient space to safely turn mobility scooters when the ramp between platform and train is extended.

There are just a few things you need to know before you bring your mobility scooter with you on your journey.

What scooters we can take on our trains

We can carry most Class 1 & 2 scooters that:

- Are no more than 700mm wide
- Are no more than 1200mm long
- Have a turning circle radius of no more than 1500mm
- Weigh no more than 300kg (including the weight of the customer)
- Have an anti-tip device
- Have a maximum speed of 4mph

Class 1 & 2 mobility scooters can legally travel at speeds of up to 4mph on pavements. They're also only allowed on the road to cross from one side to the other.

Class 2 mobility vehicles that can be folded prior to boarding do not require a mobility scooter permit and can go on any train provided they are folded before boarding. Assistance can be requested to get them on the train.

You'll need a permit

If you do wish to travel with your non-folding mobility scooter, we ask you to apply for a permit under our Northern Mobility Scooter Permit scheme before you bring a scooter on our trains. This is so we can check it meets the standards that make it safe for us to take it on board. There's an application form for a permit at the end of the Mobility Scooter Policy document published on our website – just follow the instructions. Once you have your permit, please bear in mind it's only valid for the scooter you told us about in your application and between the stations specified.

The permit is also only valid for travelling with Northern

Other train operators and transport companies may not take your scooter on board, even if you show them your Northern permit. If you need to travel with another train operator or transport company for your trip, please make sure you check their arrangements for travelling with mobility scooters.

If you have been issued with a Permit for your scooter to travel between our 'mobility scooter friendly' stations, once you've got your scooter on board and safely positioned in the designated Accessible area, please follow any advice our staff give you to make your journey safe and comfortable. If you can transfer to a seat on the train, please do so.

Delays, disruption to facilities and services, and emergencies

We understand that disruption to facilities and train services can have a significant impact on both the accessibility of rail services to people with reduced mobility and the confidence of disabled people and other passengers with reduced mobility in travelling on the railway. Where disruption occurs, Northern is committed to doing everything possible to ensure that, wherever possible, customers can continue their journey.

If you have booked through Passenger Assist and any disruption to the advertised train service means your original arrangements, including connections are no longer valid, we will do our best to contact you and re-book any required assistance through Passenger Assist. We will request a contact number from you when you book assistance, which will help us to contact you in case of disruption. If we are unable to contact you for whatever reason, and disruption occurs during your journey, please ask our station staff or conductor for assistance.

During disruption we will provide information about changes to train times and alternative travel arrangements through the Public Address and Customer Information

Screens. Our App and website will include live departure times and passengers can use Help Points, where they are provided, to find further information.

In advance of planned disruption, we will place information on our website northernrailway.co.uk/accessibletavel for details of Rail Replacement Services.

In addition, at larger staffed stations, where reasonably practicable, we seek to deploy staff to the station concourse and platform to assist and support customers with alternative transport arrangements and other needs such as luggage. In the event of service disruption, we aim to use rail replacement buses or coaches which are accessible. We work with regular suppliers for rail replacement transport so that we can request accessible vehicles are provided during periods of disruption. However, this is sometimes more challenging when sourcing vehicles at short notice, particularly as the availability of accessible vehicles can be limited in some geographical areas.

In the event that a vehicle does not meet your needs, we will provide alternative transport options, which our station staff or rail replacement co-ordinators will discuss with you. We will make all reasonable endeavours to secure accessible rail replacements buses, coaches and taxis. If we are unable to secure accessible vehicles that are appropriate for the routes they would be used on, we will explain the reasons why.

Sometimes, particularly at larger stations, a train's departure platform will sometimes need to be changed at short notice. The platform number will flash on the information screen to indicate that it has changed and the same information will be announced audibly as soon as practicable.

When a change occurs at staffed stations, where possible, our platform staff will provide assistance and information to ensure you reach the revised departure platform, if accessible to you, as efficiently as possible.

In the unlikely event the platform is not accessible to you, we will arrange alternative transport, for example, a taxi, to the nearest station accessible to you, so that you can continue your journey. We will discuss available options with you wherever possible.

When the level of accessibility of facilities at a station is less than that normally provided, for example as a result of lifts breaking down or toilets being closed for refurbishment, we are committed to making every reasonable effort to provide replacement arrangements or facilities, wherever possible. This may involve making alternative transport arrangements for you to or from the nearest accessible station in the event of station lifts being out of order.

Emergency procedures

Every staffed Northern station has a local emergency plan which details the actions that station staff must take in an emergency. These plans include detailed evacuation arrangements and take into account the needs of disabled and older customers,

including those who use mobility scooters and wheelchairs. If you are a wheelchair user and you are in an area where no safe evacuation route exists, a place of safety will have been pre-identified for you (accompanied by a member of staff) to await rescue by the emergency services.

The assistance provided to disabled passengers varies between locations based upon a risk assessment and includes the need to identify those who may need assistance, provision of wheelchairs and ramps and identification of and direction to safe havens if normal evacuation routes are not accessible.

Our policy is not to evacuate wheelchair passengers or other passengers with significantly reduced mobility without the support of the emergency services unless the situation is life-threatening. on the type of incident and risks involved, we may move you to a safer part of the train until arrangements can be made to move the train to the nearest station. We will endeavour to ensure you are always accompanied. If it becomes essential to evacuate a train between stations, we will work closely with the emergency services to attend and provide assistance with the evacuation.

Station facilities

Left luggage

Northern does not currently provide left luggage facilities at any of our managed stations. Accessible left luggage facilities are provided by Network Rail at the following principal stations: Leeds, Liverpool Lime Street and Manchester Piccadilly. London North Eastern Railway provide facilities at Newcastle & York. Our Customer Experience Centre can provide more information about left luggage facilities, including contact details.

Station facilities and services

We are committed to ensuring that the information regarding Northern stations and train services is up to date. We want customers requiring assistance or particular facilities to be aware of any limitations and / or temporary changes or restrictions. For example, this includes:

- where stations have a physical constraint that prevents some disabled people from using it;
- where significant temporary work that affects station accessibility is being carried out;
- where there are changes to stations that would make them temporarily inaccessible (e.g. when facilities such as lifts and toilets at stations are out of order);

Our Travel Integration and Accessibility Manager has overall responsibility for ensuring the information provided on the National Rail Enquiries website, including the

Station Information page and Journey Planner, regarding accessibility and details of the times staff assistance is available at our stations is updated, including:

- Level of accessibility from station entrance to platforms (e.g. lifts, ramps, steps)
- Staffing hours and assistance availability
- Location of Meeting Points for assistance
- Accessible waiting rooms and toilets
- Accessible car parking and set down/pick-up points

For full details please see our up-to-date stations facilities section at northernrailway.co.uk/stations or visit the National Rail Enquiries website at nationalrail.co.uk/stations, for stations not operated by Northern.

Blue Badge parking

Car parking facilities are available at stations throughout the Northern network. At most stations there is a small charge, parking for blue badge holders is free of charge providing designated parking bays are used. Information about our car parks can be found at northernrailway.co.uk/stations. Most larger stations have a tarmac or concrete surfaced car park, with designated parking spaces available for Blue Badge holders marked by the International Symbol for Access.

Our Station Managers and car park contractors are responsible for the ongoing monitoring of the use of designated parking bays in station car parks to ensure that motorists without disabled parking badges are not using the designated parking bays.

Where offences are identified, penalty notices are issued supported by photographic evidence. The initial penalty notice is £50, which escalates to £100 if the penalty notice is not paid or successfully appealed within 28 days.

We regularly review the demand to ensure that we have sufficient car parking spaces available and commit to providing to the Department for Transport on a periodic basis the usage figures for Blue Badge spaces where the number of designated disabled parking spaces is less than 5% of the total number of parking spaces available.

Alterations to facilities

When our advertised facilities and services are not available, at a station and or on-board our trains, we will make every effort to provide alternative facilities.

Should the facilities on which you rely for your journey become temporarily unavailable on a train or at a station, we will update the system within 24 hours of notification of a problem and provide an estimated time for when the facility will be functioning again. If we have your contact details our Customer Experience Centre will endeavour to contact you by email, telephone or text relay, this includes:

- Where stations have a physical constraint preventing use by some disabled people
- Where significant temporary work affects station accessibility
- Where changes to stations make them temporarily inaccessible (e.g. lifts or station toilets out of order);
- Where changes to train facilities materially affect disabled customers – e.g. the temporary use of inaccessible trains – where reasonably practicable to do so; and
- Emergency engineering work

Our commitment to provide this information includes instances when stations or trains become inaccessible in the short or longer term. This information will be available to our station staff and to you through our website, Customer Experience Centre, Passenger Assist team and station Help Points. As part of our ongoing review process, we will update the information on our website to ensure the details are current.

Third party provided facilities at Northern managed stations

We will make every effort to ensure that any services and facilities provided by a third party are as accessible as possible; this requirement will be included in the relevant contracts and enforced by our station property management team. Where reasonably practicable, our Station Managers monitor the services and facilities provided by third parties, to ensure they are not located where they will cause an obstruction. While third-party service providers have their own duties under the Equality Act, we will make every effort to ensure that any services and facilities provided by others, such as station catering outlets, are accessible to you.

Station entrances

We will maintain the accessibility of our stations and will not permanently close any station entrances without first consulting with the Department for Transport (DfT), Transport Focus and local access groups and receiving approval by the DfT. From time to time we may need to temporarily restrict access to stations, e.g. due to improvement work. If this happens, we will ensure the needs of older and disabled people are considered and will provide adequate information and a suitable alternative if necessary.

Redress: what to do if something goes wrong with assistance

Customers are at the heart of all that we do, and we work hard to ensure we deliver assistance in the right way for every journey. However, sometimes things go wrong, and we may not be able to provide the level of service that we promised.

When assistance has been booked through Passenger Assist but has not been provided as you expected, please contact our Customer Experience Centre and we will investigate why this happened, and what action we intend to take to ensure it does not reoccur.

Our Customer Experience Centre can be contacted by:

Phone: 0800 200 6060 (Freephone, including from mobiles)

Text Relay: 18001 0800 200 6060

Email: complaints@northernrailway.co.uk

We understand the inconvenience caused when assistance is not delivered, so we will also provide you with appropriate redress for your journey.

We aim to make the process of raising an issue as simple as possible, so we provide details of how to do so in our Making Rail Accessible leaflet and on our website: northernrailway.co.uk/accessibletravel

If the issue arose when you travelled on a Northern service, we will own the response and resolution of the issue. If your journey involved multiple train companies, we will co-ordinate a single response on behalf of all operators involved. If the substantive part of the assistance not delivered was while travelling with another train operator, to ensure you receive the best response we may arrange for the complaint to be transferred to them. We will always ask for your consent prior to doing this.

Our arrangements do not affect or limit any rights you have as a consumer under, for example, The Consumer Rights Act 2015, to a different level of compensation, including consequential loss, where Northern is at fault.

We always consider each claim made to us on its individual merits.

Strategy and management

In this section we set out how we:

- Embed the provision of services to disabled people within our business and our project planning
- Will continue to improve access to the railways for disabled people and those with reduced mobility

- Ensure our staff have the resources, skills and confidence to deliver assistance to customers
- Measure the success of our Accessible Travel Policies.

Strategy

Northern strives to provide rail services which are accessible to all, so that customers can travel with confidence, safe in the knowledge that support is available at each stage of their journey, when needed.

We are committed to assisting and enabling people to use the railways confidently, considering the wide range of different needs of disabled and older people, and continuously improving the quality and reliability of assistance available.

We work with our rail industry colleagues, operators and regulatory authorities, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Community Rail Partnerships, Rail Ombudsman and other stakeholder organisations, especially those representing all customers, to further improve the information, facilities and services we provide.

Our Accessible Travel Policy fulfils our obligations under our Passenger and Station Operator Licences, the DfT's Design Standards for Accessible Railway Stations: A Code of Practice 2015, the ORR Accessible Travel Policy Guidance 2020 and takes into account the provisions within the Equality Act 2010.

We will ensure that new facilities on our trains and at the stations we manage are designed to meet the standards of the Persons of Reduced Mobility Technical Specification for Interoperability (PRM-TSI) regulations as will all projects which replace and/or renew existing facilities. Whilst we will make every possible effort, should we for any reason not be in a position to meet these standards on stations we will consult the DfT at the earliest stage in the design process so that suitable alternatives can be considered, and dispensation sought from the Code of Practice 2015 referenced above.

Management arrangements

The provision of services to disabled and older people is an integral part of our business planning process, championed by our Travel Integration & Accessibility Manager, and our Commercial & Customer Director who is the Board Level Accessibility Director for Northern.

Establishing and maintaining our Accessible Travel Policy is a condition of our Passengers' Licence and Station Licence. For compliance purposes the Commercial & Customer Director and our three Regional Directors are currently accountable for both licences.

Our Travel Integration & Accessibility Manager has responsibility for implementing our Accessible Travel Policy. This includes consulting with disabled people, community groups, and charities to understand where services and facilities do not meet the needs of disabled people, and then work with the internal teams to prioritise funding requests and tie in with other projects where possible. In collaboration with the Head of Customer Experience, this role will liaise with the relevant directorates and managers across the Northern business to work on the specific tasks that compliance with the Accessible Travel Policy necessitates.

In formulating business cases for investment in new facilities, the Head of Customer Experience will assess the likely return on investment of improvements for disabled and older customers. Such business cases will therefore consider the likely revenue increase as a result of making our services and facilities more accessible to all customers. Their success will be monitored via customer feedback, relevant passenger survey results and the return on investments by increased ticket sales.

Monitoring and evaluation

We have a culture of continuous improvement and will therefore measure the quality of service relating to assistance provided. Many of our service quality metrics are reported to the Office for Rail & Road and published in the Northern Customer Report which we publish on our website northernrailway.co.uk/legal.

The tools that we will routinely use to measure the quality of service given to disabled passengers include:

- Monitoring complaints about assistance
- Monitoring complaints about facilities being inaccessible
- Outputs from our internal Service Quality Audits which tests our services and facilities
- Feedback from the Northern Accessibility User Group
- Holding an accessibility event at Northern's annual Community Rail Conference to engage and receive feedback from stakeholders.
- Using Passenger Assist booking data to track trends in assisted booking and monitor growth and usage, and
- Providing post-travel surveys for customers who have booked assistance to give feedback on their experience. These will complement the ORR's national survey of Passenger Assist users and help us better understand customer needs.
- Mystery shopping focusing on accessibility facilities and support.

Periodic progress reports will be provided to the Board of Directors, highlighting the action Northern is taking on improving travel for disabled and older people, and our performance against the metrics we set out above.

We will regularly review this policy and a report on findings will be sent to the DfT and the ORR. This will include details of the achievements of objectives, new initiatives to

improve our service to disabled customers and any difficulties we have encountered with the implementation of this policy.

Access improvements

Our purpose is to ensure that our railway is accessible for all, understanding and responding to the needs of disabled and older customers by putting lived experience at the heart of our decision making.

The focus of our improvements is to enhance customer confidence to travel by providing easy to use information & tools, ensuring our colleagues are trained and equipped with the tools they need to deliver a high standard of customer service.

For our station estate, we aim to provide modernised stations to meet and exceed DfT Accessible Design Standards for Stations, providing a consistent, reliable experience.

Highlights of progress made in 2024 include:

- Achieved accreditation under the DfT's Inclusive Transport Leaders Scheme, an initiative set up to improve disabled people's access to the transport system.
- Successfully trialled British Sign Language (BSL) announcements on trains travelling between York, Leeds and Manchester. The technology ensures that a sign language interpreter appears on the on-board screens to tell customers which station they are approaching, feedback from customers during the trial was positive.
- Published information for our customers in a variety of accessible formats, such as British Sign Language (BSL) videos of 'Before you travel', 'Making your journey' and 'Navigating disruption and post-travel'. We also published text transcripts and highlight to customers the availability of an Easy Read version of our Passenger Leaflet 'Making Rail Accessible' on our accessibility hub on Northern website.
- Our mobility scooter scheme has now issued more than 2,300 permits to customers, since it was launched in 2022. We know from feedback that this scheme can be life changing for customers travelling on Northern services. We will use the feedback to review the existing scheme to continue to ensure that it is simple and easy to use for customers.
- Funded further Try the Train workshops, delivered by our partners within Community Rail Lancashire. The scheme aims to support potential customers who are lacking the confidence to travel via train. Try the Train was short-listed for a national award at the Community Rail Awards 2024.
- Continued our roll-out of Accessible toilet pods and the refurbishment of accessible toilets across our stations

- Ongoing support of Specialist Autism Services in Yorkshire, reducing barriers for autistic individuals
- Northern trialled new Welcome Points at Manchester Victoria and Windermere stations, as part of trial with Rail Delivery Group (RDG). The user-friendly touchscreen units designed to provide station and journey-planning information, helping customers access information, as well as call for assistance from our station-based colleagues who may be in a different part of the station. Installations planned in 2025 include Hazel Grove and Sunderland.
- Expansion of NAUG, The Northern Accessibility User Group following the recruitment of a salaried Chair, with the ethos of “Nothing About Us Without Us”.
- Installation of Goodmaps at four of our busiest stations, two of which will bring about integration with other transport modes.
- Recite Me toolbar has been added to Northern website so people can view and use the website in the way that works best for them and to change the font, text size and text colour or use a read-aloud function. The toolbar can be used by anyone and can also be used to help customers who do not speak English as a first language, as it can translate information on the website into more than 100 different languages.

We will continue to improve access and services, with the following planned for 2025 and beyond

- Introduce British Sign Language (BSL) announcements further across our services in 2025, following the successful trial in 2024.
- We continue to work closely with Enhance the UK on developing and delivering a continuous programme of disability awareness training for all our customer facing staff and their managers.

Passenger Assistance plays a pivotal role in the achievement of our Vision, 'Make a positive impact in the North, in all we do and for all we serve'.

We are committed to delivering improvements in Passenger Assistance and to reducing our failed assists. In line with this, we have developed a Passenger Assistance Improvement plan, the aim of which is to better enable delivery of our Accessible Travel policy. We have mobilised a Passenger Assistance Improvement Programme to deliver this plan through 2025.

The PA Improvement Programme will deliver meaningful enhancements to Passenger Assistance with workstreams of activity across five key themes: Policies and procedures, Information, Technology, Disruption and Human Factors.

The programme is designed to provide benefits for our Customers and Colleagues alike. These include;

for Customers;

- Improved visibility of PA support available across the network
- Better quality and consistency of PA experience
- Improved and dedicated support through PA disruption, from our new CEC Travel Companion

and for Colleagues;

- Having the right tools, knowledge and approach to deliver a great PA service
- Improved notice of PA requests allowing for smarter planning and faster responses
- Improved confidence when delivering PA

Below there is an overview of the key initiatives identified in our Passenger Assistance improvement plan, to drive improvement of performance in the provision of assistance.

- Trial a new process that enables passengers at unstaffed stations who have not pre-booked assistance to alert conductors to their presence.
- Dedicated Passenger Assist meeting areas at the 40 stations which deliver the most passenger assistance.
- Trial of recognisable priority seating fabric and wheelchair floor vinyls to better denote the space.
- Review the staffing model for assistance at the ten stations that currently provide the highest volumes of assists, starting with Leeds station.
- Establish a new team who will be dedicated to remotely supporting passengers who require assistance, including during their journey, using phone and WhatsApp.
- Establish additional colleague training on communication between boarding and alighting stations for the top ten stations that provide the highest volume of assists.
- Work with colleagues and colleague representatives to progress roll out of the passenger assistance app for colleagues.

- Set up a new process to ensure all reports of failed assistance are recorded, investigated and the root cause identified.
- Improve consistency in delivery of passenger assistance across our network through the development of clear guidance documentation.
- Deliver a marketing campaign for customers to raise awareness of Northern's scooter-friendly stations and the permit scheme

We will continue to review our Accessible Travel Policy annually and incorporate feedback we receive from you, customer organisations and other stakeholders regarding the services we provide. The feedback will be vital in shaping our policies and making continuous improvements.

Working with disabled customers, local communities and local authorities

In preparing our Accessible Travel Policy we have consulted with a cross-section of disability stakeholders. Specifically, we have consulted with members of the Northern Accessibility User Group concerning our ongoing accessibility and inclusion proposals and the development of our accessible travel policies. Key organisations that represent the interests of older and disabled passengers – including the Office for Rail and Road, the Disabled Persons Transport Advisory Committee, the Department for Transport and Transport Focus – have reviewed and approved our Accessible Travel Policy.

There are several key industry partners that we work with to improve the accessibility of our services. For example:

- Network Rail – collaboration on station improvement and investment programmes
- Transport Focus – understanding research on customer priorities
- Rail North Partnership – on the long-term strategy for rail in the North of England
- Passenger Transport Executives – involvement in the creation and delivery of regional transport policies

We are in regular contact with key stakeholders through our Customer and Stakeholder Engagement Strategy. This sets out how we engage with all our customers, potential customers and other stakeholders in the communities we serve to understand and respond to their experiences. Noting the broad geography of our network, this will include a variety of approaches, including collaborating with local user groups, Community Rail Partnerships and station adopters. These stakeholders include:

- Local authorities
- Disability groups
- Community groups
- Rail user groups and Community Rail Partnerships

At a national level, we liaise with national organisations such as Age UK, Scope and RNIB via our trade body the Rail Delivery Group (RDG).

We will actively promote the availability of assisted travel, with a focus on the customer leaflet, 'Making Rail Accessible'. As well as ensuring this leaflet is available at staffed stations our trains call at, in prominent locations where public services are provided and online, we will also advertise the leaflet on station posters, on train services and via social media.

Staff training

We know that staff training plays an important part of delivering a railway which is accessible for everyone. We work hard to provide Northern colleagues with the skills and understanding they need to consider accessibility in everything we do.

All new staff receive disability awareness training as part of their corporate induction, while all existing staff including senior managers and leadership team, receive refresher training at least every two years. Our training materials have been created in partnership with a disability charity and focusses on the knowledge, skills and tools that are necessary to enable our employees to assist older customers and those with disabilities in the best possible way. The training is delivered by of older and disabled people who use the railway who share their lived experience.

This brings to life and demonstrates the importance of providing assistance, the individual personal impact of the services we provide, and the decisions we make.

Northern has considerable expertise in providing disability awareness training. This includes a full day of face-to-face classroom-based induction training, led by disability training experts from our charity partners. We have also developed industry leading video training content, again in collaboration with our charity partner, which supports our face-to-face learning and provides valuable reference material for colleagues, to access at any time.

Training outcomes

The Office for Rail and Road have set out in their guidance nine mandatory training outcomes set out, which our training includes:

1. Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion.
2. Equality Legislation: exploring and understanding the Equality Act 2010.

3. Defining Disability: an introduction to the various definitions of disability and the appropriate terminology.
4. Recognising passengers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance.
5. Railway Regulatory Framework: understanding regulations and policies that are relevant within the railway industry.
6. Passenger Assist: how it works for disabled passengers and the role of railway staff in delivering the service.
7. Communication: finding a way to communicate with disabled people with patience, respect and dignity.
8. Accessibility in stations: the identification of accessible features at the stations where staff work as well as at the key destination stations on the Northern network.
9. Providing safe assistance: duties and process to ensure that both staff and customers remain safe at all times.

The course aim is to build our colleagues knowledge and skills to enable them to best meet the needs of customers who have a disability and/or require our support; and to this in accordance with both the law, The Equality Act 2010 and Northern's commitment to further improve the accessibility of our services for all our customers.

In addition to the above, all Northern staff who interact directly with customers, and all Northern Managers, will receive training that delivers training outcomes relating to customer and staff communication, accessibility within and around stations and how to provide safe assistance. We ensure that all relevant staff receive the training appropriate to their roles with regards to:

- The use of equipment provided to assist older people and those with disabilities, such as ramps, station wheelchairs and induction loops
- Communicating with people with different disabilities
- Communicating clearly by phone with people who may have difficulty speaking, hearing or understanding.

Our Customer Experience Centre, Passenger Assist and Social Media teams also receive specific training for communicating clearly with people who may have difficulty speaking, hearing or understanding. This helps them understand the importance of:

- Clarity of speech
- Intonation
- Emphasis
- Timeliness
- Language

This training is designed to raise awareness of potential communication issues and emphasis how ineffective communication can impact upon disabled and older customers.

All new Northern staff, including senior and key managers, as part of their induction, will also receive training in understanding the challenges facing disabled people, equality legislation, defining disability, recognising passengers who need assistance, the regulatory framework of the rail industry, and how the Passenger Assist service operates.

Where reasonably practicable, we will ensure that any agency or temporary staff that interact with customers receive an appropriate level of disability awareness training, which will focus on Passenger Assist, communication and providing safe assistance, as outlined in outcomes 6, 7 and 9 in the mandatory training guidance noted by the ORR.

As part of our contractual arrangements with bus, coach and taxi providers for Rail Replacement Transport, we will require operators to confirm that drivers have received appropriate disability awareness training, as outlined in outcomes 6,7 and 9 of the ORR training guidance. This reflects the process for other requirements- such as drivers holding appropriate driving licences, compliance to relevant legislation and safety knowledge.

Furthermore, anyone employed at a contact centre who provides information or advice directly to passengers on our behalf will receive an appropriate version of the Northern training course covering, as a minimum, the Passenger Assist service and customer communication.

All Northern staff will receive refresher training within two years of the initial training they have received, and as a minimum every two years thereafter; in order to ensure the mandatory training outcomes described above are maintained.

We will harness the experience and expertise of people with a range of experience and disabilities in the development and delivery of our training materials. Members of the Northern Accessibility User Group will provide advice and resources in support of this aim, on a voluntary basis, and will monitor our performance.

We will continue to ensure that all statistics, legislation and language used in training are up to date.

This approach to training will ensure all Northern staff, and particularly staff who interact with customers have the skills and knowledge to enable them to best meet the needs of customers and to do this in accordance with both the law and Northern's commitment to further improve levels of accessibility.

-ENDS-