

Elizabeth line Accessible Travel Policy

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A. Our commitments to providing assistance for you

The Elizabeth line takes its obligations to improve accessibility seriously. We recognise that our customers may have different requirements when they travel with us and we are committed to making their journey as easy as possible. We understand the importance of accessible travel on public transport and appreciate the independence and mobility it can offer elderly and disabled customers. Therefore, we strive to deliver excellent customer service for all our customers. We have made considerable improvements over the past couple of years to decrease and remove the barriers that disabled customers face (such as poor communication and attitude), and to improve physical access to the network. Our aim is to make it easier for all of our customers to access and use the network safely and in confidence.

This policy document is designed to complement our customer leaflet entitled, 'Making Rail Accessible: Helping older and disabled customers', and is available at all stations, as well as on our website: tfl.gov.uk/accessguides

In this document, we provide information to help passengers understand how we plan to meet expectations when using Elizabeth line services. We explain how to find details of the assistance, facilities and information you will need to help you to plan your journey. Assistance is available for, but not limited to, passengers with:

- mobility disabilities
- visual or auditory disabilities
- learning disabilities
- mental health conditions
- autism/neurodiversity
- those with non-visual disabilities which may not be immediately apparent to others
- older people
- those accompanying disabled children in pushchairs or wheelchairs
- those who's mobility is impaired through temporary or long term conditions
- disabled customers requiring assistance with luggage

A1. Booking and providing assistance to passengers

We have staff at all our stations from first to last train, who are able to provide the following assistance to older and disabled customers:

- Assistance with planning your journey
- Assistance with boarding and alighting (including the manual boarding ramp if required)
- Deployment of manual boarding ramps for wheelchair and mobility scooters
- Assistance with transferring between trains or other types of onward transport calling at our stations
- Assistance with ticket enquiries and station facilities

Our staff are unable to assist with your personal care before, during or after your journey. This includes help with eating, drinking, using the toilet, taking medication or accompanying passengers when on board. We encourage you to ensure that you have sufficient care or support before travelling on our services.

You do not have to pre-book assistance to use the Elizabeth line as we operate a turn-up-and-go service. More information can be found at Transport for London Conditions of Carriage (Bus and Underground Services): content.tfl.gov.uk/tfl-conditions-of-carriage

However, you are welcome to book in advance as part of the National Passenger Assist service. Assistance can be booked on Elizabeth line services and for other train operating companies by contacting the Transport for London (TfL) contact centre. To pre-book assistance you should do so by:

Assisted travel service opening hours and contact details:

Phone: 0343 222 2000 (TfL call charges) Open 24 hours every day (except Christmas Day)

Textphone: (18001) 0343 222 1234* (for people with hearing impairments)

Online: tfl.gov.uk/help-and-contact

National Rail Enquiries, 24 hours a day

Phone: 0800 0223720

Text:60083

Textphone/minicom: 0845 60 50 600

A1.1. Passenger Assist

Passenger Assist is a national system supported by all train-operating companies. This allows operators to make necessary arrangements to assist passengers with barriers to travel. We are committed to using Passenger Assist alongside Turn Up and GO (TUAG) and will fulfil our licence requirements in relation to disabled customers by working with other train companies and station operators to an agreed process. This will ensure that if a passenger's journey involves a change or connection onto other operators' services, assistance can be booked through the TfL Contact Centre as one point of contact.

The contact centre team will discuss your individual requirements and help you plan your route as well as advise on connecting modes of transport e.g. bus, tube and trams. This information can be sent to you by post on request and is also available to view online at TfL Journey Planner and on the National Rail Enquiries station web pages.

TfL journey planner can be used online or through the contact centre to plan journeys specifically for your needs. It offers train times, available routes, details on delays, station information and all different onwards travel modes in London. This tool provides you the best routes between stations, bus stops, piers, places of interest, addresses or postcodes in London. You can set the time you want to travel and whether you want to take the fastest route or the one with fewest changes or

least walking involved. There is a functionality you can select called 'accessibility and travel options' to say whether you can use stairs or escalators, which types of transport you like to use and how far you are prepared to walk. If you are unlikely to be able to manage the step or gap onto a train, select the option marked 'I need step-free access to the train, bus etc'. The journey planner will then create your ideal journey for your requirements. This can be found at tfl.gov.uk/plan-a-journey. The journey planner will also inform you if there are any disruptions, delays or emergencies on London services.

All bookings will be provided with a Passenger Assist reference number and booking confirmation via email (or post on request, if there is adequate time to send this to you). There is no need to take booking confirmation when travelling on Elizabeth line as there is always a member of staff available for assistance through TUAG.

There are no seat reservations on Elizabeth line services. Trains across our network have dedicated wheelchair bays and prominent priority seating, which are clearly signed. Staff will make every effort to ensure seats are obtained. If a wheelchair space is being used and is required by you, then staff will make every reasonable effort to relocate those using the space if required. The same applies for surrounding seats for companions and family members travelling with you. When purchasing tickets at our stations, where possible, seat reservations can be made other services. Advice on ticketing is available from both the contact centre and station staff.

Tickets can be purchased at all our stations at either ticket offices or ticket vending machines. You can view a list of our stations on the TfL website: [Travel-Information/stations-stops-and-piers](https://tfl.gov.uk/Travel-Information/stations-stops-and-piers)

When assistance is required at a terminating station, staff will help you to alight from the train as soon as possible and in any event within 5 minutes of the train's arrival time. This will be highlighted when booking assistance.

A1.2. Turn up and Go

We know that passengers with barriers to travel want to have the option to travel more spontaneously, so we offer a Turn up and Go (TUAG) service at all Elizabeth line stations and those we serve. Our stations have fully trained staff available from first to last train and are encouraged to offer help to anyone who looks as though they might need assistance. If staff are not immediately visible, they can usually be found in the ticket hall or by the automatic ticket gates. Help points can be found throughout our network, by entrances/exits, next to facilities and on platforms to contact staff for information and assistance or in an emergency. All have induction loops to work with hearing aids.

Our station staff will make every reasonable effort to help you obtain a wheelchair space or priority seat for your journey since we do not operate a reservation service.

Our staff are equipped with radios, mobile phones and iPads to ensure that they have access to up-to-date station accessibility information. On arrival, staff will ask relevant questions to determine the most appropriate journey, taking into consideration available facilities and step-free access. In addition, we are committed to applying the ORR's handover protocol alongside all other train-operating companies to increase the reliability of assistance and provide you with more confidence to travel.

Station staff will accompany passengers to the train and help with boarding. If needed, manual boarding ramps are available, at every station which will be deployed and assistance available if required.

There may be a slight delay in boarding if staff at the departure station cannot contact the receiving station to arrange alighting assistance. Staff will not board passengers without confirmation from destination stations to ensure missed assists do not occur. Our services are frequent, so the wait should not be too long. It is advisable to arrive 10 minutes in advance of departure to allow enough time for staff to correctly assist.

A1.3. Arranging assistance

All staff members, at each station, have a dedicated station mobile, which is used solely for work purposes, including communicating assistance requirements. These numbers are available to all train operating companies to organise customer assistance between stations. When assistance is being organised between Elizabeth line stations only, staff use our radio system to contact each other. This allows for a quicker response, as it can be heard by multiple people and calls are automatically connected to the Elizabeth line's control who monitor journeys in case of service disruption occurring to increase reliability. When assistance is being organised between Elizabeth line stations and stations operated by other train companies, staff members will call ahead to ensure you are met by a member of staff. Likewise, we will ensure a staff member is always available to receive calls when other train companies call ahead to our stations.

The Elizabeth line are committed to continuously improving the assistance we offer, especially in how to make it more dependable for passengers. We are interested in developing a staff electronic application to share assistance information, working with our partners across the rail industry.

A1.4. Booking notice periods

There is no minimum advance booking period on the Elizabeth line as we operate a Turn Up and Go service. Although, if you are connecting with another train company, we recommend booking assistance in advance of your journey. Assisted journeys can be booked up to two hours before since April 2022, in line with ORR guidance.

A1.5. Ramps

Manual boarding ramps are available at all our stations and on-board trains to allow boarding and alighting and are regularly inspected to ensure safe usage. Whilst the ramps are specifically designed for assisting wheelchair and mobility scooter users, they are available to any passenger needing assistance. In this case, please advise a member of staff that you require a ramp. Our station staff are trained to assist with the boarding ramps and receive refresher courses annually.

The priority of our staff when offering accessibility assistance is the safety of the customer. The maximum weight the manual boarding ramps can hold is 300kg (you and your wheelchair / mobility scooter combined). If the staff member believes the wheelchair and its occupant exceeds 300kg they can refuse to assist with boarding/alighting on safety grounds. At all times we ask our staff to be as helpful as possible taking a common sense approach, with safety being the priority.

Further information regarding manual boarding ramps is in section A5 and on the TfL website.

A1.6. Assistance with onward travel

If your journey involves changes or connections with other operators, staff will organise a point of contact with them to enable further assistance if required. We will ensure that your journey allows sufficient time to make your connections when you book or speak to station staff.

We will provide help to and from the station entrances, forecourt, car park, taxi rank or connecting bus services, if this is within the forecourt of the station. Beyond the station boundaries, we will assist where possible, but we cannot guarantee assistance, including to other transport links that are outside of our station boundary.

If necessary, staff are able to contact the nearest company to arrange for an accessible taxi. Our TfL Contact Centre and National Rail Enquires can also offer details of local firms that own accessible taxis. Details will be displayed on our station information posters at all of our stations.

A1.7. Changes in arrangements

If there are any changes during your journey, our staff will assist by providing information in person or via audio and visual systems. Our staff will also carry out a physical check of the station or train to look for anyone who may have missed the information and or need additional assistance. Sometimes a train's departure platform may change, sometimes at short notice. Such a change will be shown on the customer information screens and will be announced over the public address system as soon as possible. In the event of a platform change, staff will provide assistance and information to passengers to reach the revised departure platform as efficiently as possible. If any changes affect the accessibility of your planned journey, staff will assist with an alternative journey.

Staff will prioritise your assistance as far as reasonably possible, taking into consideration their other duties, which may be safety critical. There are Help Points at all stations providing a link to our Customer Information team 24 hours, 7 days a week, who are able to assist passengers with journeys.

A1.8. Station facilities and services

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

Our Customer Experience Delivery Controllers in the Elizabeth line Control Room are responsible for updating the information provided on the National Rail Enquiries website, including the Station Journey Planner, regarding accessibility and details of the times assistance is available at our stations, including:

- Level of accessibility from station entrance to platforms
- Meeting points for assistance
- Accessible waiting rooms, toilets and set-down/pick-up points.

For full details, please see our up-to-date stations facilities section on the National Rail Enquiries website nationalrail.co.uk/stations or our station accessibility document at tfl.gov.uk/accessguides. Should the facilities on which you rely on for your journey become temporarily unavailable 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. This information will be available to all station staff who will help to re-plan your journey if required. The information is also directly obtainable to you through our website, ticket offices, Contact Centre and station Help Points.

A1.9. Assistance with luggage

We will provide help with luggage, free of charge, for those that require it. However, staff must be able to lift the items safely without a hindrance to themselves. Passengers must note the weight, size and quantity of luggage and do not exceed the limits in the National Rail Conditions of Travel luggage policy; nationalrail.co.uk/NationalRailConditionsofTravel

A1.10. Assistance Dogs

Assistance dogs are welcome on all Elizabeth line trains, free of charge, in any part of the train. The train's priority seats are situated in areas with ample space to make journeys more comfortable for both passengers and assistance dogs.

A2. Passenger information and promotion of assisted travel

It is our aim to provide you with information that is accessible, accurate, relevant, consistent, up to date and easy to understand. We want to provide you with assurance and confidence at every stage of your journey, especially journeys that involve a change of train or transfer to another mode of transport.

A2.1. Accessible Travel Policy documentation, provision and promotion

To accompany this document, there is a shorter, more concise leaflet to inform you about our policy, entitled 'Making Rail Accessible: Helping older and disabled customers'. Our leaflet is available from all Elizabeth line ticket offices, leaflet racks and at all stations called at by our services. All documents are available online and in alternative formats on the TfL website tfl.gov.uk/accessguides. Of which are accessible using screen readers or other software with accessibility features (e.g. Adobe Reader).

We will be happy to provide Easy Read, Large Print and PDF versions of both the leaflet and policy documents on request within seven working days (without charge) via our website, phone and text direct. Through our stakeholder managers and our relationship with local authorities, government agencies and accessibility groups across London we will arrange for copies of the leaflet to be supplied at locations where public services are provided (e.g. libraries, GP surgeries, job centres, Citizens Advice bureaux, hospitals and post offices). We will also ensure that we provide notices at each of our managed stations setting out how to obtain the leaflet and the policy document.

A2.2. Stations and train accessibility information

The Elizabeth line ensure that accessibility information relating to our stations and trains is readily available to you and kept up to date. To achieve this, we have station auditors that monitor facilities and source information to all necessary streams. For live updates our control team feed notifications online to both the TfL and National Rail website for those planning to travel. These can be easily accessed via mobile devices, as well as in accessible formats.

Station accessibility information

For information on whether the following accessible services and facilities are available at Elizabeth line stations or stations we call at, can be found at: [Travel-Information/stations-stops-and-piers](https://www.tfl.gov.uk/Travel-Information/stations-stops-and-piers) or [nationalrail.co.uk/stations](https://www.nationalrail.co.uk/stations)

- Disabled Parking
- Accessible Set Down and Pick-Up Points
- Ticket office opening hours
- Induction Loops
- Ticket Vending Machines (TVMs)
- Help Points
- Catering Facilities
- Accessible Toilets
- Accessible Waterproof Waiting Facilities
- Meeting Points for Assistance
- Staffing Hours/Assistance Availability
- Ramp for Train Access
- Level of Platform Accessibility
- Wheelchair Availability
- Tactile Paving
- Customer Information Systems
- Secure Station Accreditation

Train accessibility information

On the TfL website there is an overview of each type of rolling stock used on Elizabeth line services, including information on our trains general accessibility and details of normal scheduled routes they run (tfl.gov.uk/accessguides). All Elizabeth line fleet have wheelchair spaces and priority seating available with multiple audio and visual material to inform you about your journey. Class 345 trains (which will gradually replace all class 315), do not have toilets on board. However, many TfL stations will have accessible toilets. More details are explained in section B4.

Route Accessibility

To help you plan your journey along our route please see below the current step-free access available at our stations and other stations our service calls at. This can also be found in our station accessibility document at tfl.gov.uk/accessguides:

Station Name	Step-free Access
Abbey Wood	This station has step-free access to all platforms.
Acton Main Line	This station has step-free access to all platforms.
Brentwood	This station has step-free access to all platforms. It is step-free from the booking hall via lifts to Platforms 1, 2 and 3. Access to Platform 4 via Alexandra Road car park entrance.
Burnham (Bucks)	This station has step-free access to all platforms.
Canary Wharf	This station has step-free access to all platforms.
Chadwell Heath	This station has step-free access to all platforms.
Custom House	This station has step-free access to all platforms.
Ealing Broadway	This station has step-free access to all platforms.
Farringdon	This station has step-free access to all platforms.
Forest Gate	This station has step-free access to all platforms.
Gidea Park	This station has step-free access to all platforms. Use Balgores Lane main entrance. There is no step-free access from the Station Road entrance.
Goodmayes	This station has step-free access to some platforms. There is no step free access to platform 1.
Hanwell	This station has step-free access to all platforms
Harold Wood	This station has step-free access to all platforms.
Hayes & Harlington	This station has step-free access to all platforms.
Heathrow Terminals 1, 2 &3 (Rail station only)	This station has step-free access to all platforms.
Heathrow Terminals 4 (Rail station only)	This station has step-free access to all platforms.
Heathrow Terminals 5 (Rail station only)	This station has step-free access to all platforms.

Iford	This station does not have step-free access.
Iver	This station has step-free access to all platforms
Langley (Berks)	This station has step-free access to all platforms.
London Liverpool Street	This station has step-free access to all platforms.
London Paddington	This station has step-free access to all platforms.
Maidenhead	This station has step-free access to all platforms.
Manor Park	This station has step-free access to all platforms.
Maryland	This station has step-free access to all platforms.
Romford	This station has step-free access to all platforms. Please use the side entrance. The ramps leading from the subway to the platforms are steep.
Seven Kings	This station has step-free access to all platforms.
Shenfield	This station has step-free access to all platforms.
Slough	This station has step-free access to all platforms.
Southall	This station has step-free access to all platforms.
Stratford (London)	This station has step-free access to all platforms.
Taplow	This station has step-free access to all platforms.
Tottenham Court Road	This station has step-free access to some platforms. Step free access available to Elizabeth line platforms.
Twyford	This station has step-free access to all platforms.
West Drayton	This station has step-free access to all platforms. Step-free access is available to platforms 2, 3, 4 and 5. There is no step free access to platform 1.
West Ealing	This station has step-free access to all platforms.
Whitechapel	This station has step-free access to all platforms.
Woolwich	This station has step-free access to all platforms.

A2.3. Passenger journey information

Not all passengers travel by rail frequently, so there may be areas that are unfamiliar to you. Accessibility information is important, particularly during times of service disruption. This section explains how we will communicate accurate, clear and consistent information to you at every stage of your journey - whether at home, online, on the move, at the station or on the train.

A2.3.1. Train departures and arrivals information

We commit to providing, wherever possible, clear and consistent audio and visual information: both at the platform and on the approach to stations. On the train, announcements will be made about the next station providing sufficient time for passengers to prepare to alight.

Stations – audio and visual information

Many of our stations have a combination of customer information screens and automated public announcements providing accurate, clear and consistent audio and visual information. There may be occasions when the departure platform must be changed – sometimes at short notice. The platform number will be shown on the customer information screens and a PA announcement will be made as soon as possible. Staff will provide assistance to help you reach the revised departure platform. If the platform is not accessible, we will arrange alternative transport i.e. accessible taxi, to the nearest accessible station. All stations have Help Points installed with Hearing Loops linked to 24/7 Customer Information team with links to our Control Centre, to ensure that service information is always available, especially during times of disruption.

Trains – audio and visual information

We are committed to providing important audio and visual travel information so that it can be accessed as easily as possible. All our trains are equipped with public address systems and customer information screens to provide audio announcements and visual displays. Where these systems are installed we will ensure they comply with the standards set out in the National Technical Specification Notice Persons with Reduced Mobility (NTSN: PRM), which relates to UK railway technical standards.

To ensure you have sufficient time to prepare to leave the train at your destination, automated announcements advising the next station are made after departure from the previous station and again before the arrival. Our train drivers are trained to speak slowly and distinctly in a clear, concise and confident manner and they will announce any unscheduled station stops. They will also make a brief announcement when a train has been delayed for two minutes providing reassurance and the reason (if known) will be given.

A2.3.2. Connections and wayfinding

We work closely with TfL to liaise with local authorities to ensure that stations are clearly and consistently signposted. All stations have visible ‘totem pole’ signs and we stress the importance of maintaining the train station, local transport and wayfinding to areas surrounding stations to improve connections. When planning our services, we consult with all local authorities that our services run to, through or near. This is so we make sure the needs of local communities inform any decisions we make concerning service provision.

Our staff can access our own customer experience application and others on their smart mobile devices to help direct you to stations, station platforms and facilities, and with other connecting transport services. They will provide information on how to make connections with other modes of transport both prior to your journey and when travelling through our stations. They can also provide onward connection information and local maps of our stations.

A2.3.3. Delays, diversions and disruption

When disruption occurs, we will do everything we can to ensure that, wherever possible, you are able to continue your journey. We will let you know what is happening through the TfL website, social media and staff announcements. Disruption will not invalidate your assistance on the Elizabeth line. This is due to all stations being staffed from first to last train, who will anticipate your needs and communicate alternatives. If stations become inaccessible, then any alternative accessible transport required will be arranged without additional charge. Our staff are issued with smart devices to help you to re-plan your journey to your requirements. This could be through other modes of transport such as buses, tubes, other national rail services or taxi’s to ensure you arrive at your destination. At times when our facilities or services are disrupted, the Elizabeth line will provide notifications through TfL’s automated journey alerts and status updates by emails to avoid passengers being affected by disrupted journeys.

This matter is explained in more detail in section A6.

A2.4. Ticket offices, information points, Help Points and Customer Service

You can obtain information about the services provided by the Elizabeth line and all other train companies at our ticket offices. We will provide details of fares, timetables, and connections.

Information regarding accessibility onto other forms of transport from the station may also be available from our staff. Further details of the information facilities available at our stations can be found on the TfL website. We will ensure that up to date information regarding the services TfL provide is available to other train companies and station operators. This includes information regarding delays, diversions or other events that may affect journeys. For up to date train running information on the day of travel passengers should subscribe to receive TfL automated journey alerts and status updates by emails to avoid disrupted journeys. This can be done by signing up on [Journey-Alerts](#) or calling the contact centre. Additionally passengers should follow the Elizabeth line on Twitter @TfL for live journey notifications.

Leaflets regarding our services and those of other train operators, who serve the station, are also available and placed at varying heights to be accessible. We also provide information on station posters and screens that give information about onward local services/transport available from that station. Additionally, every station has Help Points with the ability to speak to an operator to gain information and assistance from staff 24/7.

Staff are available at all stations from first to last train, if assistance (TUAG or booked) or information is required, just make yourselves know by talking to them or showing your TfL travel support card (details below). They are dressed in Elizabeth line uniform, including name badges and will be present at gate lines and station concourses, which is where all our station assistance meeting points are.

The Elizabeth line promotes the TfL travel support card scheme, which gets you help when you are travelling in London. This helps you to communicate any assistance or information requirements you have with staff to make travelling easier. You can use it on any TfL services; buses, trams, the Docklands Light Railway (DLR), the Tube, London Overground, Elizabeth line, London River Services' boat services and at Victoria Coach Station. You show the card to staff when you need help. The card has space to specifically state passenger's your needs to staff so they can offer the support you needed. You can also add your name and an emergency contact number. Anyone who finds travelling difficult can have a travel support card. You might have a hidden disability or you might not often travel on your own. Some of the things that staff can help you with is;

- tell you which platform you need
- tell you where facilities are
- help you to the platform and get on and off trains
- help you plan a journey if there are delays

If you need other help, just ask and staff will help you. You can order a free TfL travel support card from the contact centre or online from tfl.gov.uk/accessguides.

Information regarding all national train services is also available by contacting National Rail Enquiries:

Tel: 03457 48 49 50

Text Direct: 0345 60 50 600

Website: nationalrail.co.uk

A2.5. Reporting information

Staff are all equipped with smart mobile devices that include an Elizabeth line specific application called 'Spotlight'. This is how staff can immediately report any failures in facilities. If you experience or notice anything that is not available or working correctly then notify a member of staff at a station.

They can inform you if this has already been faulted and provide an estimated time for when the facility will be functioning again. Additionally, we have specific station auditors who audit stations daily to check the appearance, facilities and services available. If a facility is vital to a journey,

such as lifts or accessible toilets then this is published on twitter, National Rail Enquires station made easy pages and announcements are made at stations. In regard to accessible toilets, these are situated at many stations and are under a robust key performance indicator cleaning and maintenance programme to prevent closures.

A2.6. Website information

The Elizabeth line are committed to continuously working with TfL to achieve the industry-recognised Web Content Accessibility Guidelines (WCAG). WCAG defines how to make web content more accessible for people with disabilities so they can access all required information. We confirm that the Elizabeth line website works with screen readers, magnifiers, voice over software and in-browser accessibility functions. To help you find the information you need, there is an accessibility homepage on the TfL website which explains our Turn Up and Go and Passenger Assist service in a clear and concise manner, using plain English and avoiding the use of industry jargon. It provides the necessary contact information and provisions for you to book assistance. It sets out information of train and station information, including accessibility information, staff availability and opening hours. It details information relating to any temporary reductions in accessibility and details of any delays and disruptions to facilities and services where relevant. It also informs you of any restrictions on the use of wheelchairs, power chairs and scooters, together with how to obtain assistance or priority cards and badges. In addition, there is a link to enable you to access the 'Making Rail Accessible: helping older and disabled passengers' customer leaflet and details of how to obtain it in accessible formats. We also provide guidance on how you can provide feedback or make a complaint, and we include information on the availability of redress for when assistance has not been delivered. Where other information is located elsewhere, we provide connecting hyperlinks.

A3. Ticketing and Fares

We are committed to sell tickets accurately and impartially and to provide you with accurate information and advice on journeys and ticket options, irrespective of which train-operating company provides the service.

Our ticket office staff are familiar with the accessibility of our various types of rolling stock and have access to other train operator's information to ensure that passengers only purchase tickets that are appropriate to travel with on the correct type of train. This is achieved by being regularly briefed on local services requirements and having access to smart mobile devices to search for information. Therefore, staff will warn customers against purchasing any tickets that they cannot make use of. This is subject to ensuring that other train-operators regularly update their information to be accurate.

If you are unable to buy a ticket before boarding an Elizabeth line service, you will be able to purchase one without penalty at the destination station (other services buy before you travel policy may differ). Any relevant discounts will be applied at the time of purchase.

We participate in several schemes offering discounted fares, these are detailed below:
If you hold a Disabled Persons Railcard, please remember to show it when buying your ticket and carry with you when travelling. Disabled Railcard discounts are also available from ticket vending machines for yourself and up to one companion if required.

Disabled Persons Railcard

There are two types of Disabled Persons Railcard available: one year (Available from Ticket Offices and Online) and three years (Online Only). Both entitle you to discounts of up to a third on most rail tickets. One adult accompanying you can also travel at the reduced fare. Full details on how to apply for a railcard can be found on:

Website: disabledpersons-railcard.co.uk

Email: disability@raildeliverygroup.com

Call: 0345 605 0525

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

Senior Railcard

If you are 60 or over, you can buy a Senior Railcard. This gives you up to a third off most rail fares throughout the rail network in the UK. They are valid for one year or three years (you can choose which one to buy, 3 years only available online). You can buy it online, on the phone or at any staffed station with your passport or UK driving licence as proof of age. At stations, you can also use your birth certificate.

Senior Railcard Office

Website: senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Call: 0345 300 0250

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

Visually impaired customers without a Railcard are entitled to discounts when travelling with a companion and should present their Certificate of Visual Impairment (CVI) or BD8 certificate. Wheelchair users are also entitled to discounts without a Railcard as detailed in the table below. Please note that non-railcard discounts are only available from our ticket offices. More information on fares and tickets can be found at tfl.gov.uk/fares and at disabledpersons-railcard.co.uk. 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.

	Adult	Child
Disabled Persons Railcard holder	34% discount on most National Rail single or return fares	Standard child rate applies (where a child holds a Disabled Persons Railcard a 34% discount is available to an adult companion on most National Rail fares)
Companion to a Disabled Persons Railcard holder	As above	The standard child rate applies to a child travelling as a companion
Wheelchair users and one companion, or wheelchair user travelling alone	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class) 50% discount available on National Rail Anytime day return fares	75% discount available on most National Rail Anytime day single and return fares for wheelchair users only (34% discount available for accompanying adult on most National Rail fares and 50% discount available for National Rail Anytime day return)
Blind or visually impaired customers when travelling with a companion (no discount if travelling alone)	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class) 50% discount available on National Rail Anytime day return fares	Standard child rate applies

London borough councils provide Freedom Passes to give older and disabled London residents free travel on almost all public transport in London only. Freedom Pass holders may travel free on Tube, DLR, London Overground, Elizabeth line, bus, tram and National Rail services in London boroughs only. Although time restrictions apply on some National Rail services, Freedom Pass holders may travel on Elizabeth line services between 9:30 and 23:00 on weekdays and anytime on weekends and public holidays. For more information on applying for a Freedom Pass, you should contact your local council – call 0300 330 1433 or visit freedompass.org

Additionally, details on the 60+ London Oyster photo card are available at tfl.gov.uk for London occupants - please note that this is not available for those who are eligible to hold an older or disabled persons Freedom Pass.

A3.1. Ticket machines

All our stations have self-service Ticket Vending Machines. The machines are compliant with the Department for Transport Code of Practice (Design Standards for Accessible Railway Stations, March 2015, section N2. Ticket sales points – ticket vending machines) and have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion.

We are currently reviewing the purchasing process of tickets via machines to ensure that all steps are as inclusively user friendly as possible. This includes developments such as information notifications on selected tickets.

A3.2. Ticket gates

Many of our stations have ticket gates that are staffed. When staff are not present, the ticket gates will be secured in the opened position. We will also unlock the manual side gate (if present) leaving it in the open position.

A3.3. Purchasing tickets

Where advance tickets are available for purchase, we advise you to check that the required facilities (e.g. accessibility of the train type or availability of wheelchair space in First Class) are available before purchasing tickets. Staff stipulate this when booking assistance and desired tickets. When buying tickets with a Disabled Persons Railcard, our staff are trained to ask you if you require assistance with any aspect of your journey.

A4: Rail replacement services and alternative accessible transport

Some of our stations may not be fully accessible. Further details of the accessibility of our stations is available at [Travel-Information/stations-stops-and-piers](#) or nationalrail.co.uk/stations. This may be due to:

- the station is inaccessible (i.e. due to a physical constraint);
- for whatever reasons, substitute transport is provided to replace rail services (e.g. due to planned
- engineering works); or
- where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers

We ensure that those who want to travel to and from stations, which are inaccessible, can do so at no extra cost. Our aim will always be to ensure that passengers can make as much of their journey by rail as possible. However, for those parts of the journey where rail travel is not possible, we will arrange accessible alternative transport, such as local buses or a taxi, to the nearest or most convenient accessible station. In doing so, assistance requirement will be considered, the relative journey times involved, the accessibility of the rolling stock and stations that may be used and the planned staffing levels on board the train and at the station, including the potential for the flexible deployment of staff. Wherever possible, we will offer an option that most resembles the service provided to passengers not requiring assistance.

The Elizabeth line will also arrange suitable transport if disruption to our services leaves trains/stations inaccessible. In cases of delay, disruptions and emergencies, we ensure that the rail replacement services and taxis provided are all accessible and are compliant with the Public Service Vehicle Accessibility Regulations (PSVAR) We will also make reasonable endeavours to ensure drivers of rail replacement bus services and taxis have received appropriate training to provide assistance to rail passengers.

A5: Wheelchairs and mobility scooters

A5.1. Wheelchairs

These can be carried, in the designated spaces, on all our trains so long as they fit within the following dimensions:

- Width 700mm
- Length 1200mm
- Weight (including passenger) 300kg

If the wheelchair exceeds the above dimensions, please contact our contact centre. These restrictions are in place due to the sizing of the train doors, turning circles available in the train and the weight limit of the manual boarding ramps. Since we want to ensure your safety these are in place.

A5.2. Mobility scooters

Some powered scooters are only meant for road use and cannot be used on trains, so if you have not travelled before or recently changed your scooter, please check the dimensions to ensure it is okay to use on our trains. You are not required to obtain a pass for your scooter to board any Elizabeth line train.

A5.3. Mobility Scooter criteria:

3-Wheeled scooters or those with a triangular footprint (2 wheels at the front close together and 2 wheels at the rear) that fall within the following size dimensions and are a maximum length of

- 1200mm and width of 700mm and are;
- Maximum speed of 4mph;
- Does not exceed 300kg when it is carrying its user.

These restrictions are in place due to the sizing of the train doors, turning circles available in the train and the weight limit of the manual boarding ramps. Since we want to ensure your safety, these are in place. It is the passenger's responsibility to ensure that they can control the scooter to get on and off the train safely. We can advise you of other train operator's scooter requirements or provide contact details for the relevant train company to ensure your scooter is permitted. This should be done prior to making your journey, if you need to change onto another train company's services.

A6. Delays, disruption to facilities and services, and emergencies

Disruption to facilities and services can have a significant impact on both passenger accessibility and confidence levels when travelling on the railway. Where disruption does occur, we will do everything we can to ensure that, wherever possible, you are able to continue your journey. We will let you know what is happening through the TfL website, social media and staff announcements. Disruption will not invalidate your assistance on the Elizabeth line due to having staff at all stations who will anticipate your needs and communicate alternations. If stations become inaccessible, then any alternative accessible transport required will be arranged without additional charge. Our staff are issued with smart devices, which gives them the means to contact control to rearrange onward assistance during times of disruption. At times when our facilities or services are disrupted, the Elizabeth line will provide notifications through TfL's automated journey alerts and status updates by emails to avoid passengers being affected by disrupted journeys.

Our staff are trained to anticipate your needs, especially for those that require additional assistance. They are taught disability awareness to recognise approach and interact proactively to those with both visible and hidden disabilities. Staff will check to ensure you have understood the information so you can continue your journey and arrange any additional assistance if required. Station staff will communicate news of any service disruption and provision of alternative transport via the Customer Information Systems or, where possible, in person.

During times of disruption, delay or emergency staff will be present to assist passengers. We will make regular announcements, where systems allow, and update our information screens regularly to keep you informed. If there is a change of platform at short notice, we will ensure that we provide customers, who identify themselves to our staff at the station, with assistance to change platforms. Our station staff are also trained to look for any customers who require assistance in these circumstances.

Once local managers have been told that disruption is occurring, they will endeavour to deploy staff to stations affected by disruption. Along with our employees already at the scene, they will be able to assist you with other needs, for example, with luggage or with guidance. When disruption causes the cancellation or alteration of train services, we will provide you with accessible substitute transport. This will be done without additional charge. We have contractual arrangements with bus and taxi operators to provide the provision of PSVAR compliant vehicles for both planned and unplanned disruption. When Elizabeth line train services are replaced with buses, they are all accessible buses from local operators. When this is not possible, we will book a taxi that is accessible to you.

When the level of access of facilities at a station or on a train is less than that normally provided (e.g. as a result of the breakdown, alteration or removal of facilities), we will provide, wherever possible, with equivalent replacement facilities. We will publish information of the disruption to facilities through the National Rail Enquires website and advise our staff at stations, ticket offices and contact centre, to provide estimated times of when the facilities will be functioning again.

A7. Station facilities

A7.1. Left Luggage

Accessible left luggage facilities are available at the following Network Rail stations:

London Liverpool Street
Phone – 020 8090 9919
Location – Platform 10

London Paddington
Phone – 020 7262 0344
Location – Platform 12

A7.2. Disabled Parking

It is our policy that passengers should be able to travel to the station by any means. Although not all our stations have car parks, this can be identified online at [Travel-Information/stations-stops-and-piers](https://www.nationalrail.co.uk/stations-stops-and-piers) or [nationalrail.co.uk/stations](https://www.nationalrail.co.uk/stations). Most station car parks are tarmac or concrete surfaced, with designated parking spaces available for Blue Badge holders (although charges apply). We locate these spaces in the most suitable place to ensure easy access to our stations. Usually, these spaces are located as close to the main station entrance as possible. Spaces for Blue Badge holders are marked with the International Symbol for Access on the ground. We monitor the number of designated Blue Badge bays in our station car parks annually. The level of provision is adjusted accordingly to demand, although usually 5% of the total spaces will be allocated. To maximise the availability of spaces, car park regulations are enforced and any non-Blue Badge holders occupying designated Blue Badge spaces are treated as being in violation of the parking byelaws and dealt with accordingly.

A7.3. Third party provided facilities

Our station management team will monitor the services and facilities provided by third parties on a day-to-day basis to ensure that they are not located where they will cause an obstruction. While it is recognised that third-party service providers have their own responsibilities under the Equality Act, we will make every effort to ensure that any services and facilities provided by others at our stations are accessible.

A7.4. Replacement facilities

We will provide, wherever possible, reasonable replacement facilities that are accessible when the level of accessibility of facilities at a station is less than that normally provided (e.g. as a result of the breakdown, alteration or removal of facilities).

A7.5. Station entrances

Our property and station management teams will review your needs when considering the need to restrict or temporarily close access points at stations, and we will comply with the agreed code of practice with regards to mandatory standards regarding unobstructed progress during building works. All planned works which impact on levels of accessibility is reviewed.

A8: Redress and Compensation

While we aim to ensure our assisted travel is delivered seamlessly, when it has not been delivered when you were travelling on or due to travel on our service, we will provide compensation for the journey. This is valid for all assistance offered on the Elizabeth line whether it was from turn up and go or a booked assistance, regardless if it was through our own contact centre or a different source.

We will happily assist any claim and will evaluate each one on an individual basis. To make a claim please contact TfL's contact centre, details are available on the TfL website ([help-and-contact](#)) and in the 'Making Rail Accessible: Helping older and disabled customers' leaflet.

The contact centre will coordinate a response to your complaint, should you have travelled with multiple train companies we will provide you with a full explanation in response, including why it happened and what mitigating actions we intend to take as a result. You will receive a single response, and when it is more appropriate for your claim to be addressed by another operator, we will obtain your consent first before passing it on for investigation.

The Elizabeth line will always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all complaints and additional compensation claims on an individual review. This will not affect your legal rights to make claims under the Consumer Act 2015, although you must not seek to recover the same money twice, for example both under our claims process and the Consumer Rights Act 2015.

Additionally, with every missed assist complaint that occurs on the Elizabeth line we want to ensure that this does not discourage passengers from traveling on a train service again. Therefore, our Customer and Community Ambassador Team offer to contact all passengers to arrange a meeting (in person or digitally depending on your preference) to discuss the experience they encountered and assure them about our TUAG and booked assist policy. From this, we will review the incident and any passenger feedback to see how we can improve our services. Consequently, any passengers agree to act as an advisor on mobility issues or become a Travel Ambassador for the Elizabeth line.

B. Strategy and Management

B1. Strategy

The Elizabeth line is a rail service for London and the Southeast. The Elizabeth line is managed by Transport for London (TfL) and operated by MTR Corporation (Crossrail) Limited (MTR).

By 2022, the Elizabeth Line will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. It will greatly improve commuting access across the capital. Upon completion, the Elizabeth Line route will serve 41 stations and run 118 km (72 miles) from Reading and Heathrow in the West, through new tunnels below central London to Shenfield and Abbey Wood in the East.

Our vision is to set a new transport standard for the UK, moving people and connecting communities better than anyone else. Our mission is to:

- Enhance our customers' experience, ensuring a safe, reliable and high-quality journey
- Actively engage with communities to move London forward
- Foster a company culture whereby we inspire, empower and develop our people
- Build our business through innovation and continuous improvement

At the Elizabeth line, we are committed to providing you with a safe, reliable and friendly service. We want to make sure that you can use our services safely and in comfort. We recognise that our customers may have different requirements when they travel with us and are committed to making each passenger's journey as easy as possible.

All Elizabeth line stations are staffed along the route from first to last train. The Elizabeth line's service is in operation between:

- Shenfield and London Liverpool Street
- Abbey Wood and Paddington
- Paddington and Heathrow Terminals 2, 3 and 4 and Reading

All trains and stations have been deep cleaned and are being revitalised. Disabled customers needing assistance will be able to use the Turn Up And Go scheme, with no need to pre-book assistance. Staff will be fully trained and equipped to assist passengers at all stations, as is the case on London Underground and London Overground services. The Elizabeth line will be fully accessible. As part of this, we will ensure we will continuously raise the awareness of assisted travel facilities at our stations; we will ensure that the provision of assisted travel is consistently reliable; and we will ensure that our staff training supports our accessibility obligations and aspirations to set a new transport standard for the UK.

The Elizabeth line is committed to improve accessibility by collaborating with Network Rail, TfL and the Department of Transport (DfT) to support the delivery and development of accessible stations. We support disabled persons groups and develop practical solutions to help our employee's better assist people with barriers to travel. Where the Elizabeth line identify opportunities for further positive changes to customer experience, they work with TfL and Network Rail to ensure considerations are included within programme works.

In addition to physical adjustments to stations and trains, the company regularly enforces its Equality and Inclusion agenda to all aspects of operations and customer service delivery. Elizabeth line strive in creating valuable continuous improvements to provide reliable, safe and friendly services to all customers. Our Station Staff, Management Team, Community Ambassadors (who work on our railway and within the wider community) and Travel Safe Officers (who help people with ticketing and ensure customer safety) are encouraged to engage with all customers and identify/address any travel concerns. More detail about the station improvements and the Elizabeth line services are available on the Transport for London website at tfl.gov.uk/TfLrail

B2. Management arrangements

Protecting and improving your access to rail services for is an integral part of our business strategy and is supported by Elizabeth line's Board of Directors. The Customer Experience Director is responsible for the Accessible Travel Policy (ATP), which is comprised of:

- Accessible Travel Policy: Policy Document (this document)
- Making Rail Accessible: helping older and disabled passengers (passenger information leaflet, available from stations and online)
- Elizabeth line Fleet Document
- Elizabeth line Station Document

Our Customer Experience Team review these documents annually. Since the network is under major redevelopment, policy reviewing will occur more regularly to ensure any modifications that affect the information's validity is updated. If necessary, relevant directors will implement corrective actions if any ATP requirement deficiencies are identified. All changes would be communicated internally to all staff via our Internal Communications Team. Additionally, the Office of Rail and Road Regulation (ORR) will review our ATP annually.

Establishing and maintaining our Accessible Travel Policy is a condition of our Passengers' licence (Condition 5: Provision of Services for Disabled People) and Station Licence. For compliance purposes, the Customer Experience Director and Concession Director are currently accountable for both the Passengers' Licence and the Station Licence. The principal vehicle for achieving this will be via the Elizabeth line Annual Business Plan, which includes a priority work-stream dedicated to improving the service we offer disabled customers.

The Head of Customer Experience, working closely with local managers, is responsible for the day- to-day implementation and compliance with our Accessible Travel Policy. This will largely be achieved through communication with the relevant managers and their teams, alongside customer satisfaction surveys, post travel research and periodic reports.

B3. Monitoring and evaluation

To make sure that the provision of services to customers with disabilities is not overlooked and to monitor and evaluate our commitment within the Accessible Travel Policy, our Head of Customer Experience reviews performance through our Customer Service Dashboard on a four-weekly basis. This review ensures that the following key performance indicators are correctly addressed:

- The total number of customers who used turn up and go over the period;
- The total number of customers who booked assistance over the period;
- The total number of complaints we received about issues relating to disabled travel over the period;
- The total number of complaints received as a percentage of the journeys over the period; and
- The total number of employees who have received disability awareness training over the period.

The data collected as part of the review will be formally considered by the Customer Experience Team in order to evaluate the effectiveness of our policies. Benchmarking our service to establish what works, how we know it works, and how we improve service delivery ensures any deficiencies are identified and resolved.

We will continue to provide sufficient resource to maintain Passenger Assist, TUAG, improve assistance performance and updating information as often as practicable and at least annually. All incidents relating to assisted journeys are recorded with our Control team and monitored periodically by the Customer Experience Team. We are proud of our high success rate (96% of assistance correctly delivered) and investigate all the circumstances of any failures to prevent recurrence.

The TfL Contact Centre team will review and investigate any complaints or feedback from our disabled customers and provide a detailed response. This will ensure that any failures in our commitments are identified and resolved as quickly as possible. The local station managers to ensure policies are working in practice and make any necessary adjustments review these.

We will regularly review the accessibility travel policy and reports 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.

B4. Access improvements

The Elizabeth line is committed to making every possible effort to meet the standards of the DfT's Code of Practice Design Standards for Accessible Railway Stations. Additionally, the Elizabeth line complies with the NTSN:PRM. Wherever possible Elizabeth line will adopt a best-practice approach to access for disabled passengers.

However, there may occasionally be circumstances where the Elizabeth line is unable to comply fully with the Code regarding:

- New or enhanced station facilities
- Refurbishment of existing trains
- Station or on-train services

In this case, Elizabeth line will approach the ORR to seek dispensation from the relevant section of the Code at the earliest possible stage after all possible options have been considered.

B4.1. Stations

In the last year, the following step-free and improvement changes have taken place:

- Acton Main Line – step free access to all platforms due to new lifts and a new station building
- Ealing Broadway – step free access to all platforms due to new lifts and a new station entrance and infrastructure
- Hayes and Harlington – step free access to all platforms due to new lifts and improved station infrastructure
- Southall – step free access to all platforms due to new lifts and improved station infrastructure
- West Drayton – step free to most platforms due to new lifts and improved station infrastructure
- West Ealing – step free access to all platforms due to new lifts and improved station infrastructure

To develop the Elizabeth Line, all new central stations are built to be fully step free for our customers. This includes:

- Paddington (Elizabeth Line, Lower Level)
- Tottenham Court Road (Elizabeth line)
- Farrington (Elizabeth line)
- Liverpool Street (Elizabeth line)
- Whitechapel (Elizabeth line)
- Woolwich
- Custom House
- Canary Wharf

B4.2. Trains

Currently, a mixed train fleet of class 345 and class 315 are operational between Shenfield and London Liverpool Street. The class 315 are gradually being phased. A train fleet of class 345 are in operation between London Paddington and Abbey Wood and between Reading, Heathrow and London Paddington. The new class 345 trains are compliant with NTSN: PRM and include improved accessibility features such as 4 designated wheelchair spaces, priority seating, wide full-length carriages and improved customer information systems. More information on the accessibility of Elizabeth line Fleet can be found on the website: tfl.gov.uk/accessguides

B5. Working with disabled passengers, local communities and local authorities

The Elizabeth line maintain regular contact with key stakeholders on matters affecting accessibility, including ways to improve and prioritise access along our network. These include London TravelWatch; Office of Rail Regulation; Transport Focus; Disabled Persons Transport Advisory Committee (DPTAC); relevant London Boroughs and the British Transport Police (BTP).

We consult on the content of our improvements programmes and maintain a regular dialogue with local user groups, charities and councils. We endeavour to attend user groups, local transport liaison, local authority mobility forums and industry-related accessibility meetings. We are also committed to building our relationships and working directly with our representative groups.

- Ageless Teenagers in Ilford
- Brentwood Access Group
- CoLAG (City of London Accessibility Group)
- Green Corridor
- Havering Association for People with Disabilities
- London Visio
- MENCAP (Ealing, Southall, Ilford and Romford)
- RNIB
- Sight Havering,
- Sycamore Trust (specialises in autism)
- TfL Accessibility team
- Transport for All
- Transport Sparks
- Yew Tree Centre

The Elizabeth line aims to ensure that all its customers feel safe, reliable and comfortable with the service provided. Therefore, we seek to engage with customers with barriers to travel through accessibility sessions within communities, bespoke trips along the line and personal visits to those who experienced missed assists. Our objective is to encourage confidence and invoke the option of independent sustainable travelling. The following are some of the recent initiatives we are developing:

- Train to plane at Heathrow Airport – to provide seamless travel for passengers with mobility issues
- Here to help session at Queens Hospital, Romford – building confidence to travel on public transport with patients who have recently become disabled
- Introducing the use of Makaton to customer facing staff
- Launching accessibility training in local schools to the network to promote awareness and safety

Elizabeth line are proud to have our own Travel Ambassadors, who are service users with a variety of barriers to travel to assist us in improving our accessibility and inclusion. These barriers include perspectives from old customers, across the autism spectrum and visual, auditory and mobility disabilities. They meet with the Customer Experience Team on a quarterly basis to discuss and support in any upcoming changes and/or improvements, which may affect accessibility matters facilities, services and processes. From this, their input is valuable.

B6. Staff training

It is important to the Elizabeth line that all passengers receive excellent customer service, especially those with any barriers to travel. Therefore, as part of our corporate induction, all employees entering the business (regardless of role) receive specific training in disability awareness and equality legislation. The material aims to build delegates' knowledge and skills to enable them to best meet the needs of our disabled passengers; and do this in accordance with both the law, the Equality Act 2010, and Elizabeth line's commitment to continuously improve current standards of accessibility to our services for all our passengers.

The delegates' objectives by the end are to:

- understand the concepts of discrimination, equality, diversity and equal opportunities and applying key anti-discriminatory practices
- understand disabled people and what possible barriers they may face on our network
- examine the issues of stereotype and perceptions
- examine the importance, application and relevance of our equality and diversity policy and the Equality Act 2010
- exploring personal attitudes, values, beliefs and prejudices and understanding their origin
- developing appropriate action planning tools to advance equity and non-discriminatory practice within work

In addition to the above, front-line employees require the following additional knowledge, which is predominantly delivered in a classroom-based setting:

- Complete local station inductions to understand how to deliver passenger assistance safely and reliably
 - Learn how to use the required equipment for assistance, such as radio communication, manual boarding ramps, wheelchairs and induction loops
 - Understand the accessibility features and services of the network
 - Learn how to use our customer experience app to access up to date information on facilities and service performance
- Attend Customer First training within 3 months of starting
 - Understand how to recognise, engage, support and communicate with disabled passengers
 - Undergo an experiential session which illuminates a VIP's experience to understand in detail the barriers they address and the support that they require
- Complete the bespoke Quality Performance Regime eLearning training. This is an interactive game which covers passenger's scenarios

Elizabeth line are reviewing and, where necessary, will amend training content to ensure that it is consistent with the nine mandatory training outcomes set out in the new ORR's Guidance.

Mandatory training outcomes:

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 staff's role 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 network

9. Providing safe assistance: duties and process to ensure that both staff and passengers remain safe at all times.

Frontline staff will meet the mandatory training outcomes set out above. Additionally, all new staff, including senior and key managers, as part of their induction, will receive training in understanding the challenges facing disabled people (1), equality legislation (2), defining disability (3), recognising passengers who need assistance (4), the regulatory framework of the rail industry (5) and how the Passenger Assist service operates (6).

All frontline staff that interact directly with passengers will receive training that delivers training outcomes relating to customer and staff communication (7), accessibility within and around stations (8) and how to provide safe assistance (9).

By the same date, we will ensure agency staff and temporary staff receives a condensed version of the training course, including communication and providing safe assistance. We will work with our third party suppliers to support them in delivering appropriate accessibility training to their team members, where their employees will interact directly with our customers e.g. rail replacement bus operators and drivers, taxi drivers and cleaning teams, so that they are able to provide appropriate and high quality assistance. This may include sharing training materials, agreeing training principles and/or providing introductions to disabled user groups.

In addition, all contact centre employees who provide information or advice directly to Elizabeth line passengers will receive a condensed version of the training course covering, as a minimum, the Passenger Assist service and customer communication.

All training conducted by employees at Elizabeth line is recorded in our learning station system to record, review and track completion rates. The system is reviewed regularly and provides notifications when refresher training is required. All staff will receive refresher training within two years of receiving their initial training, and as a minimum every two years thereafter.

All customer experience employees receive refreshing training every quarter regarding multiple areas. A section of disability awareness content is always included.

Our Travel Ambassadors, who are included in the review and development of any new content, reviewed the current material being delivered.

At the time of submitting our Accessible Travel Policy for review, we will ensure that all statistics, legislation and language used in training are up to date.

This approach to training will ensure all our staff have the skills and knowledge to enable them to best meet the needs of customers with disability and to do this in accordance with both the law and Elizabeth line's commitment to further improve levels of accessibility.

We will provide a report to ORR setting out progress against delivery of these staff training commitments.