



# Making rail accessible

How we make it easier to travel by train for older and disabled people



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## About this booklet

We are TransPennine Express.

We think it is important that everyone can travel safely on our trains.



This leaflet tells you how we make our stations and trains **accessible**.

**Accessible** is when older people and people with disabilities can easily use our stations and travel by train.

We tell you:



- How you can get the information you need to plan your journey.

- What help we can give you.



- How you can contact us.



- Where you can get more information.

# How we can help you travel

## Passenger Assist



Passenger Assist is one way rail companies make travel easier for older or disabled people.



You can ask us for help to travel. This may be help to get around the station or help to get on a train.



**Here are some of the things we can help you with:**

- Getting around the station or getting on or off the train.
- Help to carry your bags.





- Booking a seat on the train. This includes booking a space for a wheelchair, if you use one.



- Planning your journey. Things like:
  - If you need to change trains.



- If you need to get a taxi or bus for part of your journey.



- Booking any tickets or buying tickets at the station.



- Checking how accessible the stations and trains are for you. Things like toilets, lifts and waiting rooms.

## Things we cannot help with:

We cannot help you with things like:

- Eating.
- Personal care. This is things like going to the toilet.
- Taking any medicines.



If you need help with these things, you will need to travel with some support.

# How to ask us for help



You can contact our Passenger Assist team for help to travel by train across England, Scotland and Wales.



## Face to face:

Speak to staff at the train station to help you plan your journey.



## Phone:

**0800 107 2149**

You can phone the team any time day or night.



## Minicom/ Textphone:

**18001 0800 107 2149**

For people with hearing problems



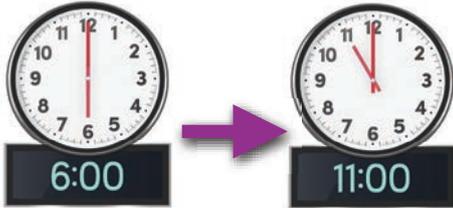
## Online:

**[www.tpexpress.co.uk/help/passenger-assist](http://www.tpexpress.co.uk/help/passenger-assist)**



## On WhatsApp:

07812 223336



You can contact us on WhatsApp from 6am to 11pm everyday.



## On our app:

You can book help up to 2 hours before you travel using a free app on your phone. The app is called **Passenger Assistance**.



You can find more information about the app online:

[www.nationalrail.co.uk/help-and-assistance/passenger-assistance-app/](http://www.nationalrail.co.uk/help-and-assistance/passenger-assistance-app/)

# Pre-booking your travel



It is best to book the support you need in plenty of time before you travel.



2 hours +

Contact us from 11 weeks up to 2 hours before you travel.

This helps us to plan the best way to help you.



Sometimes a station may not be accessible for you.



If so, we will tell you and try to find another way to help you travel.

We may pay for a taxi to take you to an accessible station you can use.



To check if a station is accessible you can look at this website:

**[www.nationalrail.co.uk/find-a-station/](http://www.nationalrail.co.uk/find-a-station/)**

# At the station

## What to do if you have pre-booked help to travel



Try to get to the station at least 20 minutes before your train is due to leave.



Go to the meeting point at the station. You will have been told where the meeting place is when you booked.



Let our staff know you have arrived and that you have booked help to travel.



You can also ask any staff at the station for help.

Our staff will have a **blue** uniform on. They might also be wearing a bright yellow safety jacket.



## Support at the station for people who have not pre-booked

We can still help you if you did not pre-book help.



You can turn up at any of our train stations and ask our staff for help.



If we have staff at the station we can help you:

- Buy any tickets you need.



- Get on a train.



**If we do not have staff at the station you can:**

- **Phone our Passenger Assist team  
0800 107 2149**



- **Use the help point**  
Press the button to speak to our staff



Some of our stations do not have staff. You can check if there will be staff at your station online:

**[www.nationalrail.co.uk/find-a-station/](http://www.nationalrail.co.uk/find-a-station/)**



Train staff will always support you to get on and off the train.

# Accessibility at the station

Our stations are very accessible.  
They have things like:



- Ways to get to your train without using stairs.



- Accessible toilets and **Changing Places** toilets. A **changing places** toilet has extra things in it like a changing table and a hoist.

It is a special toilet for disabled people to use when they are out and about.

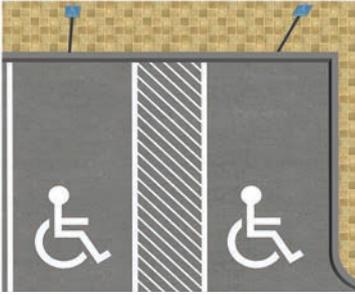


- Wheelchairs that people can use at the station.



- Ramps to support people to get on the train.

You cannot use these ramps by yourself. Our staff will help you.



- Car parking spaces for disabled people close to the train station.



- Good customer information about planning your journey and using the station.



You can find information about what services our stations have online:  
**[www.nationalrail.co.uk/find-a-station/](http://www.nationalrail.co.uk/find-a-station/)**

# Sunflower lanyards and assistance cards



**Sunflower lanyards and assistance cards** are a way of telling staff you need support.

A **lanyard** is a card that you wear around your neck.



A sunflower picture is used to show **hidden disabilities**.

A **hidden disability** is when someone cannot see your disability just by looking at you.



You can write on an assistance card what support you need. You can show this card to our staff.



You can get a sunflower lanyard or an assistance card from most supermarkets or online at: **[hdsunflower.com/](https://hdsunflower.com/)**

# Travelling on the train

## Seats

All of our trains have spaces for wheelchairs and accessible seating. We call this **priority seating**.



These spaces are close to:

- The accessible toilet.
- The door to get on and off the train.
- Seats that you can get into from your wheelchair if you want to.
- Staff if you need support with things like getting on and off the train.





Our wheelchair spaces have **companion seat** next to them.

A **companion seat** is a seat for someone to sit next to you. You need to book a companion seat when you book your wheelchair space.



It is best to book your priority seating before you get on the train.



If someone is sat in the seat but they don't need it, we will ask them to move.



Our staff will try to help you if they can.

## Assistance dogs



**Assistance dogs** help people with a disability. Things like dogs to help people who are blind or autistic people.



Assistance dogs are welcome on our trains.

They can travel for free. This means you do not need to pay any money for them to travel.



Your dog can sit under a seat on the train.



You can get a special card to use on the train.

The card tells people that your dog is under the seat and they should not sit there.

To get a card, you can contact  
National Rail:



**By email:**

**[customer.relations@nationalrail.co.uk](mailto:customer.relations@nationalrail.co.uk)**



**By phone:**

**0800 022 3720**

## Mobility scooters



We do not allow all mobility scooters  
on our trains.

If you have a smaller scooter, you can  
get a scooter card. This lets you to  
take your scooter on the train.



You can find more information about  
getting a scooter card on our website:

**[www.tpexpress.co.uk/help/  
accessibility/mobility-scooter](http://www.tpexpress.co.uk/help/accessibility/mobility-scooter)**

## If things do not go as planned

Sometimes things do not go as planned. Things like:



- Work being done to fix a railway track or to make a station look better.



- A train breaking down.



- Bad weather.



The Assisted Travel Team will help you when things do not go as planned.

They might do things like:



- Arranging a bus or coach to take you where you want to go.



- Giving you as much information as they can.



- Giving you more time and help to get on a different train.



Sometimes we may not be able to give you the support you have pre-booked.



If you don't get your pre-booked help, we will give you some money back for that part of the journey.

# Railcards to help you travel

## Disabled Persons Railcard



If you are disabled you may be able to get a **Disabled Persons Railcard**.

A **Disabled Persons Railcard** means you and the person travelling with you will pay less for your tickets.



You can find out more about railcards or apply for one by:

**Looking at the website:**

**[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)**



**Phoning National Rail on:**

**0345 748 4950**



**By Minicom/ Textphone:**

**0345 605 0600**

For people with hearing problems

## Senior Railcard



If you are aged 60 or over you can get a **Senior Railcard**.

A **Senior Railcard** means you can pay less for your tickets.

To find out more or to get a Senior Railcard, you can:



**Look online at:**  
[www.senior-railcard.co.uk](http://www.senior-railcard.co.uk)



**Email:**  
[railcardhelp@railcards-online.co.uk](mailto:railcardhelp@railcards-online.co.uk)



**Phone National Rail on:**  
**0345 748 4950**



**By Minicom/ Textphone:**  
**0345 605 0600**

For people with hearing problems

## Family and Friends Railcard



A Family and Friends Railcard can be used any time an adult is travelling with at least one child.

You pay a lot for less for your tickets.

To find out more or to get a Family and Friends Railcard, you can:



**Look online at:**

**[www.familyandfriends-railcard.co.uk](http://www.familyandfriends-railcard.co.uk)**



**Email:**

**[disability@raildeliverygroup.com](mailto:disability@raildeliverygroup.com)**



**Phone National Rail on:**

**0345 748 4950**



**By Minicom/ Textphone:**

**0345 605 0600**

For people with hearing problems

## Cheaper tickets for some people



Some people can buy cheaper tickets without a railcard. You can also get cheaper tickets for a person who is travelling with you too.



We can give cheaper tickets to:

- People who need to stay in a wheelchair when they travel.



- People who are visually impaired.

You will need to show us some proof. The proof could be:

- A letter from social services.
- A Guide dog ownership certificate.
- A letter from RNIB or Blind Veterans UK.



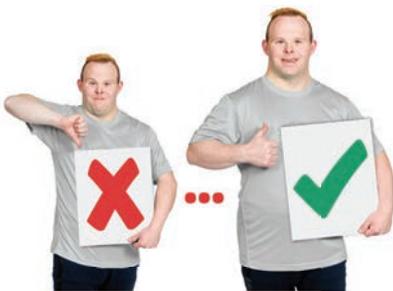
You can only get these tickets if you buy them from the ticket office or on the train.

# How to make a Complaint



Sometimes things may not go as well as we would like.

You can make a **complaint** about your experience. A **complaint** is when you tell us you are unhappy about something.



We use the information from complaints to make our services better.

**You can complain:**



**By phone:  
0800 107 2149**



We are closed on the 25th and 26th December.



**By Minicom/ Textphone:  
18001 0800 107 2149**

For people with hearing problems



**Online:  
[www.tpexpress.co.uk/help](http://www.tpexpress.co.uk/help)**



**By post:  
Freepost  
TransPennine Express**



You don't need to put a stamp on the envelope.



If you are not happy with how we looked at your complaint you can contact the **Rail Ombudsman**.

The **Rail Ombudsman** is part of the Government that checks train services are doing a good job.

You can contact the Rail Ombudsman:



**Online:**

**[www.railombudsman.org](http://www.railombudsman.org)**



**By Email:**

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



**By Phone:**

**0330 094 0363**



**By Post:**

**Freepost**

**RAIL OMBUDSMAN**



You don't need to put a stamp on the envelope.