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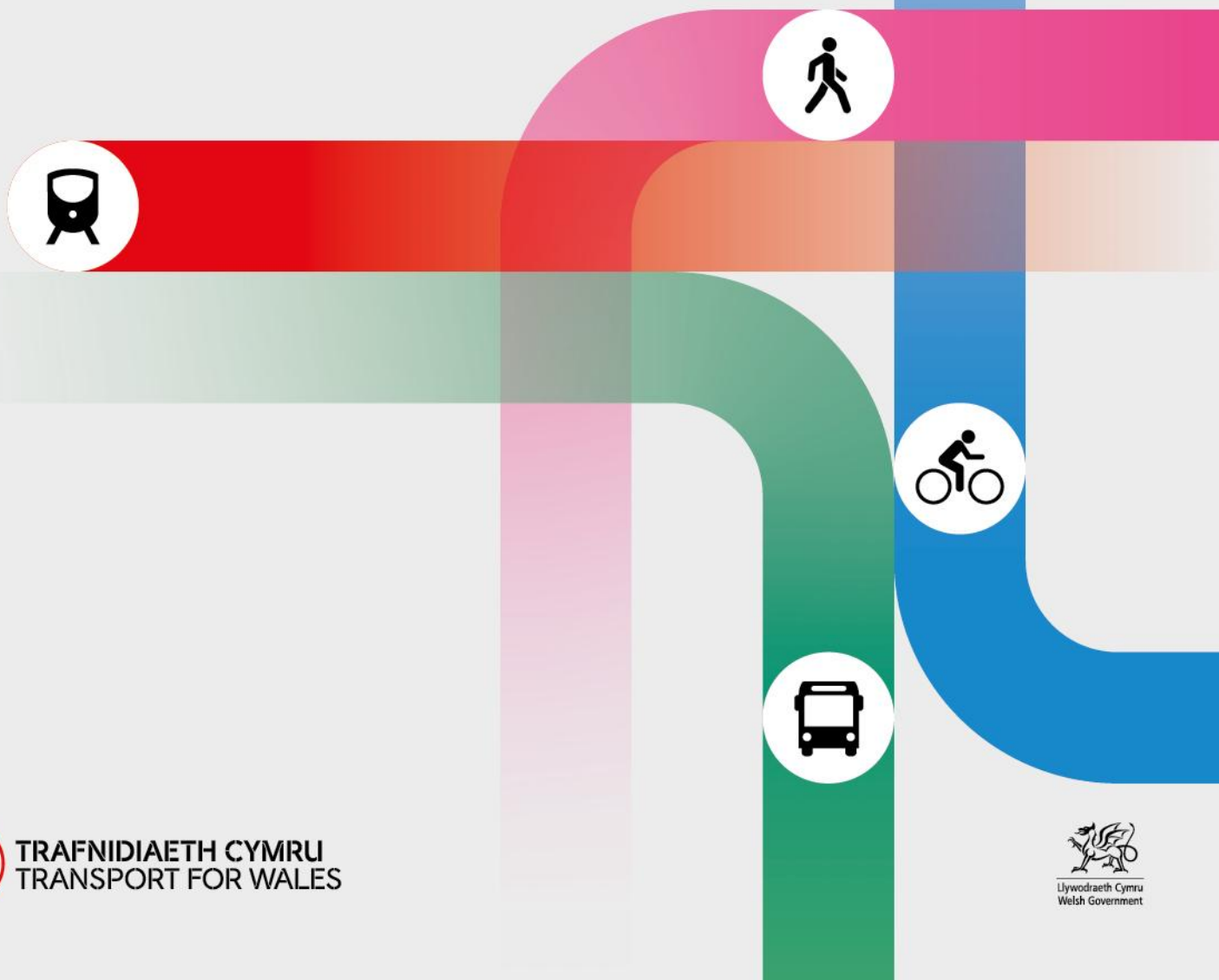
01/02/2026

# TfW Accessible Travel Policy
# Making Rail Accessible: Helping Older, and Disabled Passengers

**Policy document**



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TRANSPORT FOR WALES

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A. Commitments To Providing Assistance

Transport for Wales (TfW) are committed to providing rail services of the highest standard of Accessibility and Customer service for all our customers and stakeholders. Ensuring our aspirations for customer inclusion and independence is evident through our actions and achievements.

Each license provider is required to review and publish annually their Accessible Transport Policy document, designed to complement the concise customer leaflet entitled, 'Making Rail Accessible: Helping Older, and Disabled Passengers' available upon request, as well as on our website1. Making Rail Accessible: Helping older and disabled passengers | Policy document | Transport for Wales (an easily accessed complete version of the ATP online)1. Making Rail Accessible: Helping older and disabled passengers | Policy document | Transport for Wales (an easily accessed complete version of the ATP online)
2. Policies and information | TfW (links to PDF versions of both passenger leaflet and ATP policy document)

Our TfW Accessible Travel Policy (ATP) setting out our policies and approach towards providing assistance for customers with restricted mobility or requiring assistance, for example:

- those with visual or auditory impairments or learning disabilities
- those whose mobility is impaired as a result of arthritis or other temporary or long-term conditions.
- those with non-visible disabilities which may not be immediately apparent to others.
- older people
- those accompanying disabled children in pushchairs or wheelchairs
- disabled customers requiring assistance with luggage

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

This policy also outlines our commitment to providing assistance and meet the requirements of a range of legislation and guidance, including -

- The DfT's current 'Design Standards for Accessible Railway Stations: A Code of Practice' (the Code of Practice)
- The Equality Act 2010,
- The Rail Vehicle Accessibility Regulations 1998 (RVAR),

The Technical Specification on Interoperability: Persons with Reduced Mobility (PRM-TSI).

A1 Booking and Providing Assistance

We want to make it as easy as possible for you to travel with us and offer a range of assistance if you have access needs.

Booking Passenger Assist, Assisted Travel

Passenger Assist is a national system supported by all train operating companies, which helps operators to arrange passenger assistance for disabled customers or customers with restricted mobility.

We are committed to this system and have a specialist team who will provide journey advice, help you book assistance across the whole UK Rail Network, buy your tickets in advance and reserve seats on services where available.

Passenger Assist phone team is available 24 hours a day, every day (Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00) or you can use our online booking process 24 hours a day, 7 days a week (except 25th and 26th December). (Please see section C for contact details).

We'll always do our best to help you whether you're travelling at short notice or have booked assistance in advance.

For the most effective service, we recommend booking and reserving assistance 2 hours before you travel. You can also book further in advance if you prefer.

There are several ways to book:

- Online - using our book assistance form.
- Visit our website: https://tfw.wales/
- By phone: call our Passenger Assist team on 03330 050 501 (24 hours a day, every day. Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00) Alternatively should you wish to make a booking using the Welsh language please select Option 1 when asked.
- By Next Generation Text: call our Passenger Assist team via text relay service on 18001 03330 050 501 (24 hours a day, every day. Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00).
- Using the Passenger Assistance web and mobile customer system. Please note, this system is not available in Welsh.
- Contacting National Rail: -
- Tel: 03457 48 49 50 or 0800 0223720 (24 hours a day, every day except 25th December).
- Online - Website: https://www.nationalrail.co.uk/
- Text Direct: 0345 60 50 600: (for people who are hard of hearing or deaf) Calls cost no more than calls to geographic numbers (01 or 02) and may be included in inclusive minutes and discount schemes in the same way.

Assisted Travel Without Booking

You can turn up at any station that is accessible to you and request assistance onto a train from a member of our station or train staff, alternatively you can call for assistance via a Help Point, where available, 24 hours a day 7 days a week (except 25th and 26th December).

If you cannot book assisted travel in advance, we will still provide help, if possible, but this may take longer to arrange. Please speak to a member of station staff and they will help you get on your intended train or the next available one. Please arrive at least 20 minutes before the time of your intended train so that staff can make arrangements to escort you to the platform in plenty of time to board your train.

While on board the train, if you require assistance, please ask the conductor. All our trains staffed by conductors who regularly pass through the carriage and are very happy to assist in any way they can.

Detailed information about the accessibility features of our stations is available by contacting our Assisted Travel team, National Rail Enquiries website https://www.nationalrail.co.uk/ and our Station Accessibility Information available through using the following link https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility (for contact details please see section C).

Assistance At Part-Staffed and Unstaffed Stations

At stations where there are no staff to help you; our conductors can help you to get on and off the train by using the ramps provided. In this case, you need to be on the platform before the train arrives.

Once you have been assisted in boarding a train, our staff will communicate with the on-train staff and destination station staff, as appropriate, to ensure you are provided with assistance to alight the train. Our Passenger Assist communication system will track assistance provided throughout the journey.

Where assistance has not been arranged in advance, please speak with a member of our station or train staff or, at an unstaffed station, where available, use the Help Point, and we will do everything we can to help you with your journey.

Please note. Our Passenger Assist booking team consider several factors to ensure the accessibility of our services and customer safety, including the level of accessibility at the station in relation to the type of assistance you will need. Our teams will suggest alternative arrangements If our team believes there is any risk of you not being provided with sufficient assistance at a particular station or stage of your journey. Therefore, they will work with you, listening and discuss your needs. Providing a tailored approach to alternative journey planning, booking passenger assistance or public transport or any assistance necessary to get you to your destination. This may include accessible taxi provision.

We also make sure that the arrangements for providing help at any station are shown on the TfW Station Accessibility Information https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility or by contacting our Customer Representatives team (Please See section C)

On each station's page of the National Rail Enquiries website https://www.nationalrail.co.uk/

Assistance Staff

In addition to our stations and train staff our Travel Companions are currently available in Swansea, Cardiff Central, Newport, Shrewsbury, Chester stations. This is in addition to all our stations and trains operational staff who are always on hand to provide assistance across our network. Uniquely at Chester and Cardiff Customer Ambassadors are available offering a coordination role relaying information to customers as required.

All staff operate during core hours; providing a highly visible presence by working in designated zones across the station to maximise customer interaction and manage key points. Promoting customer standards and responding to general customer enquiries to a high level across the whole station, liaising with other staff to maximise customer satisfaction.

Passenger Assist services is currently provided by both station and or conductor staff at all our stations.

Booking Passenger Assist- Future Improvements.

The rail industry is constantly improving to address the needs of its customers. The Passenger Assist national system supported by all train operating companies is one such example.

Between the 30th March 2021 and 1st April 2022, the required notice period for customers requiring passenger assist significantly improved. Since 1 April 2022, TfW do not require passengers to give more than 2 hours' notice when booking through Passenger Assist.

Handover Protocol

As part of a national commitment between Rail Service Providers TfW delivers a standard procedure for communicating any passenger assistance across the UK. Formally ensuring that the correct information is communicated from the boarding to the alighting station; giving passengers confidence that they will receive the required assistance at all stages of their journey.

Within this handover protocol, relevant station teams / employees are responsible for receiving and managing the calls to deliver the required assistance.

Where this is not possible due to the station being unstaffed or only staffed by a single individual tasked with ticket office duties our control room will act as the number and direct calls as appropriate.

Passenger Assist services is currently provided by both station and or conductor staff at all our stations.

Handover Process

- Booked Passenger Assist – Relevant employees will call ahead to the relevant Station teams / employees to let the destination know the customer is on their way.
- Un-booked Passenger Assist - If the person has not booked passenger assist. Station teams / employees will call ahead to the next station, change station or destination to let them know.
- Unstaffed Stations - If the destination / change station is an unstaffed station. It is the conductor's responsibility to assist the customer on or off the train. Please note that conductors can only assist customers on or off trains and are not able to provide any other assistance from that point (i.e., not to the gate line etc).

Furthermore, Stations Connect is also used as a safeguard in the event of limited network coverage. All staff have access to a single number which connects them through a switch board to any specified station

TfW are currently working towards using the electronic handover Protocol which is embedded within the Passenger Assist Staff app. This will allow greater opportunities for recording bookings and resultant actions. In respect of TfW stations, stations teams will call the platform/ station office number if appropriate. Again, our trains all have conductors that will perform Passenger Assist duties.

Passenger Assist, Assisted Travel Team Can:

Our Passenger Assist phone team is available 24 hours a day, every day (Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00) or you can use our online booking process 24 hours a day, every day (25th and 26th December). They can provide journey planning advice, help you book Passenger assist assisted travel, help you buy tickets in advance and reserve wheelchair space for journeys across the National Rail network (Please see section C for contact details).

In respect of other rail operators, passenger assist will be able to advise customers regarding some Rail Operators limitations to reservation systems.

Passenger Assist, Travel Services

If you book Passenger Assist assisted travel in advance, we can arrange for a conductor or station staff to help you on and off the train at any station during the hours when trains are due to stop at them. When you book assisted travel, we can arrange the following;

- Making a ramp available to get you on and off the train

- You will be able get help to travel through the staffed stations.
- Assist you on or off the train
- Finding you a seat on the train
- Reserving a seat or wheelchair space where available
- Help with making connections with other train companies in one single booking
- Help with luggage (see section **A7 Station Facilities**)

If you do not book Passenger Assist assisted travel in advance, when you arrive at a station, we will still provide Passenger Assist.

If a station is not staffed when you need help, we can still help you to make your journey, with as much of your trip as possible by rail. Please contact Customer Relations or by using the Help Points for out of hours support, alternatively please speak to our conductors who will be able to assist you.

Please note: - You cannot use the Passenger Assist service for international journeys or journeys to Northern Ireland or the Republic of Ireland. For onward travel by air, ferry, or Eurostar (into Europe) you will need to contact that transport provider about arranging help.

Ramps

Our current trains are accessible in a number of ways, including, via portable ramps positioned at our staffed stations, ramps integrated within some of our new fleet and portable ramps positioned onboard the fleet. Further information about facilities on our train fleet can be found at Policies and information | TfW

All our ramps are specifically designed for helping customers with disabilities on to and off the trains and are regularly inspected to ensure your safety. Our staff can use these ramps to help you even if you have not booked assistance.

If you have booked assistance to board or alight from an unstaffed station our conductors will use the ramps to assist you. This will be discussed with you at the time of booking. If you have not booked assistance, please tell a member of station staff or staff on the train that you require assistance, and they will provide the ramp and help you board or disembark. Please note that all our trains are staffed by conductors who also manage the train on platforms, check for and assist customers on and off the train. Staff are always happy to assist.

Many of our newest trains have built in ramps which deploy automatically when the train reaches the station and comes to a stop at the platform edge. These built-in train ramps will at a growing number of our stations afford step free access into and off our new trains.

Where our fleet does not have built in ramps, step free access will be provided through the use of portable ramps.

Carriages with accessible wheelchair spaces are identifiable through the use of a blue coloured panel and ‘wheelchair’ accessible symbol above the train entrance / exterior door.

Changes in Arrangements

During the course of your journey, our staff are trained to assist all of our customers, and they will communicate news of any service disruption and provision of alternative transport via the customer information systems or, where possible to you in person.

This includes providing aural and visual information and then a check to see if there are customers who either seem not to have understood the announcements or are likely to have difficulties in light of the announcements (for example, changing platforms).

Taking their other duties (such as train dispatch) into consideration, they will then do all that is reasonably possible to assist you.

Help Points are also provided at many of our staffed and unstaffed stations in prominent locations offering a link to our Control Centre 24 hours, 7 days a week (except 25th and 26th December), who will also be able to assist you in continuing your journey through arranging assistance or onward travel via taxi or bus.

Sometimes a train's departure platform must be changed, often at short notice. Such a change will be shown on the customer information screens and will be announced aurally as soon as possible. When a change occurs, our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible. If the platform is not accessible, we will arrange alternative transport i.e. taxi, to the nearest accessible station.

Seats / Wheelchair Space on Trains

Where available we offer wheelchair space reservations across our network to all passengers, including those with disabilities.

https://tfw.wales/info-for/passengers/accessible-travel/train-accessibility

All our staff on the train are equipped with new improved smart devices to receive information regarding assistance booked in advance, to ensure they are aware of any requirements. If assistance is booked, we will advise whether a wheelchair space has been reserved when you book. This will be extended to our staff at key stations in 2025 all of whom will receive handheld tablets.

If you are with companions and/or family members, we will do our best to provide them seats close to yours. We will aim to ensure that family groups, especially those requiring adult supervision, are as close as possible in suitable close. Our conductors will do their best to ask other customers to relocate if needed, but this is not always possible or within their power.

If You're an Expecting Mother / Pregnant

We offer the Baby on Board scheme in recognition of the difficulties that standing on a train can present for some pregnant and expectant mothers. Intended to make travelling by train easier; we provide "Baby on Board" badges. This to encourage other passengers to offer up their seats when they spot an expecting mother / pregnant customer wearing a "Baby on Board" badge - https://tfw.wales/help-and-contact/rail/baby-on-board-badge

To apply simply contact our customer relations team (contact details can be found in section C).

Assistance Dogs

Assistance dogs are welcomed on our fleet and at all stations. The Assistance Dog Travel Scheme helps assistance dogs and their owners travel comfortably and safely on our trains. Giving our customers with guide dogs a way of informing other customers of their presence being under the table and in effect occupying a seated space. This scheme providing the guide dog with a 'protected space'.

You get a personal, highly visible and reusable 'Assistance Dog Under Seat' card that can be used in two ways.

1. Where slots are available the 'Assistance Dog Under Seat' card can slot into the standard seat reservation holder on top of the seat next to the one that you're sitting in.
2. Alternatively, the 'Assistance Dog Under Seat' card can be placed on the table directly in front of the seat next to the one you are seated or on the seat itself.

This lets other customers know the seat, and the space under it, should be kept free for your dog.

Whilst this is a TfW Scheme, other Rail companies have a similar Assistance Dog Card which can also be used on our rail network.

To Taxis and Other Transport

At stations with assistance staff, they can help passengers to taxis or the designated pick-up point if within the station's boundary. If you have not booked assisted travel, please ask a member of platform staff. They will be happy to help, but there might be a delay. At Holyhead station, we can help you to the ferry check-in desk.

Assistance with luggage

You will normally need to be able to manage your luggage without additional help, however, if you have a disability and require assistance, you can book this in advance of your journey.

You may take up to three items of luggage into the passenger accommodation of a train but please consider their size and other customers. There are also other restrictions that may apply.

The weight, size and quantity of luggage must be safe for our staff to carry on and off the train and within the station. Each piece of luggage cannot weigh more than 23kg (TfW requirement)

We will provide help with luggage, free of charge, if you have booked assistance in advance.

However, we do not employ staff solely to carry customers' luggage and if you have not booked assistance, platform staff may have to attend to train safety before they can help you.

Please bear in mind the weight, size and quantity of luggage and do not exceed the limits in the National Rail Conditions of Travel luggage policy, as our staff must be able to lift the item(s) safely and must be stowable in the dedicated luggage spaces.

For more information on luggage please see page 16 of the National Rail Conditions of Travel; National_Rail_Conditions_of_Travel_2024.pdf (nationalrail.co.uk)

Please do not stow any luggage in the wheelchair spaces.

Assistance During Special Events

We make sure that specific arrangements are made for passengers needing help at any station when a special event is taking place nearby (especially at Cardiff Central and Chester stations). This includes accessibility queues, dedicated members of events staff intended to support disabled customers whilst queuing, assistance maps and an events accessibility web page. Please see Events | TfW and Initiatives for independent travel | TfW for more information.

We also make sure that the arrangements for providing help at any station are available on the TfW Station Accessibility Information https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility or by contacting our Customer Relations team (Please See section C) and on each station's page of the National Rail Enquiries website www.nationalrail.co.uk

Orange Wallet Scheme

We support the Orange Wallet Scheme, which is funded by the Welsh Government. The scheme aims to help people with a range of non-visible disabilities use public transport more easily. The wallet contains a space which can be written on and personalised to help passengers communicate their needs to staff. It can also be a helpful tool for people with non-visible impairments (that is, disabilities and difficulties that may not be obvious to others). All our staff are aware of the Orange Wallet and trained in how it can be of assistance to our customers. You can get a wallet from the Customer Relations team (Please see Section C). for more information, please follow this link https://tfw.wales/info-for/passengers/accessible-travel

Sunflower Lanyards 'hidden disabilities'

TfW actively support the sunflower Lanyard scheme.

The Hidden Disabilities Sunflower lanyard is a discreet way for adults and children with hidden / non- visible disabilities to show that they need additional support or just a little more time.

All our staff are aware of the Sunflower Lanyard and trained in how it can be of assistance to our customers.

Sunflower lanyards are available free of charge and can be sent to you by contacting the Customer Relations team (Please see Section C for contact details).

For more information, please follow this link https://tfw.wales/info-for/passengers/accessible-travel/initiatives

A2 Information Provision

We are committed to providing our customers and stakeholders 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, including when planning your journey door to door, prior to your departure including if your journey will involve a change of train or transfer to another mode of transport.

A2.1 Accessible Travel Policy Documentation Including Alternative Formats

To accompany this Accessible Travel Policy document, we have produced a shorter and more concise leaflet to help in planning your journey, entitled 'Making Rail Accessible: Helping older, and disabled passengers.'; both documents are available in alternative formats. The 'Making Rail Accessible: Helping older, and disabled passengers' leaflet is also available from our ticket offices and leaflet racks at all staffed stations called at by our services. It is also available online as a PDF on our website at https://tfw.wales/info-for/passengers/accessible-travel/policies-and-information and a read only Microsoft text version which is accessible using screen readers or other software with accessibility features.

Our stakeholder managers and community partnership teams will also ensure that local authorities, government agencies and accessibility groups across our TfW Network can be provided with copies of the leaflet on request for them to distribute at locations where public services are provided (e.g., libraries, GP surgeries, job centres, Citizens Advice bureaux, hospitals and post offices). However, as stated previously all documentation can be found at https://tfw.wales/info-for/passengers/accessible-travel/policies-and-information

On our station information boards located at each of our managed stations we set out how to obtain all relevant leaflets and the policy documents.

All our documentation conforms to the Welsh language standards / Welsh Language act and are available Bilingually.

Alternative formats of all our document are free of charge, from the Customer Relations team. The team can provide alternative formats such as large print, Braille or audio versions.

We will provide all our documents in a range of formats upon request.

If you would like copies of these guides or any other TfW services publications in an alternative format, please contact us in the following ways

- Customer Relations team on 03333 211 202 (Monday to Saturday: 08:00 - 20:00, Sundays: 10:00 - 20:00. Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00)
- E-mail: customer.relations@tfwrail.wales
- Or fill out a feedback form on https://tfw.wales/help-and-contact/rail/contact-us
- Or write to us at:

  Freepost

  TFW RAIL CUSTOMER RELATIONS

A2.2: Stations and Train Accessibility Information

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

To do this we will keep this information in an online format, attached to the online version of this policy document via https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility.

This information can be easily accessed on a range of mobile formats and personal mobile devices and is provided in accessible formats. Alternatively, it is available in a range of formats through contacting our Customer relations Team (Please see Section C)

This information will also be provided to the National Rail Enquiries website and Journey Check systems to ensure consistency of information. Our station and train staff will also be able to provide you with the same up-to-date information on request through their smart devices (Journey check system, which upon registering provides real time, up-to-date train times, train disruption information, station facilities, lifts, toilets, 'out of order' status across your intended journey. Keeping you informed about any delays or disruptions via email or SMS alerts www.journeycheck.com/tfwrail/

Additionally, please see the National Rail Accessibility Map. Available at the following link http://accessmap.nationalrail.co.uk/ This map contains information about the accessibility of each station on the UK Rail Network, including if a station is step free, the availability of accessible toilets and if the station has changing places facilities.

Station Accessibility Categories

Detailed information about the TfW Stations Accessibility is available by contacting our TfW Customer Relations team (Please see Section C) of from our website

https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility

Which provides detailed information about the accessibility of our stations; including step free access classification, as outlined below

TfW are committed to following the industry step free classification system as explained in Office of Rail and Road (ORR) Accessible Travel Policy guidance:

Category A: "This station has step-free access to all platforms / the platform"

Category B: "This station has a degree of step-free access to the platform, which may be in both directions or in one direction only ".

Category C: "This station does not have step-free access to any platform."

Operators must apply the following definitions to determine which of these three categories a station will be allocated to:

Category A

The station has step-free access to and between all platforms, at all times trains are running, via level access, lifts or ramps (in accordance with new-build standards re gradient/length). Additional station entrances or walking routes not meeting the A criteria are permitted, providing the additional walking distance to avoid these is no more than 100m.

Category B

The station does not meet category A, but has step-free access to either all platforms or at least one platform. In some cases, the station may be usable for some disabled and older people, but in others major barriers may exist which are likely to restrict the ability of some disabled or older people to use the station. This may include long or steep ramps, access between platforms that may be via the street, and there may not be step-free access to or between all station areas.

Category C

The station has no step-free access to any platform.

In its station accessibility information provided alongside the Accessible Travel Policy as

described in Section 4, A2.2 of this guidance, an operator may – for the benefit of passengers and staff that require further detailed information – choose to further classify stations in category B according to the following definitions, using the text in bold to describe the level of step-free access

B1. "Step-free access to all platforms - may include long or steep ramps. Access between platforms may be via the street."

This station does not meet the A criteria, but has step-free access (to all platforms) likely to be usable by many people with reduced mobility. Access may be via ramps, up to 1:10 gradient (any length). Short end-of-platform ramps may be up to 1:7. Access between platforms may be via the street, no more than 400m. Access via level crossings is permitted (if full barrier). Access routes may be via car parks, or short access roads without pavements, but otherwise routes via the street must include a pavement. Additional entrances/ walking routes not meeting the A or B1 criteria are permitted, providing the additional walking distance to avoid these is no more than 400m.

B2. "Some step-free access to all platforms - please check details"

This station has step-free access to all platforms, but major barriers exist which are likely to restrict the ability of some people to use the station. Step-free routes do not meet the A or B1 criteria (e.g., long ramps steeper than 1:10, or the step-free route between platforms is greater than 400m). Any station with an ungated or half-barrier level crossing between platforms is in B2 or lower. Any station where step-free access is only available at certain times, or only to certain passengers, is in B2 or lower (e.g., because lifts are unavailable when the station is unstaffed) for example, if the step-free entrance opening times depend on staff presence at the station.

B3. "Some step-free access, may be in one direction only - please check details"

This station has step-free access to fewer than the total number of platforms.

(Office Of Rail And Road (ORR) Accessible Travel Policy guidance can be obtained at the following link - Accessible Travel Policy (orr.gov.uk)

Information about the whole UK network of stations is available on the National Rail Enquiries website (Please See Section C for Details)

Station Accessibility Information

For information on whether the following accessible services and facilities are available at our stations. Please see our Station accessibility | TfW covering:

- Staffing (indicating whether the station is staffed full-time, part-time or unstaffed)
- Step-free access (categorising all stations A-C in accordance with the definition used in the ORR guidance, link to document above)
- Designated disabled parking (indicating whether designated disabled parking bays are available at the stations)
- Seating (indicating whether there is seating at the station that is compliant with the Joint Code of Practise, and details where this varies by platform) and heated waiting areas, indicating opening times and the level of accessibility.
- Toilets (indicating whether standard and/or accessible toilet facilities are available, their opening times and whether they are Radar Key controlled)
- Ticket sales facilities (indicating whether the station has ticket machines, smart ticketing readers, and ticket office counter (s)
- Passenger Assist meeting point (indicating whether the station has a designated Passenger Assist meeting point, with information as to where it is located)
- Customer information systems (indicating whether this includes visual, aural or both types of information system)
- Secure Station accreditation (indicating whether the station has Secure Station accreditation)
- Catering (indicating the range and type of facilities available)
- Tactile Paving

For alternative sources of this information please contact our customer relations team (Please See Section C) or The National Rail Enquiries website (nationalrail.co.uk) and the station layout guide ('Stations Made Easy') contain useful information about the accessibility of facilities and services at stations and on trains.

Train Accessibility Information

On our website at https://tfw.wales/info-for/passengers/accessible-travel/train-accessibility we provide an overview of each type of rolling stock used on the TfW Network including

information on the general accessibility of each type and details of the routes on which different types of rolling stock are normally scheduled to run. Details will include: -

- Wheelchair Accessible space
- Scooter / mobility aid Acceptance / Accessible
- Accessible toilet
- Standard toilet
- Boarding ramp
- Priority seating
- Aural information
- Visual information
- On-train staff to provide assistance

A2.3 Passenger Journey Information

We are aware that the importance of information to all rail users is important, but especially to those who use the TfW Network less frequently. With customers being unfamiliar or not knowing where or how to access important information, particularly during times of service disruption.

This section explains how we communicate to all our customers accurate, clear and consistent information, at every stage of the passenger journey - whether at home, online, on the move, at the station or on the train.

Train Departures and Arrivals

All our audio and visual information is clearly and constantly communicated to our customers. Providing information about train departures and train arrivals on your approach to stations, at station entrances, within the station and on the platforms

Similarly, departures and arrivals where available is provided on train, via the conductor, intercom announcements and scrolling display screens. Providing you with sufficient time for you to request assistance if required and safely alight. This is further enhanced through station announcements, information screens and staff support.

Stations – Aural and Visual Information

Many of our stations have a combination of customer information screens (CIS) and automated public announcements providing accurate, clear and consistent aural and visual information. All CIS screens provide information bilingually. Sometimes a train's departure platform must be changed – often at short notice. The platform number will flash on the CIS screen to indicate that it has changed, and the same information will be announced aurally as soon as possible.

When a change occurs, our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible. If the platform is not accessible, we will arrange alternative transport i.e., taxi, to the nearest accessible station.

We have an ongoing program to update and install Help Points with integrated Hearing Loops at our stations including our unstaffed stations. This will ensure that all of our stations have Help Points which are linked to our 24/7 Control Centres, to ensure that service information is always available, especially during times of disruption.

We have also introduced 'SignVideo' a live BSL video systems to better assist our BSL using customer during their time in our stations and on our trains. This will enable hearing staff and BSL users to communicate better, assisting us to relay changes to our services and address any concerns that customers may have.

Trains – Aural and Visual Information

We are committed to providing bilingual automated audio / aural and visual travel information in a variety of means so that it can be accessed as easily as possible. All our on-board staff are trained to give announcements on all services that do not have pre-recorded announcements. If your disability means that you are unable to hear the on-board announcements, please alert a member of staff so that alternative arrangements can be made. They are on hand to help.

Our trains are equipped with public address systems to provide audio/aural announcements.

Some trains, but not all are equipped with a customer information system that uses visual displays. Where these systems are installed, we strive to ensure that they comply with the standards set out in the Technical Specification for Interoperability, Persons with Reduced Mobility (2014), or 'PRM-TSI' for short, which relates to achieving consistent levels of accessibility across the European Union's rail system.

We recognise that good announcements are essential to you. Many of our staff are bilingual and are encouraged to speak clearly, distinctly and in a concise, confident manner.

When possible, at termination stations staff will make their first announcement five minutes before the train departs and repeat it one to two minutes before departure. Whenever possible, two minutes before arriving at each station (unless it is shown as 'pick-up' only in the timetable), an announcement will be made. Any unscheduled station stops will be announced to reassure you and when a train has been delayed for two minutes a brief announcement providing reassurance and the reason (if known) will be given. In addition, we encourage on board staff to walk through trains and approach customers to make sure that you have all the information you need.

We have also introduced 'SignVideo' a live BSL video systems to better assist our BSL using customer during their time in our stations and on our trains. This will enable hearing staff and BSL users to communicate better, assisting us to relay changes to our services and address any concerns that customers may have.

(The SignVideo App is available for download at the Google Play Store and Apple Store or via the link on our TfW website https://tfw.wales/info-for/passengers/accessible-travel/initiatives/bsl-interpretation-app

Connections And Wayfinding

We work with local authorities to ensure that stations are clearly and consistently signposted from the roadside.

Our staff, many of them bilingual, will provide you with information on how to make connections with other modes of transport both prior to your journey and when travelling on our trains and through our stations.

Our staff also have local maps on posters at all of our stations. When planning our services, we consult with all local authorities through our community partnerships.

This is so we make sure the needs of local communities inform any decisions we make concerning service provision.

Making Connections

By booking Passenger Assist, assisted travel in advance, through us or another train company. You will receive help to make connections with other trains at our stations, even if your onward connection is not a TfW train.

This assistance includes when trains change platforms or changes are announced at short notice. In such events, time is allotted to support customers including those with mobility impairments to move platforms independently or be assisted from one location/platform to another. If you are visually impaired, we can guide you to your next train to make a connection.

We always provide assisted travel whenever we can. We recommend you book assisted travel for unstaffed stations where you need help to change trains.

When a change occurs, our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible. If the platform is not accessible, we will arrange alternative transport i.e., taxi, to the nearest accessible station.

At all our staffed stations TfW Rail staff will make every effort to assist you to connect to other services operating from the station, such as taxis operating under TfW contract. We will endeavour from the earliest opportunity, to provide you with a wheelchair-accessible vehicle based on availability. All drivers under the terms of their Taxi License Agreement receive disability awareness training from their local authority.

Accessible Transport from The Station.

Wherever possible our station staff will help you connect with other services operating from our stations such as buses and taxis. With regards to taxis, whilst licensed by the local council. TfW ask taxi providers to apply for permits to ensure that they can provide wheelchair accessible vehicles and that their drivers are trained in disability awareness. However, we cannot guarantee such taxis will be available at all times.

Any company whose vehicles are licensed Hackney Carriages can purchase a permit to serve our stations. Our Station staff will contact our Control Centre to arrange accessible taxis when needed.

Should you require an accessible taxi please contact our Customer Relations team. Contact details for whom are available on our station information posters at all of our stations (Please see section C for contact information).

A2.4: Ticket Offices, Information Points, Help Points and Our Customer Relations Team

Customers are able to make themselves known to staff at the station and gain information in number of ways.

At staffed stations, staff at the ticket office can give you a range of information including: -

- Service updates,
- Accessibility of our stations,
- Contact details for Passenger Assist

At unstaffed stations you can speak to a person via a Help Point (usually located on the platform) where available.

At our busiest stations we have clearly marked information points which offer:

- Timetables,
- Posters and information leaflets at heights which are suitable for wheelchair users and standing passengers.
- Information on the facilities, services, and accessibility of all stations
- Information on timetables, fares, and connections (also available at station ticket offices where available, over the telephone from our Customer Relations team and on our website as well as the
- National Rail Enquiries website.
- Wherever possible, leaflet racks and timetable displays will be placed so that wheelchair users and standing customers can use them.

All staff (including those who work at our customer service points) can provide accurate, up to date information to customers on a range of subjects including delays, disruption, diversions, and emergencies. This also includes access to details about our services and those of other operators, accessibility of other transport available near the station and direct customers to appropriate sources of further information.

All ticket offices and staffed Information Points are fitted with induction loops for people who wear hearing aids, and many have at least one low or height-adjustable counter. If possible, our timetables, posters and information leaflets will be placed so that both wheelchair users and standing passengers can use them.

Timetables, Useful Information Posters and Screens

Timetables and 'Useful information' posters are displayed at or near the entrance of all stations and our customer information screens (CIS) provide up to the minute travel information and timetables. (Available at Staffed and Unstaffed stations).

Designated Passenger Assist Meeting Points

TfW is further ensuring that our disabled customers are assisted through their journey by implementing Passenger Assistance Meeting Points across a growing number of our staffed stations, which operate during ticket office opening times, these features are currently planned for at Cardiff Swansea, Shrewsbury, Chester and soon at Newport. Detailed information about ticket opening times is available by contacting our Assisted Travel team, National Rail Enquiries website (https://www.nationalrail.co.uk/) (for contact details please see section c). (Not available at unstaffed stations)

Located just within the station near the gate lines or information points. Our Designated Passenger Assistance Points will be staff monitored locations where customers requiring assistance or having booked assistance can gather and wait a short while before staff are available to help.

Easily identifiable through in the use of the historic accessibility blue and high-level signage and associated imagery 'Passenger Assist' meeting points where space permits provide a range of features including seating, information boards, heat, and customer information screens (CIS).

The availability of designated 'Passenger Assist' meeting points at stations is provided within our stations information, which can be found at https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility by contacting the Customer Relations team (see C. for contact details).

Meeting Points

At our staffed stations where our Designated Passenger Assist Meeting Points are not available, customer having booked assistance or not are requested to please approach the ticket office to let us know that they have arrived.

At stations which do not have staff on duty, please wait on the platform in time for your train and our Conductor staff will assist you on-board.

Passenger Assist services is currently provided by both station and or conductor staff at all our stations.

Help Points

You can get train service information from stations that have Help Points. Help Points are similar to intercom systems, all Help Points have built in induction loops for hearing aid users. Help Points are circular white stands with a centrally positioned button you can press to speak to an operator who will be able to assist you in continuing your journey. Available in prominent locations on platform, at many of our staffed and unstaffed stations Help Points provide a link to our Control Centre who will also be able to assist you in continuing your journey 24 hours a day 7 days a week (except 25th and 26th December).

The journey check system, which upon registering provides real time, up-to-date train times, train disruption information, station facilities, lifts, toilets, 'out of order' status across your intended journey. Keeping you informed about any delays or disruptions via email or SMS alerts https://www.journeycheck.com/tfwrail/

Customer Relations Team

We recognise the importance of providing accurate and consistent information so disabled customers and those requiring assistance can travel with confidence.

You can gain a range of information, journey planning, book passenger assist, and purchase tickets through the below channels:

Contact Details, Numbers and New Media

We are committed to providing accurate and consistent information so disabled and older passengers can travel with confidence.

The below sections outline what we have put in place to support independent travel for all our customers but especially those with a range of disabilities and mobility needs.

The National Rail Enquiries website (https://www.nationalrail.co.uk/) and the station layout guide ('Stations Made Easy') contain useful information about the accessibility of facilities and services at stations and on trains. We are committed to providing up-to-date information for these resources and on our own website.

If there are changes to any information, our Customer Information Strategy team update the National Rail Enquiries website within 24 hours.

This includes where:

- stations have a physical feature which might prevent some disabled people from using it
- significant temporary work affects station accessibility
- changes to stations make them temporarily inaccessible (for example, if station lifts or toilets are out of order)
- or where changes are made to the accessibility of our trains

For any of the above or to report faults affecting station accessibility, please inform either station staff or alternatively contact our Customer Relations team using the below Contact details and numbers.

Station staff can get up-to-date information through National Rail Enquiries and active rail monitoring internal resources, this can then be relayed to passengers as may be required or at ticket offices or Information Points (see section C).

For detailed information on accessibility features of our stations, please see our Station Accessibility Information on our website https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility

This information is updated regularly and can be printed as required. Alternatively, this information is also available by contacting our Customer Relations on 0333 3211 202 or customer.relations@tfwrail.wales

In addition to information relating to improvements. Immediate information in relation to lift failures or changes in rail services that may affect our customers' ability to use our services are updated on the National Rail Enquiries website by our Control team.

Contact Details, Numbers and New Media

TfW Customer Relations

To contact the Customer Relations team,

- Please call 0333 3211 202. (Lines are open from 08:00 – 20:00 Monday to Saturday and 11:00 – 20:00 on Sundays. Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00)
- Email Customer.Relations@tfwrail.wales
- For information on passenger assistance, please visit https://tfw.wales/info-for/passengers/accessible-travel/booking-assistance
- For delay compensation, please visit Delay Repay compensation | TfW
- Additional contact details can be found at https://tfw.wales/help-and-contact/rail/contact-us

TfW Social Media

On social media, follow:

- Twitter/X @TfWrail
- Instagram @TfWrail
- Facebook @TfWrail

Passenger Assist, Assisted Travel Service Opening Hours And Contact Details:

- By phone: call our Passenger Assist team on 03330 050 501 (24 hours a day, every day, please note December opening hours: 24th December 08:00 – 18:00, Closed 25th

and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00)

- By Next Generation Text: call our Passenger Assist team via text relay service on 18001 03330 050 501 (24 hours a day, every day, please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00)

Day Of Travel Queries Or Issues:

- Website - https://www.journeycheck.com/tfwrail/
- Customer Relations Phone Number - 0333 3211 202 (Lines are open from 08:00 – 20:00 Monday to Saturday and 11:00 – 20:00 on Sundays. Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00
- Email - Customer.Relations@tfwrail.wales
- Live Travel Updates - https://tfw.wales/service-status/live-route-status (for services within the next 2 hours)
- Journey Check (upon registering) - Transport for Wales JourneyCheck - Train times and live real time delay/cancellation/disruption information.

Other Sources of Information

You can also contact 'SignVideo' (formerly 'InterpreterNow'). This service delivers immediate access to online interpreting for deaf BSL users, enabling deaf and hearing people to communicate with each-other.

The service is available via a simple and straight forward app that can be used on customer smartphones. The app is designed to allow staff to aid deaf customers in any part of their journey, from information on trains during time of disruption to customer queries at stations or ticket offices.

Customers sign to an interpreter via the app through a video call, who will then relay the customer query to the member of staff. The interpreter will then be able to sign the answer and provide assistance back to the customer.

The 'SignVideo' App is available for download at the Google Play Store and Apple Store. For more information please see TfW 'Making Rail Accessible: Helping older, and disabled passengers' available on station, via website https://tfw.wales/info-for/passengers/accessible-travel/initiatives/bsl-interpretation-app or by contacting our Customer Relations Team; Please See Section C).

Journey check system, which upon registering provides real time, up-to-date train times, train disruption information, station facilities, lifts, toilets, 'out of order' status across your intended journey. Keeping you informed about any delays or disruptions via email or SMS alerts https://www.journeycheck.com/tfwrail/

A2.5 Websites

We are constantly working to improve the usability of our website for all our customers.

Working with our Access and Inclusion Panel our WC3 compliant bilingual website is being continuously enhanced to provide greater levels of accessibility, now achieving ever increasing standards of accessibility in respect of Web Content Accessibility Guidelines (WCAG).

We confirm that the TfW website works with screen readers, magnifiers, voice over software and in-browser accessibility functions.

On the TfW homepage; https://tfw.wales/; under the heading of 'Useful Links'. We also provide a 'Accessible Travel' link to our Assisted Travel page, https://tfw.wales/info-for/passengers/accessible-travel which explains the 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 and purchase a ticket to travel (including details of any national discounts available to disabled passengers or persons with reduced mobility).

Where other information is located elsewhere, we provide a connecting hyperlink.

The TfW website sets out information of our broad services and station information, including accessibility information, staff availability, Customer relations opening hours and Accessible parking spaces, information relating to any temporary reductions in accessibility and details of any delays and disruptions to facilities and services where relevant.

The TfW website also informs the customer any restrictions on the use of wheelchairs, power chairs and scooters via our scooter and mobility policy which can be found at https://tfw.wales/info-for/passengers/accessible-travel/mobility-scooter

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 as booked.

Furthermore, the TfW website provides links to a range of accessibility services including the Orange Wallet Scheme, Sunflower lanyard and other related information including the 'Making Rail Accessible' customer leaflet and details of how to obtain it in accessible formats.

A3 Ticketing and Fares

The Lowest Available Fare

We aim to always offer you the Lowest Available Fare when you purchase tickets through our website, app, ticket offices, or ticket vending machines.

We will provide accurate, timely and up-to-date details of fares at the point of purchase to help you to identify our cheapest prices. If you discover that a cheaper product was available on the day you purchased your ticket for the exact same journey, you will be entitled to a refund of the difference in cost within 28 days from the date of travel on your ticket. Please

contact our Customer Relations team via email or web-form with the relevant information at the following link Lowest available train fare | TfW

Ticket Purchasing Information.

We are committed to sell tickets accurately and impartially and to provide you with accurate information and advice on your journey and ticket options, irrespective of which train operating company provides the service. Our ticket office staff and Passenger Assist team are also familiar with the accessibility of our various types of rolling stock, and they are trained to ensure that the tickets you purchase will be appropriate to travel on the correct type of train.

All our staff are trained to ensure that the tickets you purchase are usable across the National Rail network and that services are appropriate and accessible to support your travel needs. If you are unable to buy a ticket before you board one of our trains, you can buy one without penalty on the train or at the destination station.

You will still be able to use your Disabled Persons Railcard or receive the relevant discounts.

More information about the Disabled Persons Railcard can be found at the following link; Disabled Persons Railcard | Official Retailer | National Rail (disabledpersons-railcard.co.uk)

We participate in a number of additional schemes offering discounted fares, these are detailed below.

TVMs (Ticket Vending Machines)

Although customers can purchase tickets before you travel or once on board the train from our helpful conductors who are available on all our trains and approach all customers during their journeys.

TfW are investing significantly in TVMs providing them at all our stations.

These machines can issue tickets with Disabled Persons Railcard discounts if the ticket office is closed.

This new generation of TVMs (Ticket Vending Machines) shows what tickets are available through the TVM screen and what is not. All tickets sold via TVMs are valid for immediate travel or future dates should you desire, from the origin station or any station of your choice to all other stations on the National Rail Network.

TVMs also have a number of accessibility features including: -

- Integrated into the front of the TVM is an amplified loudspeaker used to relay instruction to the customer and guide them through the ticket purchasing process if required.
- To support the hearing impaired and visual impaired a miniature 3.5mm headphone jack/socket is incorporated into the TVM again supporting the customer through the ticket purchasing process

Buying Tickets Before You Arrive at The Station

You can buy a ticket before you travel; many offering discounts to disabled or older customers: -

- Online from our website or from the websites of other companies that sell tickets.
- By phoning 033 300 50 501. (Lines are open from 08:00 – 20:00 Monday to Saturday and 11:00 – 20:00 on Sundays. Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00
- Transport for Wales app the link for which can be found here 'https://tfw.wales/ways-to-travel/rail/buy-tickets/app'
- Or Mobile tickets App the link for which can be found here 'Mobile Train Tickets and m-Tickets | TfW'

Discounted Railcards

Before you travel, we also offer a range of discounted Railcards which can be purchased in advance of your journey: -

Disabled Persons Railcard

This railcard saves you and a companion at least 1/3 off rail fares across Britain. For more information and applications, contact: -

- Website: https://www.disabledpersons-railcard.co.uk/
- Email: railcardhelp@nationalrail.co.uk
- Phone: 0345 605 0525 (07:00 to 22:00 every day of the year except for 25th December)
- Textphone: 0345 601 0132 (07:00 to 22:00 every day of the year except for 25th December)
- Post: National Railcards

  PO Box 10776

  Ashby-de-la-Zouch

  LE65 9FA
- More information about the Disabled Persons Railcard can be found at the following link: https://www.disabledpersons-railcard.co.uk/

Travel Without a Disabled Persons Railcard

Other Concessionary Discounts

Some disabled passengers are automatically entitled to discounts so it may be worth checking this out before buying a railcard. The discounts are as follows.

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

You are entitled to these discounts if you are:

- A wheelchair user staying in your wheelchair during the journey (the discount also applies to one person travelling with you) (You must provide written evidence of your impairment from an appropriate source to get the discount).
- If you are visually impaired (blind or partially sighted) and travelling with one other person. You are not entitled to this discount if you are not travelling with anyone else. You must provide written evidence of your visual impairment from an appropriate source to get the discount.
- Child wheelchair users are entitled to 75% off these tickets. Please note that:
  In some cases, it may be cheaper to buy a full rate off peak or advance ticket. Such tickets can be purchased online from ticket machines and from ticket offices or conductors.

More information on Concessionary Discounts including eligibility can be found at the following link: Other Concessionary Discounts (https://www.disabledpersons-railcard.co.uk/using-your-railcard/other-discounts/)

Senior Railcard

Aged 60 or over? The Senior Rail card saves you a 1/3 on most rail fares. For more information and applications, contact: -

- Website: https://www.senior-railcard.co.uk/
- Email: railcardhelp@railcards-online.co.uk
- Phone: 0345 3000 250 (07:00 to 22:00 every day of the year except for 25th December)
- Post: National Railcards
  PO Box 10776
  Ashby-de-la-Zouch
  LE65 9FA

Other Railcards

There are many types of railcards available to suit a range of customers. Please visit https://tfw.wales/ways-to-travel/rail/savings-and-offers/railcards or contact our Customer Relations team

- Phone: 03333 211 202

- Next Generation Text service: 18001 03333 211 202
- Email: customer.relations@tfwrail.wales
  Opening times: 08:00 to 22:00 Monday to Saturday (including Bank Holidays)
  11:00 to 22:00 on Sundays (Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00)

Season tickets for visually impaired passengers

If you are registered visually impaired, you can buy an adult season ticket which allows a companion to travel with you free of charge. (You can have a different companion each time you travel.) You can buy these season tickets at ticket offices.

You must provide written evidence of your visual impairment from an appropriate source to get the discount.

More information about the Disabled Persons Railcard can be found at the following link: https://www.disabledpersons-railcard.co.uk/

Also please see TfW 'Making Rail Accessible: Helping older, and disabled passengers ' available on station, via website https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility or by contacting our Customer Relations Team; Please See Section C).

A4 Alternative Accessible Transport

We want to make sure that passengers can make as much of their journeys as possible by rail.

However, we will arrange alternative accessible transport, such as a taxi, for you and a companion at no extra cost if:

- you cannot travel to or from a station which is inaccessible to you
- rail-replacement transport is inaccessible to you
- or a short-notice disruption to services makes services inaccessible to you

If things go wrong on a case-by-case basis, wherever possible we will aim to ensure that immediate family, especially those requiring adult supervision, are supported to travel together.

We provide this transport at no additional cost to your rail ticket. We discuss what kind of taxi you need before we book it. The alternative transport takes you to or from the most convenient accessible station or staffed station where someone can help you.

We cannot guarantee alternative accessible transport for a mobility scooter because they often cannot be carried safely in a taxi due to issues such as size limitations. Situations are managed on a case by cases basis, and we will make you as comfortable as possible while you wait for the next train or an amicable solution to your onwards travel.

Where disruption and delays do occur, we will do everything we can to ensure that you are able to continue your journey. We will let you know what is happening through our website, social media, and announcements (on the train and at the station).

Before you start your journey, if disruption occurs and your intended service has been cancelled you will no longer be able to book passenger assist for this service.

All customers having booked passenger assistance are advised to contact us in advance of the journey to check that your passenger assist booking is still possible. This is particularly valid at times of inclement weather or peak travel times.

However, whilst on your journey, if disruption occurs that will affect your passenger assistance arrangements; resulting in your booking no longer being possible, our station and on-train staff will help you in communicating news of the service disruption and provision of alternative transport. Alternatively, this information is will also be available via Customer Information Systems and screens / audio announcements.

(Please Note :- When you Book Passenger Assist, you will be asked to give your permission for TfW to contact you in respect of disruptions or onward travel support. TfW will never contact you without your authorisation).

Or you can use a station Help Point, 24 hours a day, 7 days a week (except 25th and 26th December) which connects directly into our Control Centre.

We aim to provide reliable assisted travel based on your needs. However, if something goes wrong, it is important that you let our Customer Relations team, and we will consider providing appropriate compensation depending on the circumstances, based on a case-by-case basis. (Please See Section C).

TfW are committed to PSVAR compliancy. We make every effort to ensure that alternative means of Accessible Travel booked by TfWRail services to support your onward journey, comply with the Public Service Vehicle Accessibility Regulations (PSVAR). PSVAR compliant vehicles national are limited in availability, a situation beyond the control of TfWRail services.

TfW are committed to your safe and comfortable passage and will in all instances endeavour to ensure our customers' needs are accommodated within our best efforts and abilities. We apologise for any inconvenience that this may cause.

A5 Scooters and Mobility Aids

Our trains can accommodate mobility scooters of up to 700mm x 1200mm, with a turning radius of 900mm and a combined maximum weight (mobility scooter and passenger) of 300kg. Train companies have different rules on carrying scooters so please check before you travel.

A separate leaflet which can be found by following the below link, explains in more detail that you can bring your mobility scooter on our trains as long as it meets our guidelines, for size, turning radius, transferring to a seat. https://tfw.wales/info-for/passengers/accessible-travel/mobility-scooter

Any exclusion will be made subject to safety considerations, such as the manoeuvrability of the aid, its physical size restricting other customers use of the service, 300 kg maximum weight capacity of ramps being exceeded or the aid being a hazard, blocking entrances / exits.

(For more information, please see TfW 'Making Rail Accessible: Helping older, and disabled passengers' available on station, via website https://tfw.wales/info-for/passengers/accessible-travel/policies-and-information or by contacting our Customer Relations Team; Please See Section C).

Should you wish to Book Passenger Assist operators / staff will be able to advise you about onward travel with your Mobility Scooter with other rail operators.

A6 Delays, Disruptions And Emergencies

Disruption to facilities and services can have a significant impact on both your accessibility and your level of confidence while 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 and are not left stranded.

At times when our facilities or services are disrupted, we will give you notice on our website, via Twitter/X and other communication channels.

If the disruption means your original arrangements 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.

Our on-board staff are issued with smart devices; this gives them the means to rearrange onward assistance for you during times of disruption.

All customers having booked passenger assistance are advised to contact us in advance of the journey to check that your passenger assist booking is still possible. This is particularly valid at times of inclement weather or peak travel times.

Our staff are trained to anticipate your needs. They will communicate news of any service disruption and provision of alternative transport to you via the Customer Information Systems (CIS) or, where possible, in person. This entails providing you with aural and visual information when you need it. They will then check to see if you have understood the announcements or if you are likely to have difficulties in light of the announcements (for example, changing platforms). Taking their other duties (such as train dispatch) into consideration, they will then do all that is reasonably possible to assist you.

The provision of Help Points at some of our staffed and unstaffed stations, provide a link to our Control Centre team 24 hours 7 days a week (except 25th and 26th December) who will also be able to assist you in continuing your journey.

Sometimes a train's departure platform must be changed, often at short notice. Such a change will be shown on the customer information screens and will be announced aurally as

soon as possible. When a change occurs, our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible.

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. Our rail replacement team has contractual arrangements with bus and taxi operators across the TfW network, including securing, wherever possible, the provision of accessible vehicles; this team is located at our control centre and deals with both planned and unplanned disruption. When train services are replaced with buses, we will do everything possible to secure accessible buses from local operators. When this is not possible, we will book a taxi that is accessible to you. Our frontline employees, supported by our rail replacement team, have the authority to do all that is reasonably practicable to arrange suitable substitute services for you in such circumstances.

When the level of accessibility 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 aim to provide you, wherever possible, with equivalent replacement facilities.

We will also provide you with information of the disruption to facilities through our website, Twitter/X and advise our staff at stations, on trains, ticket offices and at our Customer Service Centre, to provide you with an estimated time for when the facilities will be functioning again.

(For more information, please see TfW's 'Making Rail Accessible: Helping older and disabled Passengers' available on station, via website https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility or by contacting our Customer Relations Team; Please See Section C).

(Please Note :- When you Book Passenger Assist, you will be asked to give your permission for TfW to contact you in respect of disruptions or onward travel support. TfW will never contact you without your authorisation).

Emergencies

Emergency procedures Staff are trained in their responsibilities on the health and safety of our passengers, including evacuation procedures at stations and on-board trains. Our conductors are responsible for evacuating trains. At a station, ramps will be used to assist wheelchair users and mobility impaired passengers onto the platforms. If evacuation routes are not accessible customers will be accompanied to a predefined safe 'refuge' away of danger and evacuated by fire services upon their arrival. If a train is not at a station, our policy is not to evacuate a train unless there is immediate danger to life. In such a case, wheelchair users and mobility impaired passengers would be assisted from the train by staff with the support of emergency services.

A7 Station Facilities

Our Staffed and unstaffed stations have a range of facilities available for customer.

Station Entrances

We do not permanently close station entrances or gates if this would restrict disabled passengers' access to any platforms or station facilities, unless we have: consulted the Department for Transport, Transport Focus and local access groups; and got approval to do so from the Department for Transport.

We consider the needs of disabled and older customers before restricting or temporarily closing access points at any of our stations.

Detailed updated information about the accessibility of our stations including opening hours is available by contacting our Assisted Travel team, National Rail Enquiries website National Rail Enquiries - Official source for UK train times and timetables) and our Station Accessibility Information, available through using the following link

https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility

(For additional contact, information please see section C).

Additionally, please see the National Rail Accessibility Map. Available at the following link http://accessmap.nationalrail.co.uk/ This map contains information about the accessibility of each station on the UK Rail Network, including if a station is step free, the availability of accessible toilets and if the station has changing places facilities.

Announcements And Train Service Information

Our stations provide information on train services in a range of ways including customer information screens (CIS) and or announcements. Information Points are provided at all our stations. We provide clear announcements and or visual information of train departures and other relevant messages.

In the event of delays or disruptions more information and support can be gained from our staff, customer information screens (CIS) and Information Points. You can also contact our customer relation team or Passenger Assist, Assisted Travel Service (contact details can be found in section C.)

Information Points and displays

At our large stations, we provide clearly marked and staffed Information points, which are open when the ticket office is open.

Located just inside the station, Staff at Information Points can:

- provide information on the facilities, services, and accessibility at all our stations, and those provided by other rail companies
- give directions to local public transport and hotels
- provide information on train services, timetables, fares, and connections
- confirm arrangements made for an assisted travel booking and
- provide information on delays and factors which might affect your journey

All ticket offices and staffed Information Points are fitted with induction loops for people who wear hearing aids, and many have at least one low or height-adjustable counter. If possible, our timetables, posters and information leaflets will be placed so that both wheelchair users and standing passengers can use them.

Timetables and 'Useful information' posters are displayed at or near the entrance of all stations and our customer information screens (CIS) provide up to the minute travel information and timetables.

Help Points

Help Points are similar to intercom systems. Help Points are circular white stands with a centrally positioned button you can press to speak to our Control Centre who will be able to assist you in continuing your journey. Available in prominent locations on platform, at many of our staffed and unstaffed stations Help Points provide a link to our Control Centre who will also be able to assist you in continuing your journey 24 hours a day 7 days a week (except 25th and 26th December)

Assistance Staff

In addition to all our stations and trains operational staff who are always on hand to provide assistance across the network. We also have additional customer assistance initiatives (Customer Ambassadors and Passenger Assist staff).

Travel Companions (Passenger Assist Staff)

Recognisable by their blue tabards **Travel Companions** who perform Passenger Assist are currently only available at Cardiff Central, Chester, Newport, Shrewsbury and Swansea. Passenger Assist Staff are available to specifically to support the needs of the disabled and older communities. Services include supporting customers who have booked passenger assist catch connections and taking customers to taxis within the station boundary.

SignVideo BSL

Available on train and at the station; the SignVideo (formerly InterpreterNow service delivers immediate access to online interpreting for deaf / BSL users, enabling deaf and hearing people to communicate easily with each-other. This service is available via a simple app that can be downloaded and used by customers on their own smartphones. The app is designed

to allow staff to aid deaf customers in any part of their journey, from information on trains during time of disruption to customer queries at stations or ticket offices.

Customers sign to an interpreter via the app through a video call, who will then relay the customer query to the member of staff. The interpreter will then be able to sign the answer and provide assistance back to the customer.

(The SignVideo App is available for download at the Google Play Store and Apple Store).

For more information, please visit https://tfw.wales/info-for/passengers/accessible-travel/initiatives

(For more information, please see TfW 'Making Rail Accessible: Helping older and disabled passengers' available on station, via website https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility or by contacting our Customer Relations Team; Please See Section C).

TVMs (Ticket Vending Machines)

Although customers can purchase tickets before you travel or once on board the train from our helpful conductors who are available on all our trains and approach all customers during their journeys.

TfW are investing significantly in TVMs providing them at all our stations where there are ticket barriers. These machines can issue tickets with Disabled Persons Railcard discounts if the ticket office is closed.

This new generation of TVMs (Ticket Vending Machines) shows what tickets are available through the TVM screen. All tickets sold via TVMs are valid for immediate or future travel to or from any station on the National Rail Network.

TVMs also have a number of accessibility features including: -

- Integrated into the front of the TVM is an amplified loudspeaker used to relay instruction to the customer and guide them through the ticket purchasing process
- To support the hearing impaired and visual impaired a miniature 3.5mm headphone jack/socket is incorporated into the TVM again supporting the customer through the ticket purchasing process

Ticket Gates

Some of our stations have automatic ticket barriers. These have at least one wider gate for wheelchair users and pushchairs. When gates are not staffed, they are locked open.

We offer general accessibility information on your journey, so please feel free to check beforehand, to avoid any inconvenience. You can do this in a range of ways including using our accessible stations information available at https://tfw.wales/info-

for/passengers/accessible-travel/station-accessibility by contacting the Passenger Assist Assisted Travel team or the Customer Relations team before you travel (see section C for contact details).

Changing Places Toilets

We recognise that the standard accessible toilets available at many of our stations do not meet the needs of all people with a disability. We are increasingly installing changing places toilets at a growing number of our stations, providing specialist equipment and more space to provide safe and comfortable away from home toilet facilities. For a complete list of changing places facilities please see our Accessible Stations Information available at https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility

Luggage

If you book assisted travel in advance, station staff or the conductor will help you get your luggage on and off the train. There is no charge for this service. If a station has assistance staff on duty, they can help you with luggage to and from the station entrance. If you need help with luggage but have not booked assisted travel in advance, staff will try to help with luggage, but this depends on whether staff are available.

The weight, size and quantity of luggage must be safe for our staff to carry on and off the train and within the station. Each piece of luggage cannot weigh more than 23kg (TfW requirement)

The National Rail Conditions of Travel state that, as a general rule, you can take up to three items of luggage on the train. Luggage policies do vary between train operating companies, so you are advised to check in advance by calling our customer relations Team (For more information, please contact our Customer Relations Team please see Section C).

Ramps

Ramps are available at all stations with platform staff and on all our trains. Station staff use these to help you on and off any trains, regardless of the rail company. Conductors use the ramps on board at unstaffed stations, whether or not you have booked assisted travel in advance. Conductors are trained to recognise the assistance that customers may require, including the use of ramps. Please feel free to inform the conductor and request any assistance that you may need as they pass through the carriage. They are very pleased to be of assistance.

Whilst we have a program of access improvements across the network; it is important that we inform you that some of our stations have steps, may not be accessible to some wheelchair users or provide a steep ramp between the train and the platform.

To avoid inconvenience on your journey, check this beforehand. You can do this in a range of ways including using our accessible stations information available at https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility, which holds detailed information

about station accessibility, or by contacting the Passenger Assist Assisted Travel team or the Customer Relations team before you travel (see section C for contact details).

Facilities Provided by Other Companies

Third-party retailers provide catering at stations. As a Public Sector Organization TfW obligated to ensure that any new or renewed tenancy agreements consider the requirements of the Equality Act 2010, such as accessibility and practice. The location of retailers' premises will not affect the accessibility of the station or its facilities.

Staffing Hours and Unstaffed Stations

Where our stations either do not have staff or only have ticket office staff that cannot provide assisted travel, the conductor on the train will help you on board.

If you need help at an unstaffed station or a station where there are only ticket office staff, please contact the Assisted Travel team. If you arrive at an unstaffed station and need help but have not booked assisted travel in advance, please contact the Assisted Travel team. You will find contact details on the information poster at the station entrance. The Assisted Travel team can arrange alternative transport for you or organise for a conductor to help you on or off the train if you can get to the platform. (For more information, please see TfW 'Making Rail Accessible: Helping older and disabled passengers' available on station, via website https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility or by contacting our Customer Relations Team; Please See Section C).

We make sure that specific arrangements are made for passengers needing help at any station when a special event is taking place nearby (especially at Cardiff Central and Chester stations). We also make sure that the arrangements for providing help at any station are shown on each station's page on the National Rail Enquiries website www.nationalrail.co.uk and our Station Accessibility Information provides details on accessibility https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility

Additionally, please see the National Rail Accessibility Map. Available at the following link http://accessmap.nationalrail.co.uk/ This map contains information about the accessibility of each station on the UK Rail Network, including if a station is step free, the availability of accessible toilets and if the station has changing places facilities.

Assisted Travel Without Booking

If you cannot book assisted travel in advance, we will still provide help, if possible, but this may take longer to arrange. Please speak to a member of station staff they will help you get on your intended train or the next available one. Please arrive at least 20 minutes before the time of your intended train so that staff can make arrangements to escort you to the platform in plenty of time to board your train.

At stations where there are no staff to help you; our conductors can help you on board (for example, by using the on-board ramp). In this case, you need to be on the platform in time for the train. (For more information, please see TfW 'Making Rail Accessible: Helping older, and disabled passengers' available on station, via website https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility or by contacting our Customer Relations Team; Please See Section C).

Arriving at the Station

If you have booked assisted travel in advance, when the train you are on arrives at your destination station you will be helped off usually within five minutes of arriving at the station. If you arrive at the last / termination station on the train's route, you will be helped off the train within five minutes of arriving if reasonably possible.

A7.1: Left Luggage

We do not provide our own left-luggage facilities at any of our stations. However, Holyhead has a facility run by another company, and there are left-luggage facilities at Manchester Piccadilly and Birmingham New Street. These stations are operated by Network Rail.

Accessibility to this service is limited but staff at stations will be able to provide assistance should you need.

(For more information, please see https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility or contact our Customer Relations Team; Please see Section C).

A7.2: Accessible Parking for Blue Badge Holders.

We monitor the use of designated blue badge parking bays at our car parks, particularly when provision is not compliant with the Code of Practice. The contracted manager of these car parks performs regular occupancy counts of these bays and general spaces. TfW review these reports regularly to ensure that they are being used appropriately. Our 'pay and display' car parks are regularly patrolled. These are not managed by us but a 3rd party. Cars parked in Blue Badge bays that do not display a badge will receive a penalty.

Most stations have a tarmac or concrete surfaced car park, with designated parking spaces available for Blue Badge holders (although charges apply).

We locate these spaces in the most suitable place to ensure you will have 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.

To maximise the availability of spaces for you, 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

As reasonably applicable we will ensure that any services and facilities provided by a third party, concessions, or partners are accessible. This requirement will be included in the relevant contracts and enforced by our property management team. 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 2010, as reasonably applicable we will make every effort to ensure that any services and facilities provided by others at our stations are accessible to you.

A7.4: Replacement Facilities

We will provide, wherever possible, reasonable replacement facilities for you 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. (For more information, please see TfW 'Making Rail Accessible: Helping older, and disabled passengers' available on station, via website https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility or by contacting our Customer Relations Team; Please See Section C).

Where access to platforms or other facilities for customers with disabilities (for example lifts, accessible toilets etc), breakdown or are temporarily out of use, we are committed to notifying the NRE and ensuring that the information on our website is updated within 24 hours of notification of any changes. Such changes are also displayed at the station entrance.

Where possible, this notification includes the expected or actual date by when the facility is to be returned to use.

A8 Redress And Compensation

When assistance has been booked but has not been provided, we will provide you with compensation for your journey. In cases where assistance is booked, at any station TfW services call at or on one of our trains and assistance was not provided by any rail staff, we will assess your claim on a case-by-case basis. This means that rather than automatically refunding the cost of your ticket, we will review the circumstances of your journey and determine appropriate redress based on the impact and inconvenience caused. We will be happy to assist you with your claim upon your contacting the Customer Relations team (Please see section C, How to Provide Feedback Or Make A Complaint).

For every claim, we will give you a comprehensive response explaining the cause of the issue and the measures we intend to implement as a result

You will only need to make one claim. If your journey involved multiple train companies, we will inform you if the claim needs to be transferred to another operator and obtain you consent before submitting it to them on your behalf.

We will also always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by a service failure.

Compensation Available to You.

Delay Repay Compensation

We always try and ensure our trains run on time, but delays do occur sometimes and when this happens, we will offer fair and appropriate compensation.

If one of our trains runs late or is cancelled for any reason, and because of that you get to your destination station 15 minutes or more later than scheduled, 'Delay Repay' applies.

All claims for compensation must be received by us within 28 days of completion of your journey.

Make sure you have to hand:

- The date of your journey
- The time of the train that was delayed
- The origin and destination of your journey
- A scan or photo of the tickets purchased for your journey

Please follow the below link to fill out a Delay Repay form, https://tfw.wales/help-and-contact/rail/delay-repay

Alternatively, please contact our Customer Relations team (Please see section C).

B. Strategy

B1. Strategy and Management

Transport for Wales (TfW) took over operation of services on the Wales and Borders network in October 2018.

This document explains our policies and how we intend to deliver the outcomes as set out in 'Making Rail Accessible: Helping Older and Disabled People', (a copy of which is available at our staffed stations, from Customer Relations or via our website). We recognise that disabled people experience environmental, attitudinal, and organizational barriers to accessing rail travel.

We are committed to tackling these barriers and creating an inclusive and welcoming service for all during the course of our contract. Within the first 3 months of our franchise, we have set up an Accessibility Panel to enable collaboration with relevant stakeholders and

passengers. More information on the TfW Access Panel is available at the following link https://tfw.wales/info-for/passengers/accessible-travel/accessibility-panel

Inviting members to comment on planned enhancements, to consult on our accessibility initiatives and to take part in trials, workshops, and training.

This commitment to the continuous improvement of services and facilities for older and disabled people will be achieved through:

- An ongoing review of our station accessibility and information
- Investing in stations and rolling stock which will provide greater levels of accessibility
- Transform customer experience through training our staff and taking advantage of opportunities offered by technology e.g., Data Insights Lab
- Placing stakeholders and passengers at the heart of our planning process through investment in Community Rail Partnerships and 'Adopt a Station'

This document sets out our commitment to providing assistance to all our customers, how we plan to achieve this. Explaining how we will meet the requirements of a range of legislation and guidance; including: -

- The DfT's current 'Design Standards for Accessible Railway Stations: A Code of Practice' (the Code of Practice)
- The Equality Act 2010
- The Rail Vehicle Accessibility Regulations 1998 (RVAR)
- The Technical Specification on Interoperability: Persons with Reduced Mobility (PRM-TSI)

B2 Management Arrangements

Management arrangements providing services to older and disabled people is an integral part of our planning processes and of delivering rail services.

Our Board has formalised this Accessible Travel Policy and accompanying documents. Implementation of which is the responsibility of our Chief Customer & Culture Officer ensuing it is incorporation in all our business activities, cascading our commitments and initiatives to senior managers and station managers. This policy is provided to our projects, property, and procurement teams alongside the Code of Practice to ensure its implementation and to emphasise its importance.

Our Managing Director Chief Operating Officer is responsible for ensuring compliance when stations are built or undergo refurbishment, while our Chief Customer and Culture Officer is responsible for ensuring PRM-TSI is applied to the refurbishment of our trains.

Our disability training programme, supported by local stakeholders, will ensure frontline staff and managers understand their responsibilities in line with this policy.

Overall day-to-day responsibility for our accessibility initiatives are held by our People Director, People & Change; supported by the Accessibility and Inclusion Manager and Support Officer.

This structure and integrated approach will further strengthen TfW ambitious plans for accessibility and inclusion; an indication of which is provided in Section B4.

B3 Monitoring and Evaluation

We have implemented a range of measures to ensure that we monitor and evaluate our performance in meeting the commitments in our ATP, including our continuous improvement.

Historically our Accessibility Panel which was established in 2019 are considered a 'critical friend' to TfW and partners, supporting the decision-making process and compliancy with the duties of the Equalities Act 2010 and related legislation. Members are empowered and confident in providing comments, shaping our services, facilities and the plans and processes within the business. There are integral to how we move from evaluation to improving experience for all multimodal.

Since 2020, meeting on a regular monthly basis, the Accessibility Panel have explored a number of issues. Informing the decision-making process with regards to a range of subjects including, passenger assist, stations design, fleet design, active travel, Rail replacement and how best to improve rail services for individuals representing all protected characteristics, including those with a broad range of visible and hidden disabilities.

Our Customers Relations team lead on investigating complaints or reports of breakdowns in assistance or accessibility. Trends are identified and appropriate action taken. Any learning points are fed back to staff or managers for analysis.

Securing sufficient data about Assisted Travel is constantly improving and forms a crucial part of evidencing resource requirements, customer experience and accessibility levels.

In response to Welsh Government, we gather and provide periodic reports based on the results of Assisted Travel data, including booked and fulfilled Assisted Travel, and provide this to the Executive to identify any necessary interventions.

Our People Director, People & Change; acts upon any risks or concerns about failures to meet the standards of our ATP by working with relevant senior management colleagues to identify the need for further clarification, briefings, or training needs.

Our Accessible Travel Policy (ATP) is reviewed annually or as required to account for industry directives and customer services, network and fleet improvements.

B4. Access Improvements

In accordance with the Accessible Travel Policy (ATP) Guidance this section will be categorised in 3 distinct areas, 1. Completed Access Improvements; 2. Access Improvements in Delivery; 3. Future Initiatives for Improvements and is accurate as of February 2026 and representative of activity commencing in 2025/26.
However, it should be considered that this list is indicative of TfWs actions and commitment to improving the accessibility of Rail and Multimodal transport within its Network and broad geographical boundaries; but it should not be considered as exhaustive or complete. Should you wish to gain any specific insight or explanation as to particular improvements to our services or network please contact our customer relations team (contact details can be found in section C).

1. **Completed Access Improvements.**

On Fleet

- **PRM-TSI and the Code of Practice -** All our rail fleet comply with the PRM-TSI and the Code of Practice when installing or refurbishing rolling stock and facilities at stations to provide accessibility.

- **Non Compliant PSVAR -** In the unavoidable event of a non-PRM compliant services being run or a service becoming noncompliant during operation these will be advertised in advance and relayed through announcements via PA and CIS screens in audio and visual formats on board and at stations.
  - **Live CIS information Screens -** Customer Information Screens (CIS) are located within all units indicating unit features, next destination / stop and any disruptions to services. Similar CIS screens are located in all stations. This up-to-date live information fed CIS screens can be used in a range of ways including in support of customers identification of their required stop in turn supporting them to request assistance if not previously booked (our conductors will approach customers to offer PAS if need is identified or upon request). This is particularly beneficial to our Turn up and go customers.

- **PSVAR** - Customers will be informed if PSVAR compliancy has failed during operation at the time of booking and offered alternative transport and offer next train.

- **Advanced Information** - Information regarding Accessibility of all fleets and all stations can be gained from a variety of sources in advance and during their journeys, assisting passengers plan their journey.

- **Guards -** All trains including upcoming light rail options will have at least one guard, who will regularly walking through the train, perform safety critical functions, provide passenger assist, offer ticket purchasing and ticketing information in addition to buy before you board for those unable to do so, check on all passenger's wellbeing and answer queries on the route.

  - **On Unit Accessible Toilets** - Provision of accessible toilets on long-distance services.

  - **Ramp Access –** Providing platform-based ramps to support compliancy of boarding / alighting angle at all stations as required

  - **Autonomous Level Boarding -** Many of our units support autonomous boarding as they have Integrated boarding in compliance with the PRM-TSI and the Code of Practice. Such ramps can be used where the stations are conducing to integrated unit ramp usage or alternatively as required stations that do not currently hold this level of compatibility have dedicated station ramps available for conductor and station colleagues use to facilitate boarding.

  - **Updates of Fleet Changes -** This conducted as necessary to support customers identify the features of units to better enhance their experience and aid accessibility.

At Station

- **Stations Toolkit -** Our station tool kit which supports a standard approach to accessibility, has evolved and incorporated more and more accessibility considerations, setting out the way that our stations are designed, including how signage which has been assessed and approved by our Accessibility and Inclusion Panel. This being especially important to ensure that the needs of the visually impaired community is catered for, through continuity of approach and familiarity of treatment.
- **National Rail Enquiries** - Introduced Improved protocols for 'on-the-fly' real time updates to stations information for the betterment of customer experience and communications.

- **Hearing loops -** We are ensuring full coverage for hearing induction loops at stations. Details of the accessibility at each individual station are available from our website https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility and on the National Rail website, https://www.nationalrail.co.uk/stations_destinations/default.aspx or alternatively please contact our customer relations team (Please see section C).

- **Handover Process -** We are supporting our colleagues including travel companions through improved training around this core process. In addition to the standard handover protocol which TfW will continue to use as a main option, to fully utilise the benefits held by our Travel Companions TfW have developed an internal dedicated direct contact route between general colleagues and travel companions. This offers TfW colleagues within station, conductor, and control functions the opportunity to contact Travel Companions directly. It is envisaged that in instances where a TUAG customer has boarded a service with minutes to spare (well within the 2 hours booking period) this process will support handover within our TfW managed stations; many of which are close together, so time of relay is precious. This opportunity will not be available outside of the TFW network, but the current handover process will be maintained/ utilised.

Policy and Best Practice

- We have adopting SignVideo (formerly InterpreterNow)a Live Video BSL App. This service supporting BSL using customers to immediately access live video lined BSL services, enabling deaf and hearing staff to communicate with each-other. The app is designed to allow staff to aid deaf customers in any part of their journey, from information on trains during time of disruption to customer queries at stations or ticket offices. Customers sign to an interpreter via the app through a video call, who will then relay the customer query to the member of staff. The interpreter will then be able to sign the answer back to the customer. https://tfw.wales/info-

for/passengers/accessible-travel/initiatives/bsl-interpretation-app (The SignVideo App is available for download at the Google Play Store and Apple Store).

- **Concessionally Bus Passes -** Building of the Concessionally Bus Passes scheme launched by Welsh Government but implemented by TfW. The A&I team have conducted additional engagement to look at way of improving the application process for disabled customers following recent complaints.

- **Diversity Impact Assessments (DIA).** – All our functions utilise the Diversity Impact Process to ensure that inclusion is embedded at the heart of everything we do. Working with network rail to adopt their processes and database storage opportunity TfW are committed to the public sector equalities duty and equalities Act 2010

- **Baby On Board -** In respect of process improvements, we have also introduced a baby on board scheme in recognition that travelling on the train can be tricky for mums-to-be, but our Baby on Board badge makes it easier to let other passengers know that you have a very good reason to need a seat. More information and how to get a Baby on Board Badge can be found at; https://tfw.wales/help-and-contact/rail/baby-on-board-badge or by calling our customer relation team. (See Section C)

- **Orange wallet and Sunflower lanyards –** adoption of both initiatives have led to improve support for our most vulnerable customers. Supporting TfW colleagues to recognise how and where they need to support customers who may not necessarily ask for help. Backed by a comprehensive training program colleagues are trained to recognise who a how they may help. Customers in turn can receive upon request free lanyards and wallets. Should you wish to receive either Sunflower lanyard or orange Wallets please contact our customer relations team (contact details can be found in section C).

2. **Access Improvements in Delivery.**

- **Passenger Assist Meeting Points (PAMP)** are an additional / Improved means of delivering passenger assist and the customer experience through the provision of better facilities to support our most vulnerable customers, Passenger Assist Meeting Points (PAMP) have been devised in recognition that our customers occasionally get disorientated / lost within our stations and do not know where to gain help or find passenger assist services as they are simply not familiar with the station environment. Therefore, TfW have developed and are delivering Passenger Assist Meeting Points (PAMP) for our 6 busiest stations including Cardiff Central. The PAMP is a dedicated gathering point with features including seating and induction loops from which customers will be collected and taken to their relevant onward service, this including the new Cardiff Bus interchange. It is envisaged that an abbreviated version suitable for unstaffed stations will be developed to support of our conductors providing Passenger Assist Services (PAS). This enabling colleague at station and on units to identify PAS customers through dedicated waiting areas which are easily identifiable by our customers at both staffed and unstaffed stations alike.

- **Tavel Companions (TC).** Based on data gathered from complaints and usage; where stations are identified as experiencing a high demand of Passenger Assist services (PAs), we have a dedicated team of specific Travel Companions (TCs). The team delivers PAs services at key locations including, Swansea, Cardiff Central, Newport, Shrewsbury, Chester. Offering a 7 day a week coverage, Travel Companions provides a core deliverable towards improved customer services. It is anticipated that their role as it evolves, and numbers increase across our network at other stations leading and sustained performance improvements in the delivery of our passenger assist services in the future.

- **Passenger Assist (PAS)** Our Passenger Assist service is available for those requiring extra help to travel. While customers can 'turn up and go' if they wish, the PAS is provided to enable peace of mind for those able to pre-book services more than two hours prior to traveling. Ongoing roll out of the PAS specific App is helping further in this area, to instil confidence for our customers and improve colleagues' management and intelligence in relation to PAS numbers and the provision of suitable support. In parallel the facility for customers to booking assisted travel is providing customers with a range of disabilities and needs with the capability to book assistance services for their journey in advance, offering peace of mind and the increased opportunity to 'turn up and go 'which supports autonomy and independence.

- **Mobility Scooter/wheelchair sizing mats** – an expanding Initiative beyond the PAMP, Mobility Scooter/wheelchair sizing mats have been developed and deployed at stations to inform customers of the optimum / safe size of mobility equipment suitable for use on all our fleet. This facility it is hoped will support safety, remove conflict with conductors informing customers who have purchased tickets that their scooters are not size suitable but importantly inform customers as to what is possible or even what they might need to purchase in order to use trains and buses with their equipment.

- **Changing Places WCs** - Installed at a number of our stations, with plans developing for more across the network. Please check individual station information pages for further details.

- **Scooter and Wheelchair Requirements -** Regular Review of Scooter and Wheelchair Requirements - Reviewing our general guidelines regarding use of Scooters and Wheelchairs on our trains. Providing updates for our Wheelchair and Mobility Scooter Policy to ensure customers are aware of fleet specific requirements and limitations around sizes of scooters, powered wheelchairs and manual wheelchairs.

TfW Access & Inclusion Panel (Multimodal) - (Management and Evolution) - Our accessibility panel influences our accessibility policies and advises us on how to support disabled, deaf and older customers to use our services effectively. Within 2024/25 the panels remit expanded to support the delivery of active travel initiatives, bus franchising services and our TfW network of interchanges across Wales and our boarders. The original 14 members were further enhanced by 6 new members. Expanded the insight of the panel more broadly, supporting considerations within neurodiversity, youth and those with hearing impairments. These volunteers retaining their independence from TfW.

BSL on information totems and CIS - The totem project saw eight, mobile, bilingual totems deployed to Cardiff Central in August 2024 as an initial test to support customers gain or self-serve key details about their journey as well as station and local area information. The purpose of the totems being to display the route status across the network. Graphics are provided in compliant and easily interpreted colour pallet; and augmented with British sign Language (BSL) messaging; which has recently also been recently included in this evolving platform, relaying live departure information, as well as having a library of pre-recorded videos to cover disruption, engineering work, safety and security etc. which can be instantaneously displayed to communicate to an even wider community than ever before.
From this success 2025 saw six additional totems installed at Bridgend, Neath, Newport, Swansea, Shrewsbury, and Llandudno Junction. The ongoing success of this initiative proving instant benefits to customers continues to attract investment with even more totems being installed in coming years.

- **Station Video Walk throughs** – TfW have 3D station tours available at 6 stations which includes Cardiff Central, Cardiff Queen Street, Newport, Chester, Pontypridd and Shrewsbury, walk throughs are intended to help customers see our stations facilities for travel planning virtually in advance of traveling, with augmented reality visuals, voice and haptic guides at stations for enhanced wayfinding this technology is anticipated to be of benefit to a wide range of communities. it is hoped that this initiative will expand and be adopted in not only our train stations but more broadly our interchanges.

3. **Future Initiatives for Improvements.**

North Wales Level Crossings - As part of a widespread timetable change TfW are introducing changes to several routes on our network across several years. These route changes identified as having a number of high-risk level crossings. As such TFW are conservatively removed existing high-risk level crossings and replacing them with safer solutions.

- **New fleet –** TFW over the last year has focused on improving infrastructure with new fleets and units intended to come into operation during mid-to-late 2027.

- **PVAL** - across the TfW network over the last year we have seen the introduction of PVAL otherwise known as 'Passenger Validator'. This is a standalone electronic ticket reader used at ungated railway or light rail stations. These devices allow passengers to tap in or out when there are no physical barriers or gate lines.

- **Station Toolkit** - this the station toolkit is in effect a compendium of information developed since the beginning of transport for Wales over eight years ago. This compendium comprising of information relating to all manner of features at our stations from the style of seating to the way in which we colour contrast our bollards the station toolkit continuously evolves with notable inclusions this year being changing places toilet pods and features intended and developed specifically for the passenger assist meeting points (PAMPs)

- **Rail Electronic Handover Trial** - from an operational perspective TfW are always looking to enhance and develop the manner by which we deliver passenger assist services not only through the introduction of our travel companions over the last three years but now more recently exploring the benefits of electronic handover. In essence the electronic handover is an electronic means of relaying information about our customers needing support from one member of our team to another and another service or even a neighbouring rail company. It is expected that the trial of the electronic handover will have broad ranging benefits for our mobility impaired customers. Improving conductors' knowledge and preparedness when supporting our customers between services and as they progress through our network. The use of the passenger assist system over the last few years has resulted in improved satisfaction in the delivery of our services to our mobility impaired customers and it is expected that upon the completion of this initial trial it would be rolled out more broadly in a phased manner across a local network

- **Wrexham** - the developments across the whole of the TfW network and enhancements to our services are ongoing and numerous. However, Wrexham General and Wrexham Gateway can be considered as pivotal pieces of work. The development of again Edwardian infrastructure has begun; plans and development show improved 21st-century solution and development of rail/bus interchange at both locations that enhances customer provision generally and match existing infrastructure in the rest of Wales. Notable improvements already being discussed are; changing places facilities, improved waiting areas and coffeeshop facilities, improved onward travel opportunities via taxi and bus as well as overall general aesthetic improvements which will be to the benefit of customer services and the customer experience.

- **Mobility scooter policy** - our mobility scooter policy has always mirrored the National Conditions of Travel, has been renewed to encompass a broader range of mobility equipment including mobility equipment specifically designed and used by disabled children. This includes information about McLaren pushchairs/prams and recognition of their need as disability aids. This addition and expansion of the parameters is to include parents and carers of disabled children and supports our colleagues to make informed decisions when asking parents and carers to fold and

store infant related equipment. Supporting our colleagues make a distinction between mobility equipment and equipment designed for nondisabled children.

- **CrossRail and Cardiff Central station enhancements –** Advising on the integration of light rail initiatives into existing rail operations including the integration of physical measures as well as Passenger Assist systems' processes. This ongoing initiative which is expected to be delivered sometime in 2027 early 2028 has involved a number of engagement activities with all areas of the community, colleagues and partners during the last year. Pivotal investigations within this engagement have explored crossing points across rails within the light-rail environment, rail interactions within the public realm and highway schemes as well as station design for what is Edwardian infrastructure within the heart of our capital city Cardiff. It is expected that this landmark CrossRail initiative will be the benchmark for accessibility and integrated modal shift not only for Wales but internationally.

- **In addition to CrossRail as an overall concept** -the significant investment now attracted by Cardiff Central station enhancement project is leading to significant improvements to facilities within including the addition of changing places toilets, improved lighting, improve wayfinding and improved footfall/capacity implications.

- **Active Travel –** supporting and advising on the integration of active travel schemes, including Cycle trains services and bikes on board to remove potential conflict and support the segregation and retention of wheelchair user spaces. most recently within the active travel sphere the subject of the Welsh "active travel guidance" has been informed by our TfW access and inclusion panel/team. The subject of active travel and integrated transport has deep and far-reaching implications for rail specifically in how rail can accommodate and evolve to better support modal shift. Such conversations have focused on cycle policy within platforms/stations and on our units.

- **Evacuation protocol across our network** - to better support disabled passengers evacuate safely from our facilities as well as our units. Whilst this is an evolving piece of work it is fair to say that all new infrastructure across the TFW network better supports disabled community and those with mobility impairments to evacuate autonomously or with limited support.

- **Strategic use of information** - within TFW a great deal of work continues to be done in order to accurately audit all of our facilities. This activity not only to improve accurate and targeted investment but also to improve the available information for our customers. The use of systems such as knowledge bank and citadel continues to offer detailed opportunities to explain the various different features which will be of benefit our customers through system such as National Rail enquiries (NRE). Through this a single point of truth has been created which will remove duplication and confusion and inaccuracy in the description of our stations, leading to better customer service and the provision of passenger assist services in particular. Whilst this is work in progress it is already started to bear fruit in supporting us identify gaps in our provision and services i.e. toilet provision. Furthermore, it is anticipated that

within the next year the use of these systems will replace the stations features lists such as found within this/the accessible travel policy document.

- **On unit/fleet information -** the importance of real-time information to our customers is critical not only for their benefit but also to TfW as a whole. Supporting us to improve the efficiency of services and the delivery of high-quality customer service across our broad network. One important factor within this is our own board information screens which now relay real-time journey information, next stop information and facilities on board such as toilets on an increasing number of our units. This visual information obviously in addition to our on-board announcements

- **Mid-tier Access for all (AFA) (Ludlow, Cwmbran, Flint and Llanelli) in partnership with Network Rail –** continuing to increase the provision of step free access across the Wales and Boarders Network.

- **Toilet Pods -** introduction of toilet pods which incorporate Changing Places Toilets (CPT) within a Modular Composite Solutions to Improve away from home toileting provision for our most in need customers has resulted in an increase of provision over a six-year period across our TFW network to a total number of 27 changing places toilets (CPT). This number expected to further increase over the coming years to better satisfy the core Valley lines and beyond.

- **Passenger assist booking services -** building on the success of our partnership with journey call will have historically delivered our passenger assist services in partnership TFW have bravely evolve the service to become an in-house provision. This in-house provision has over the last year supported the improved delivery of bilingual booking services for passenger assist as well as enhanced customer satisfaction through the direct management of passenger assist booking services within our own in-house dedicated booking teams. The decision to bring passenger assist booking services in house was not an easy one given journey calls high standards and national reputation in servicing other rail providers passenger assist needs. However, the benefits of having an in-house agile solution for passenger assist is expected to have greater opportunity for improvements to passenger assist services and a significant reduction through the targeted response of complaints.

- **Breastfeeding -** During 2025 TfW investigated the potential to support the National Breastfeeding Welcome Scheme by Public Health Wales. The scheme is designed to support national organisations operating across Wales in creating inclusive, welcoming public spaces for breastfeeding mothers and their families. While local Breastfeeding Welcome schemes are already in place within health boards for community-level organisations and businesses, this national scheme aims to complement and strengthen this great work. To ensure consistency and recognition across Wales, we will be using the same logo as the local schemes. It is expected that this initiative will be ratified within 2026 - Please follow this link for more information BfN Breastfeeding Friendly Scheme - The Breastfeeding Network

- **Anti-racism Pledge-** The rich diversity within our communities is a key driver for TfW and illustrated by our commitment in 2025 to our Anti-racism Pledge.

Transport for Wales welcomes the breadth and diversity of tradition, belief and culture of the community. It seeks to create, maintain and promote a community in which each person is treated fairly and equally irrespective of race. Transport for Wales confirms its commitment to a policy of equal opportunities in employment and service delivery. Individuals will be selected and treated on the basis of their relevant merits and abilities and will be given fair and equal opportunities within the Transport for Wales. Equally, we confirm our commitment to treating all staff, clients, customers and service users in accordance with this policy. Transport for Wales commits to adhere to the Equality Act 2010 and provide fair and equitable services to people from all race and other protected characteristic backgrounds. The aim of the policy is to ensure that no job applicant or user/ visitor/ guest receives less favourable treatment on any grounds which are not relevant to good employment practice. We are committed to a programme of action to make this policy fully effective. Please follow this link for more information Transport for Wales | Zero Racism Wales Pledge

B5: Working with Disabled Passengers, Local Communities and Local Authorities

In preparing our accessibility and inclusion proposals for and the development of our accessible policies, we consulted with a cross-section of disability stakeholders, through our Access and Inclusion Panel. With key findings implemented into our future initiatives. Key organisations that represent the interests of customers with disabilities – include Guide Dogs Cymru, RNIB, Leonard Cheshire etc. all have reviewed and approved our Accessible Travel Policy.

From April 2020, our Accessibility and Inclusion Panel expanded and become a virtual teams based monthly event with approximately 2 in annual in person meetings. Actively consulting further with organisations representing the wider Protected Characteristics to ensure that as broad a range of needs and requirements are considered in all our plans. Providing a formal means of consulting with organisations, and other representatives across a wide range of other interest groups such as parents with infants, young persons, and representatives from recognised organisations for minority ethnic groups and LGBT+. The Accessibility and Inclusion Panel promoting new ways of raising awareness, encouraging trial journeys, and providing training in the wide range of customer needs, including non-visible disabilities such as cognitive and intellectual impairments. This to ensure that inclusion is mainstreamed in wider business activities.

This is further enhanced by regular as required site visits across our Network for panellists to familiarise themselves with locations, schemes and delivery initiatives supporting on the spot feedback to our internal TfW development teams and partners such as Network Rail and local authorities.

Building on the 2025 A&I panel refresh which took place in August, 20 new and replacement volunteers from the disabled community but also those representing the broader protected characteristics have been recruited to offer their broad insights from a lived experience perspective.

This expansion of the TfW Access and Inclusion Panel was prompted due to its success and recognition of the panel's expertise, benefit of hearing from those with lived experience, relevance of conversation and providing unique insights, to schemes beyond rail but having a multimodal transport context such as bus interchanges, active travel and taxi provision. More broadly, we consult with a range of stakeholders who represent disabled and older passengers, and other groups that experience access barriers, whether they are members of our Accessibility Panel, as part of our stakeholder team or interested parties.

The 2025 activities have included engagement and consultation on:-

- January – Ken Skates MS and Bus Franchising
- February – National Travel Survey and Project Uno
- March – Neath Interchange
- April – North Wales Level Crossings
- May – in person meeting with Cardiff Council re: CrossRail
- June – Milford Haven and Zebra Crossings
- July – BREAK
- August – Bus reform and Loundon Square crossing
- September – New Panel Induction
- October – Bus-cycle integration
- November – Active Travel Toolkit and Project Uno
- December – Llanelli interchange and Pontypool Active Travel route

Additionally, the Panel has attended site visits to proposed schemes such as Neath Interchange, Llandaff – Zebra Crossings, Treorchy, new toilet pods and Access for All schemes (Ludlow, Cwmbran, Flint and Llanelli) with additional ongoing input into Accessible Travel Policy and related interventions and initiatives.

At each monthly panel meeting TfW colleagues provide regular updates on schemes covering the agenda topics as listed above gaining insights into particular expects such as prioritisation of accessibility improvements, key findings / critical requirements and actions to be taken to enhance accessibility and inclusion.

A range of information including TfW accessible initiatives and reports is available on our website at https://tfw.wales/info-for/passengers/accessible-travel/policies-and-information

In addition, we have expanded our work with local health boards and the care sector to organise dedicated ‘accessibility trips’ during quieter off-peak times, to build disabled and older people’s confidence travelling by rail, thereby increasing activity, and reducing social isolation. This under the award-winning heading of 'the confident traveller initiative'

More widely we encourage participation in a number of ways most innovative of which being our Online Community intended gain feedback and help test ideas around improving accessibility and inclusivity as well as all manner of customer services and quality of deliverable improvements.

We actively promote the availability of assisted travel, with a particular focus on the customer leaflet, ‘Making Rail Accessible: Helping older and disabled passengers. As well as ensuring that this leaflet is available bilingually in a range of formats including in printed format upon request and importantly online to support sustainability and save print waste. We will also advertise the leaflet which acts as our commitment to customers on station posters, on train services and via social media.

We will also provide an annual report to ORR on our activities and outputs of our work with disabled passengers, local communities, and local authorities including that of the TfW Access & Inclusion Panel.
We provide briefings on subjects given to frontline managers and safety critical employees.
All employees receive updates on the company’s policies and procedures relating to disabled customers, diversity, and inclusion through their regular briefing sessions.
To support best practice and continuity of approach TfW will attend the Rail Delivery Group’s Accessibility and Inclusion Group meetings and other virtual activities for train operators. The group shares best practice across the industry to identify and solve challenges.
More widely we work with the Welsh Government, Transport Focus, the Office of Rail and Road, Disabled Persons Transport Advisory Group, and the Rail Delivery Group.

We will make every reasonable effort to ensure that we meet and maintain the standards set out in our Accessible Travel Policy (ATP), available on our website at https://tfw.wales/info-for/passengers/accessible-travel/policies-and-information

A range of information including TfW accessible initiatives and reports is available on our website at https://tfw.wales/info-for/passengers/accessible-travel/policies-and-information

B6. Staff Training

A disability awareness course is included as part of our corporate induction training for all employees entering service.
Written in house by our Accessibility and Inclusion Manger and Learning and Development team supported by industry professionals and those with lived experience of disability and

evolved into an ILearn module. The training is delivered to all frontline staff as part of their continuous development.

It focuses on the knowledge, skills and tools that are necessary to enable our employees to assist our customers with disabilities in the best possible way.

The course aim is to build the knowledge and skills of staff across the business to enable them to best meet the needs of customers who have a range of disabilities. Doing this in accordance with both the law, the Equality Act 2010 and TfW commitment to continued improvement of our current high standards of accessibility for all our passengers.

The course objectives are that by the end of the session delegates will be able to implement and understand the Social Model of Disability in their daily activities:

- Explain how social factors (such as attitude and design) can affect inclusion
- Understand the requirements of customers with all types of disabilities and 'non-visible' disabilities, including those temporarily disabled through illness, injury or surgery
- Explain how they can carry out their day-to-day duties in line with the Public Sector Equalities Duty and the Equality Act and that as customer service representatives across the business we have legal duties that impact on us
- Understand the requirements of customers with movement/ mobility impairments and provide a service in accordance with our recommended methods
- Be able to demonstrate how to guide a visually impaired customers in accordance with our recommended guidelines
- Be able to describe a variety of techniques they can use to aid communication with passengers who have communication-related impairments (such as learning difficulties and hearing impairments) and
- Be able to explain both where to find and how to use the resources/aids; assist customers who have a range of disabilities.

In addition to the above, our employees also undertake disability training as part of any safety critical training, competency management assessments and local safety briefings. We will ensure that staff receive the training relevant to their roles with regards to:

- The use of equipment provided to assist people with disabilities, such as ramps, wheelchairs and induction loops communicating with people with different disabilities.
- Communicating clearly by phone with people who may have difficulty speaking, hearing, or understanding.
- Customer Relations staff also receive specific briefings relating to their job role. For example, using a text-phone and checking databases to ensure the best possible journey advice is given to customers with disabilities.

In respect of training TfW or committed to not only our Mandatory training as required by the ORR where biannually we review and where necessary, amend course content to

ensure that it is consistent with the nine mandatory training outcomes set out in the ORR's Guidance are achieved: but also, more broadly through our inhouse training programs.

Programs that have recently explored Access & Inclusion, Diversity Impact Assessments and exploring and supporting Neurodiversity.

From the neurodiversity perspective TfW's unique neurodiversity (ND) awareness training. Focusing on the customer relations perspective, this training is designed to help our colleagues recognise difference and change their mannerisms to accommodate or best support the broad ND community including those on the autistic spectrum, ADHD, dyspraxia and the plethora of cognitive or interpretational 'disabilities' or difference that is now becoming more recognised and mainstreamed into our community interactions. This training now delivered to all front-line colleagues as continuous development.

Additionally, where we recognise that our in-house expertise needs enhancing more evolved training and signposting to training opportunities external to TfW in relation to broad subjects such as dementia; through dementia friends training and training focused on managing situations those with suicidal tendencies are also delivered to all staff/ colleagues.

Mandatory Training Outcomes

- Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion.
- Equality Legislation: exploring and understanding the Equality Act 2010.
- Defining Disability: an introduction to the various definitions of disability and the appropriate terminology.
- Recognising passengers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance.
- Railway Regulatory Framework: understanding regulations and policies that are relevant within the railway industry
- Passenger Assist: how it works for disabled passengers and the staff's role in delivering the service
- Communication: finding a way to communicate with disabled people with patience, respect, and dignity.
- 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
- Providing safe assistance: duties and process to ensure that both staff and passengers remain safe at all times.

All required staff will receive refresher training within biannually / two years; of the training they have received, and as a minimum every two years thereafter; in order to ensure the mandatory training outcomes described above are maintained. With additional supportive or continuous education opportunities available as described previously.

Ongoing 2025 / 2028

All frontline staff, senior and key managers met the mandatory training outcomes set out above, which are repeated / refreshed biannually in line with ORR mandates.

In addition, and above expectations, all frontline staff that interact directly with passengers received training ~~that~~ relating to: -

• Customer and staff Communication

• Accessibility within and around stations

• How to provide safe assistance.

Whilst TfW endeavour to only use in house resources occasionally by example for events Agency staff and temporary staff such as Sword staff received a tailored version of the training course, including communication and providing safe assistance.

Drivers of rail replacement bus services and taxis with regards to providing assistance, have also received similar training within their certification.

Our Accessibility and Inclusion Panel will provide advice and resources in support of this aim and will monitor performance on a yearly basis, offering their live experience at in person events and within relevant training such as ramp deployment. Also, Customer Relations teams and Control teams who provide information or advice directly to passengers on our behalf will have received same training course as front-line colleagues.

Our training programmes have included a staff evaluation mechanism to allow us to measure impact and identify any areas for further improvement, either through developing aspects of the course or specific additional interventions.

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 a disability and to do this in accordance with both the law and TfW commitment to further improve levels of accessibility.

Finaly within this sphere all relevant staff who deliver or have relation to the delivery of passenger assist will receive ongoing training in the use of the passenger assist app and booking process.

Outline Training Delivery Annual training

Originally developed and evolved since 2023. Our exemplary Accessibility & Inclusion training / ORR mandatory training which is delivered at all inductions is also refreshed annually on a rolling program to match intake frequency. This ongoing refresher training now in the form of an E-learning programme (E-learning Accessibility & Inclusion training / ORR mandatory requirements) is delivered to all front-line staff and relevant interested parties.

It is envisaged that the foundations of this training delivered within rail will support the development of our bus franchising related training moving forward. This so that a unified quality of deliverable can be delivered to all TfW related colleagues with forward facing roles or customer relations functions. previous in person training modules are outlined below:

1. Exploring Disability - Welcome to the refresher training on Accessibility and inclusion.

The objectives of the Exploring Disability course are to understand the term disability and explore how it covers a wide range of different people with different impairments, which may or may not affect the way they travel by train.

2. Equality Legislation - Welcome to the refresher training on Accessibility and inclusion.

The objectives of the Equality Legislation course are to explore the Equality Act 2010 and how it prohibits discrimination against people with specified protected characteristics, one of which is disability, and the Act's requirements for 'reasonable adjustments.

3. Accessibility in our Stations – Welcome to the refresher training on Accessibility and inclusion.

The objectives of the Accessibility in our Stations course are to explore the barriers that impact a person's impairment.

4. Our Services and the Railway Regulatory Framework- Welcome to the refresher training on Accessibility and inclusion.

The objectives of the Our Services and the Railway Regulatory Framework course are to look into (and to be more specific) in how all of what we have done previously, ties into the Railway and the service we provide.

5. Recognising Customers Who Need Assistance - Welcome to the refresher training on Accessibility and inclusion.

The objectives of the Recognising customers who need assistance course are to explore physical and non-physical impairments to enable you to assess individual needs and provide appropriate assistance.

6. Passenger Assistance and Communication - Welcome to the refresher training on Accessibility and inclusion.

The objectives of the Passenger Assistance and Communication course are to explore the Passenger Assist process and how it works for disabled passengers and how you play an important part in delivering the service.
Accessibility and Inclusion Refresher Summary - To summarise we'll take a look at what TFW is doing for accessibility and inclusion with a video from Nathan Stephens Para Olympian.

(this video can also be found at Accessible travel | TfW) and additional videos provided by members of our TfW Access and Inclusion panel.
We can encompass all of this quite simply...ACT - **Actions Change Things**

Training Next Steps

During 2026 onwards TfW are developing a Training plan intended to further develop and capitalise on the potential of its E-learning programme (E-learning Accessibility & Inclusion training / ORR mandatory requirements) beyond front line staff. Developing a tailored training regime to match the needs of individual teams such as Customer relations, control staff and Travel Companions. This addressing or enhancing identified gaps in colleagues' knowledge or recognised opportunities for enrichment towards continuously improving the customer experience.

C. Where to Get More Information and How To Get In Touch

We are committed to providing accurate and consistent information so disabled and older passengers can travel with confidence.

The below sections outline what we have put in place to support independent travel for all our customers but especially those with a range of disabilities and mobility needs.

Office Of Rail And Road (ORR)

ORRs Accessible Travel Policy guidance can be obtained by following the below link https://orr.gov.uk/__data/assets/pdf_file/0018/41517/accessible-travel-policy-guidance-for-train-and-station-operators.pdf

The National Rail

The Network Rail Enquiries website (nationalrail.co.uk) and the station layout guide ('Stations Made Easy') contain useful information about the accessibility of facilities and services at stations and on trains.

To Contact National Rail: -

- Tel: 0800 022 3720
- (Open Monday to Friday 09:00 to 17:00 including Bank Holidays. Except 25th December)
- Website: nationalrail.co.uk
- Text Direct: 0345 60 50 600: (for people who are hard of hearing or deaf)

Calls cost no more than calls to geographic numbers (01 or 02) and may be included in inclusive minutes and discount schemes in the same way.

We are committed to providing up-to-date information for these resources and on our own website.

If there are changes to any information, our Control teams update the National Rail Enquiries website as soon as reasonably applicable.

This includes where:

- stations have a physical feature which might prevent some disabled people from using it
- significant temporary work affects station accessibility
- changes to stations make them temporarily inaccessible (for example, if station lifts or toilets are out of order)
- or changes are made to the accessibility of our trains.
- which stations are staffed or unstaffed.
- station ticket office opening times.

For any of the above or to report faults affecting station accessibility, please inform either station staff or alternatively contact our Customer Relations team using the below Contact details and numbers.

Station staff can get up-to-date information through a national database and can provide this information to passengers at ticket offices or Information Points.

For detailed information on accessibility features of our stations, please see our Station Accessibility Information on our website https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility

This information is updated regularly and can be printed as required. Alternatively, please contact our Customer Relations on 0333 3211 202 or customer.relations@tfwrail.wales

Additionally, please see the National Rail Accessibility Map. Available at the following link National Rail Accessibility Map. This map contains information about the accessibility of each station on the UK Rail Network, including if a station is step free, the availability of accessible toilets and if the station has changing places facilities.

Contact Details, Numbers and New Media

TfW Customer Relations

To contact the customer relations team,

- Please call 0333 3211 202. Lines are open from 08:00 to 22:00 Monday to Saturday and 08:00 to 22:00 on Sundays (Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00).
- Email customer.relations@tfwrail.wales
- For information on passenger assistance, please visit https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility

- For delay compensation, please visit tfwrail.wales/delay-repay-compensation
- Additional contact details can be found at tfwrail.wales/contact-us

TfW Social Media

On social media, follow:

- Twitter/X @TfWrail
- Instagram @TfWrail
- Facebook @TfWrail

Passenger Assist, Assisted Travel Service Opening Hours And Contact Details:

- By phone: call our Passenger Assist team on 03330 050 501 (24/7 every day. Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00)
- By Next Generation Text: call our Passenger Assist team via text relay service on 18001 03330 050 501 (24/7 every day. Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00)

Day Of Travel Queries Or Issues:

- Website - https://www.journeycheck.com/tfwrail/
- Customer Relations Phone Number - 0333 3211 202. Lines are open from 08:00 to 22:00 Monday to Saturday and 08:00 to 22:00 on Sundays (Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00)
- Email - customer.relations@tfwrail.wales
- Live Travel Updates - https://tfw.wales/service-status/live-route-status (for services within the next 2 hours)

How To Get Involved with Us To Help Improve Accessibility And Inclusivity:

- Website https://tfw.wales/info-for/passengers/accessible-travel/accessibility-panel
- Customer Relations Phone Number - 03333 211 202. Lines are open from 08:00 to 22:00 Monday to Saturday and 08:00 to 22:00 on Sundays (Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00).
- If you prefer to talk to us in Welsh, please call 03333 211 202 and select option 1.

- Email customer.relations@tfwrail.wales
- Complete our feedback form on https://tfw.wales/help-and-contact/rail/contact-us
- or write to us at

Freepost
TFW RAIL CUSTOMER RELATIONS

How To Provide Feedback or Make A Complaint:

- In the first instance, please call our customer relations team on 0333 3211 202. Lines are open from 08:00 to 22:00 Monday to Saturday and 08:00 to 22:00 on Sundays (Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00).
- If you prefer to talk to us in Welsh, please call 03333 211 202 and select option 1.
- or customer.relations@tfwrail.wales
- or fill out a feedback form on https://tfw.wales/help-and-contact/rail/contact-us
- Or write to us at: -

Freepost
TFW RAIL CUSTOMER RELATIONS

Our customer services team works hard to reply to all correspondence as quickly as possible.

If You Are Not Happy with The Way The Complaint Is Dealt With, Please Contact The Rail Ombudsman On:

- Website: www.railombudsman.org
- Email: info@railombudsman.org
- Phone: 0330 094 0362
- Textphone: 0330 094 0363
- Post: Freepost – RAIL OMBUDSMAN

Other Documents and Publications

TfW have created a range of other leaflets to assist your journeys and enjoyment of our Rail services. Links to these leaflets can be found by following each of their dedicated links below

or by phoning our customer relations team on 0333 3211 202. Lines are open from 08:00 to 22:00 Monday to Saturday and 08:00 to 22:00 on Sundays (Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00), or emailing customer.relations@tfwrail.wales

These Include: -

- Making Rail Accessible: Helping older and disabled passengers
  To accompany the 'Accessible Travel Policy document', we have produced this shorter and more concise leaflet to help in planning your journey. https://tfw.wales/info-for/passengers/accessible-travel/policies-and-information

- TfW Accessible Travel Policy:
  A detailed explanation of our commitments and standards of rail service provision, as well as relevant policies and practices, of importance to disabled people using the rail network. https://tfw.wales/info-for/passengers/accessible-travel/policies-and-information

- Station Accessibility Information
  Dedicated station accessibility information. This information clearly indicates the features available at all our stations on the TfW network. We update this information as we find out about any mistakes or improvements. https://tfw.wales/info-for/passengers/accessible-travel/station-accessibility

- Train Accessibility Information
  Dedicated information about the accessibility of each of our trains in our fleet. https://tfw.wales/info-for/passengers/accessible-travel/train-accessibility

- Mobility Scooters And Wheelchairs
  A separate leaflet which can be found by following the below link, explains in more detail that you can bring your wheelchair or mobility scooter on our trains as long as it meets our guidelines. https://tfw.wales/info-for/passengers/accessible-travel/mobility-scooter

Alternative Formats

All our documentation conforms to the Welsh language standards / Welsh Language act and are available Bilingually.

Alternative formats of all our document are free of charge, from the Customer Relations team. The team can provide alternative formats such as large print, Braille or audio versions.

We will provide the large-print document within seven days of receiving your request, and any other formats as soon as possible.

If you would like copies of these guides or any other TfW Rail services publications in an alternative format, please contact us in the following ways

- Customer Relations team on 0333 3211 202. Lines are open from 08:00 to 22:00 Monday to Saturday and 08:00 to 22:00 on Sundays (Please note December opening hours: 24th December 08:00 – 18:00, Closed 25th and 26th December 27th – 30th December 08:00 – 20:00, 31st December 08:00 – 18:00).
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