


Transport for Greater Manchester Policy

**Accessible Travel Policy**  
**Horwich Parkway**  
April 2020

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## **Accessible Travel Policy**

Transport for Greater Manchester (TfGM) operates Horwich Parkway Station. TfGM commissioned the construction of the station which was completed and opened on 2 July 1999.

This is the only station we operate; we do not operate the train service. Northern Trains is the sole train operator for the station.

The format and content of this policy has been based on the Accessible Travel Policy (ATP), Guidance for Train and Station Operators issued by the Office of Rail and Road (ORR) and, in making any alteration to it, we shall have due regard to the Design Standards for: 'Design Standard for Accessible Railway Stations: A Joint Code of Practice by the Department for Transport and Transport Scotland'.

### **A - Commitments to providing assistance**

#### **1. Commitments for booking and providing assistance**

Here at TfGM, we want you to have a pleasant and successful journey experience. Booking assistance offers us the best opportunity to meet your needs, however if you turn up on the day there are a range of facilities and staff available to ensure we offer ample assistance.

We recognise the broad range of rail customers who require assistance and will make the best practicable provision to meet your requirements. This not only applies if you use a wheelchair but also if you have:

- Visual or auditory impairments
- Impaired mobility, either temporarily or longer term
- Mental health conditions
- Anxiety
- Depression, OCD, schizophrenia and personality disorders
- Autism and Asperger syndrome
- Sensory processing difficulties
- Cognitive impairment for example dementia, traumatic brain injury and learning disabilities
- Non-visible physical health conditions for example chronic pain, respiratory and heart conditions, diabetes and cancer
- Or are an older person

## Booked assistance

All train operators use Passenger Assist as a common system that allows disabled and older customers to book assistance for their travel to anywhere on the National Rail network. You can book assistance up to 10pm the day before travel. This will be reduced to a required notice period of 6 hours from April 2021 and will reduce once more to only 2 hours from April 2022.

Our team can provide the following assistance:

- Assistance with boarding and alighting from trains or for changing trains.
- Help with your luggage.
- Help with moving around our station.
- Help between the station drop-off point (e.g. station taxi rank) and station.
- Requesting a portable ramp for boarding or alighting train services.
- Requesting assistance with transferring between the platform and the train or moving around the station (available during ticket office opening times).
- At our station, make travel reservations on services operated by train operators where reservations are available.
- Request any other assistance that might be needed during your journey.

To book in advance, the following contact details are available:

- National freephone number: 0800 0223720 (available 24 hours)
- Textphone 60083
- Telephone/Minicom 0845 60 50 600

You can book assistance via Northern Trains on the following:

- Telephone: 0800 138 5560 – Open 24 hours, 7 days a week
- Text Relay 18001 0800 138 5560
- Online: <https://www.northernrailway.co.uk/passenger-assistance-request>

Using the Passenger Assist booking system means you are able to arrange assistance for your entire journey including assistance for all intermediate connections. Our staff at Horwich Parkway station receive information on all assistance bookings to and from our station and we will make sure that we are there to provide the assistance during the hours we have available staff.

Our station is staffed through the ticket office from 06:30 – 19:35 hours Monday to Saturday. Outside of these hours Northern Trains staff on board the trains will be able to

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provide you with boarding and alighting assistance only.

If you are starting or ending your journey at our station outside of these hours and would like assistance, please contact Northern Trains assistance team.

Horwich Parkway is a Category A station which means it has step free access to and between both platforms, at all times trains are running.

There is level access to platform 1 and the ticket office. There is a footbridge which serves as an interchange connecting platform 1 to platform 2. This is accessible via a wheelchair accessible ramp on both sides with a gradient of 1:12.

When assistance is booked, the operator at the train's final destination will assist you off the train within a maximum of 5 minutes. We are committed to maintaining and providing enough resources to, and continually improve the performance of, the national Passenger Assistance system and booking assistance offers us the best opportunity to meet your needs.

### **Unbooked assistance**

Alternatively, you have the option to Turn Up and Go at our station. If you have not booked, but would like assistance from one of our team, please head to our ticket office where a member of our staff will be happy to help you. Outside of staffed hours, you can use one of our help points situated on each platform which will connect you to the Northern Trains assistance line where their team will ensure staff onboard their trains can assist you with getting on and getting off the train. This option may take a little longer to arrange but we are committed to ensuring you are provided with the assistance you need. If you are getting on the train, please make yourself known to the senior conductor when the train arrives into the platform.

We are committed to following the ORR Handover Protocol when communicating booked and unbooked assistance. For booked and unbooked assistance, our staff will always call ahead to your alighting station to ensure you will be met by a member of staff. We have a responsible person at the station for receiving these same calls from other operators and have dedicated number for them to call for this service.

### **Ramps**

On each platform a portable ramp is available for use by either our staff or staff onboard the train you are getting on or off due to the gap between the train and the platform.

## **Help with luggage**

We are able to assist with your luggage when it has been booked via Passenger Assist. Our rules regarding the number of items is consistent with the National Rail Conditions of Travel (in relation to weight and number of items) and this service is free of charge.

## **2. Information provision**

We want our customers to be informed and confident that the information we give them is accurate and consistent. This is particularly important if a journey involves changing trains as they will need to know that they can make the whole journey without undue difficulty.

We will ensure that accessibility information for Horwich Parkway station will be kept up to date on the National Rail Enquiries (NRE) station page and on our website. On the NRE station page you'll also find simple, step by step information about every station on the national rail network and other train operators' services with details of any temporary changes (e.g. building works).

National Rail Enquiries:

[https://www.nationalrail.co.uk/stations\\_destinations/default.aspx](https://www.nationalrail.co.uk/stations_destinations/default.aspx).

TFGM station accessibility information:

<https://tfgm.com/accessibility/guides/train-accessibility>

We are committed to updating information on temporary restrictions/limitations on the NRE website and within 24 hours of the changes happening so that this information will be made clear to you at the time of planning your journey or booking assistance. This information includes:

- Where our station has a physical constraint that prevents some disabled persons from using it;
- Where significant temporary work that affects our station accessibility is being carried out; and
- Where there are changes to a station that would make them temporarily inaccessible such as the accessible toilet being out of order.

## **3. Accessible Travel Policy documentation including alternative formats**

We are committed to ensuring all passengers can access important information that is  
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accessible, accurate, relevant, consistent, up-to-date and easy to understand and helps provide passengers with assurance and confidence at every stage of their journey, including when journey planning prior to departure.

Our staff at Horwich Parkway Station, who are based at the ticket office, will provide details on how to obtain a copy of our ATP documents and those of other operators such as Northern Trains. A copy of our policy documents can also be obtained in alternative formats such as braille, larger text, online as PDF and accessible using screen readers on request to by contacting TfGM.

This service is free of charge and completed within seven working days of the request.

#### **4. Passenger journey information (online, at stations, on trains)**

We are committed to ensuring train departures and arrivals information is clear and consistent. The station is fitted with electronic Customer Information Screens that provide real-time information about the train services; these are integrated into Northern Trains system. Staff also have access to up-to-date information on rail delays and will be happy to provide this information.

#### **Wayfinding**

We are committed to meeting the standards documented in the industry guide 'Design Standards for Accessible Railway Stations – A joint Code of Practice by the Department for Transport and Transport Scotland' - published by the Department for Transport. These standards ensure our station is clearly and consistently signposted and our staff are always available to provide information and assistance to help you navigate our facility. We believe that the station is adequately signed but, if changes were required, we will consult with local authorities to make sure these are implemented and continue to meet all requirements.

#### **Connections with other forms of transport**

We will provide information at our station about use of other modes of accessible transport in Greater Manchester. Detailed information can also be found on our website <https://tfgm.com/accessible-travel>

Our station staff will be happy to assist customers to taxi ranks at the station and also to other forms of transport such as buses where these can be easily accessed from the station. Please visit [www.nationalrail.co.uk/stations\\_destinations](http://www.nationalrail.co.uk/stations_destinations) which provides information about taxis and buses from all stations on the rest of the national rail network.

We display information in the ticket office on local taxi firms who can provide wheelchair accessible taxis. Our staff are also happy to book a taxi for you.

### **Delays, Diversions and Disruption:**

We recognise that disruption to facilities and services can have a significant impact on your journey and on your confidence to travel. Should disruption occur we will do everything we can to ensure that you are able to continue your journey and not be left stranded.

TfGM currently do not make audio announcements at the station, but have plans to install this facility during 2021. If services are disrupted, our staff are trained to look out for passengers on the platforms who may need assistance to ensure, they are made aware of the information.

At the station, if your journey plans are affected by a station service disruption (such as train cancellations), our station staff will help you plan an alternative route; or new connections; or endeavor to arrange alternative travel arrangements free of charge depending on the circumstances.

If you have booked assistance in advance through Passenger Assist but because of service disruption it is no longer valid, Northern Trains will contact you to make any appropriate arrangements such as rebooking alternative assistance. Whether the disruption is minor or severe, we are committed to providing you with regular, clear and accurate information. This information will be on notices posted at key locations within the station.

If any of our facilities will not be available for a time, we will make every effort to provide alternative arrangements. Notices will be displayed at the station advising of the situation and the expected duration. Our station staff are charged with ensuring that if there are any changes that might impair the accessibility of our facilities these are notified to National Rail so that they can update the information on their website (within 2 hours).

## **5. Information points, help points and Contact Centres**

At our ticket office, passengers are able to get all the information they need to plan their journey from one source. Outside ticket office operating hours customers are advised to use help points clearly signposted and located on each platform.



**Timetables, Posters, Information Leaflets:**

Timetables, posters and information leaflets are accessible across the station. They are signposted and located in prominent positions on the platform at the station. They contain up-to-date information on timetables, fares, connections, delays, disruptions, diversions and emergencies and help arrangements for those who have booked Passenger Assist. Our designated meeting point (located inside the ticket office during operating hours and outside the ticket office when closed). Information about the services and facilities of other operators calling at the station and the accessibility of other transport available near the station is also displayed.

Our station guide will be available at the station in hard copy on a wheelchair accessible display at the ticket office. We will also have Northern Trains passenger leaflet available.

Please note that the ATP documents are available on the TfGM website as pdf documents. Alternative formats can be requested free of charge (such as braille, larger text). See website for details: <https://tfgm.com/accessible-travel>.

**We will ensure the following is carried out during station opening hours:**

- Provide information at Horwich Parkway within the ticket office, signpost them clearly and put them in an obvious position on, or close to, the concourse.
- We will clearly mark the ticket office as the best place for our customers to seek advice. We will design and equip them, so they are easy for everyone to use.
- Put information such as leaflets and timetables at a height that is accessible to all customers.
- Use the ticket office to share information on timetables, fares, connections and confirmation of any help arrangements that have been made through Passenger Assist.
- Make it easy for customers to get information about Horwich Parkway facilities, services and accessibility. We will do this using the most up-to-date technology and media as well as more traditional channels such as information points, station ticket offices, by telephone and on the internet.
- Make sure that staff at the ticket office are giving the most up-to-date information to all customers. That includes information about other train operators' services and facilities, as well as the accessibility of other transport modes. We train our staff to find information from another source if they cannot answer a question immediately.
- Give real-time information at Horwich Parkway as its communicated. This includes timetables and information about delays, diversions and any other events that may affect passengers' journeys.

### **Station Staff based at the Ticket Office:**

Our station staff are based at the ticket office and are available to assist. Our ticket office is open 06:30 - 19:35 Monday to Saturday and these are the times when TfGM staff will be on hand to assist. Our station staff have access to, and will be able to provide information on, timetables, fares, connections, other transport and station facilities as well as assistance updates you have booked. Outside of this, customers should either seek advice from the help points or Northern Trains train staff.

### **Information Help Points:**

If you need to speak to a member of staff outside of the station ticket office operating hours there are stand-alone 'Help Points' at the station on each platform, in yellow. These are the standard two-button models which are answered by Northern Trains staff who can assist with station and train queries.

- Button 1 (Identified with "Information" in Green) is for train information and passenger assistance;
- Button 2 (Identified with "Emergency" in Red) is for emergency situations etc.

The Help Points are designed to be accessible to all; they include induction loop technology to assist those using hearing aids.

### **Telephone Phone Contact Information:**

Both National rail enquiries and Northern Trains provide a text relay number for their assistance services:

National rail enquiries: **0845 60 50 600**

Northern trains: 18001 0800 138 5560

## **6. Websites**

We are compliant with industry recognised W3C body also known as standards. W3C is the World Wide Web consortium, made up of member organisations which maintain full-time staff and work together to improve standards across the web. As part of this we are compliant with WCAG which is the web accessibility guidelines.

We monitor and improve our website to make it more inclusive and accessible to everyone. This includes ensuring our website is designed and developed so that people with disabilities can use it easily (such as those with a visual or physical impairment), examples include:

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- providing text alternatives to visual content like pictures and diagrams
- not relying on colour alone to distinguish between two elements
- allowing the user to change the size of the text
- ensuring the site works equally well on all devices
- providing clear navigation
- presenting readable and understandable content

We have one entire page on our website dedicated to providing you with all the assisted travel information for Horwich Parkway station. On this page you will be able to find out information on passenger assist, how to book assistance on the national rail network, details of accessibility information for the station, information on any temporary disruption and how you can get in touch to provide feedback or make a complaint.

We also signpost the accessibility services managed by Northern Trains who operate the trains which call at our station

<https://tfgm.com/accessibility/guides/train-accessibility>

## 7. Ticketing and fares

Tickets for your journey can be purchased in several different ways:

At the station:

- In person from our ticket office.
- From our self-service ticket machine on platform 1, where you will be able to use your Disabled Persons Railcard.

If you are at home or out and about:

- From the various train operators' or retailers' websites.
- [www.nationalrail.co.uk](http://www.nationalrail.co.uk) or approved agent.

All customers are expected to have a valid ticket or other authority to travel before starting their journey as some train operators operate a penalty fare system. However, if you are unable to buy a ticket at the station before your journey due to the ticket office being closed and the self-service ticket machine(s) being unavailable, you will be able to purchase a ticket either on-board the train or upon arrival at your destination station.

### Disabled persons rail card

The Disabled Persons Railcard offers discounts on a range of tickets to disabled customers whether they are travelling alone or accompanied. Your railcard will allow you, and an adult Transport for Greater Manchester

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companion travelling with you, to obtain a 1/3 discount off most Standard and First Class fares throughout Great Britain. The Disabled Persons Railcard leaflet published by the Rail Delivery Group gives details of this railcard and can be obtained from any staffed station or from the Rail Delivery Group website at: <https://www.raildeliverygroup.com/our-services/about-my-journey.html>

### **Concessionary fares available without a Disabled Persons Railcard**

Customers who need to stay in their own wheelchair during their journey; or are registered blind or visually impaired and travelling with a companion

- are entitled to the following full fare ticket discounts throughout Great Britain even if they do not hold a Disabled Persons Railcard:
- 34% discount on First Class/Standard Anytime Day Singles
- 50% discount on First Class/Standard Anytime Day Returns
- 34% discount for First Class/Standard Anytime Singles or Returns

An adult travelling with you is also entitled to the discounted fare. If you have a visual impairment, please take a document from a recognised body such as Social Services or your Local Authority confirming your impairment when buying your ticket from the ticket office (unfortunately this cannot be purchased from the ticket machine) and when travelling. Please note that visually impaired customers cannot claim this discount if travelling alone.

### **Concessionary travel entitlement for Greater Manchester residents**

If you are disabled, and resident within Greater Manchester, you could be eligible for a pass that gives you free and low-cost travel in Greater Manchester and the rest of England under the English National Concessionary Travel Scheme. Depending on your disability, you could qualify for either a travel pass for disabled people or a travel plus pass for disabled people. More information is available at <https://tfgm.com/tickets-and-passes/passes-for-disabled-people>

Customers who hold a travel pass for disabled people can travel for free on trains within Greater Manchester on journeys scheduled to run at or after 9.30am, Monday to Friday, and all day at weekends and on public holidays.

If you travel outside of these times you must pay for a concessionary fare where available or otherwise the full adult fare. Find information on concessionary fares at <https://tfgm.com/tickets-and-passes>

Customers who hold a travel plus pass for disabled people can travel for free on trains within Greater Manchester at all times.

## **8. Scooters and mobility aids**

Please see Northern Trains for their policy on scooters and mobility aids from their website:

<https://www.northernrailway.co.uk/mobilityscooter>

## **9. Delays, disruptions and emergencies**

Disruption to facilities and services can have a big impact on both the accessibility of rail services to disabled customers and, more importantly, on their confidence in travelling by rail and other modes of public transport.

When we do get disruption to services (and this is inevitable unfortunately), we do everything we can to ensure that our customers can continue their journey and are not left stranded and our staff have been trained to recognise those with specific accessibility needs.

Our aim is that all our customers travel by the method of public transport they were expecting to; however, we recognise that this is sometimes not possible due to engineering or unplanned disruption.

If booking assistance in advance and there is disruption, the alternate options will be discussed with you when you call to book your assistance. In most circumstances you will be provided with alternative accessible transport free of charge between stations when:

- a) a rail station is not physically accessible to you.
- b) where substitute transport that is provided to replace the rail service is not accessible to you (e.g. due to emergency or planned engineering works).
- c) short notice disruption makes services inaccessible to you.

At Horwich Parkway we work with our industry partners to make sure that all our customers have suitable alternative transport, whether they have pre-booked assistance or not. We have an expectation that our transport providers convey you to or from the nearest or most convenient accessible rail station so you can make as much of your journey as possible by the transport mode you were expecting.

In the event of service disruption our staff will be provide aural information (within opening hours) and visual information will be provided to guide passengers to rail replacement services via the customer information screens. If disruption is planned, rail replacement information will also be communicated prior to the passenger making the journey through our website.

Where there is a rail replacement service, Northern Trains will provide this service at our station. If the rail replacement is inaccessible, we will work with Northern Trains to ensure an accessible substitute is provided, such as a taxi.

If there is disruption at our station, and you have booked assistance in advance, the operator whom you booked assistance with – usually Northern Trains, will contact you via the details you have provided them with and will discuss alternative arrangements.

When disruption occurs with no advance warning, we will provide alternative accessible transport to take you to the nearest accessible station at no additional cost to the fare for your entire journey. Our staff will discuss what type of transport you need before they book it.

Individual train operators publish information about planned engineering works on their respective websites as does Network Rail and it is also available on the National Rail website: [https://www.nationalrail.co.uk/service\\_disruptions/currentAndFuture.aspx](https://www.nationalrail.co.uk/service_disruptions/currentAndFuture.aspx).

### **Emergency procedures**

We have emergency plans for evacuating Horwich Parkway station in an emergency. Our staff take specific responsibilities for identifying and helping disabled customers evacuate to a point of safety. Our evacuation arrangements comply with the station's fire certificate, as well as providing accessible refuge places

We encourage passengers to provide feedback on their personal experience of help available at Horwich Parkway, including during times of disruption. Full details of how to communicate feedback can be found at <https://tfgm.com/contact>

If passengers notice a problem they can speak to someone through a variety of ways; our station staff, Northern Trains train staff, help points or contacting the customer service team.

### **Building works**

From time to time, and particularly during redevelopment works, we may need to change the facilities available to customers at our station's facilities. If this happens, we will provide reasonable replacement facilities that are as inclusive and accessible as possible.

Similarly, where building works disrupt the usual access route to and from a station, we will provide appropriate alternative routes. We will also make sure that third parties who are undertaking works near Horwich Parkway maintain an appropriate access route to the station.

## 10. Station facilities

Within the TfGM area, car parking is free at the majority of the stations in the area. Should you arrive at a fee-paying car park, Blue Badge holders can park free of charge; this applies to all our tram, rail station(s) and park & ride car parks. If a designated parking space is unavailable, Blue Badge holders may park free of charge in any other non-restricted parking space in the car park. Badges must be correctly displayed as our car park managing agent, or local staff, normally monitor appropriate use. Illegally parked vehicles are reported to the British Transport Police.

We also ensure that parking for those with mobility impairments is in accessible locations, generally as close to the station as practicable possible.

We use all reasonable endeavours to comply with the Department for Transport Code of Practice regarding the requirement in the number of Blue Badge parking bays provided at tram and rail stations. Where the provision and occupancy of designated spaces in our car parks are fewer than specified in the Code, we survey these car parks to ensure disabled and elderly people are not disadvantaged, we currently have 13 blue badge spaces at Horwich Parkway Station.

## 11. Redress

When we receive confirmation that assistance has been booked for journeys to commence and end at our station and this assistance failed, we will provide appropriate compensation to the customer. Levels of compensation will be determined by the TfGM's Customer Relations Contact Centre on a case by case basis, understanding that all relevant factors are reviewed; for example, reimbursing the train fare where a particular train was missed because of Horwich Parkway Station's actions or inactions. We will also explain to the passenger why assistance was not provided and what steps have been taken to ensure the failure does not reoccur.

Every operator must have a redress policy, so if the assistance failure took place on your train journey or at another point along the journey, you are able to submit a claim via their process.

If you wish to make a claim, there are several ways you can contact us:

- In person to any member of our station staff. Our staff have been trained to receive and pass on complaints.
- Via e-mail to TfGM: [Customer.Relations@tfgm.com](mailto:Customer.Relations@tfgm.com)
- In writing to the Customer Relations team:

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Customer Relations Contact Centre.  
Transport for Greater Manchester,  
2 Piccadilly Place,  
Manchester,  
M1 3BG

If the customer wishes to complain about the services at Horwich Parkway, we recommend they should talk to one of our team onsite about the issue or problem. They will do their best to resolve your complaint. Our [Complaints Handling Passenger Document](#) is available on our website or from our station.

However, if the station is unstaffed or if the customer is not satisfied with the response, then we would direct the complaint to our Customer Services Team.

If the customer has a complaint about the assistance booked as part a journey through Horwich Parkway, but with another operator. Please contact Northern Trains.

## **B - Strategy and Management**

### **12. Strategy**

#### **MAKING STAFF AWARE OF THEIR RESPONSIBILITIES**

As part of the long-term vision for accessibility at Horwich Parkway Station, we are committed to ensuring that the needs of all customers are met by our ticket office staff. Ongoing training (such as improving customer interaction and ensuring staff are able to assist all customers) will form a part of any future improvement work for services and facilities, and we work with a number of groups engaging with them to make sure this will happen. This includes the Disability Design Reference Group - see our website for further details. <https://tfgm.com/accessibility/accessibility-groups>

### **13. Management arrangements**

TfGM aim to provide a high standard of customer support as set out in this document and as such integrate this document fully into our day-to-day activities.

TfGM have a designated Duty Manager who has the overall accountability to ensure we deliver our ATP commitments, with the Head of Rail holding ultimate accountability.

We will integrate our ATP's objectives into business plans and project planning.

During our projects' design phase, we will consult our Disability Design Reference Group (see Monitoring and Evaluation section 14) supported, where appropriate, by specialist

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consultants to advise us on how the project will affect Horwich Parkway's inclusivity and accessibility through an Equalities Impact Assessment both during and after the construction work.

**14. Monitoring and evaluation and working with disabled passengers, local communities and local authorities**

How we deliver services and facilities to our customers is continuously monitored and evaluated to make sure we meet both the standards outlined and our commitment to constant improvement. There are daily infrastructure checks taking place and faults are flagged and attended to.

We will also record statistics on the percentage of assistance bookings that we meet on time and we use these figures to track and improve on our performance. We will provide ORR with details of any key actions which have been identified to improve performance as part of our ATP review process.

The industry also undertakes a [National Rail Passenger Survey](#) which includes questions about stations. We will track and monitor Horwich Parkway's performance with this survey to help us improve our service to our customers.

We also encourage our customers to provide feedback on their personal experience of our facilities and service levels at Horwich Parkway. It is important to us to both recognise good service and to provide an effective means of communicating and resolving any problems as quickly as possible. This can be done through numerous channels including our own [website](#) and our [social media accounts](#).

TfGM is committed to providing the ORR with performance data to demonstrate we are complying with the obligations to passengers in relation to our ATP.

**Working with disabled passengers, local communities and local authorities:**

We will embed these principles and approach when making important decisions for our transport network, building on the success of our work with [accessibility groups \(DDRG\)](#) <https://tfgm.com/accessibility/accessibility-groups>. They will be consulted on the delivery of our ATP commitments and any changes we make that impact accessibility.

## GREATER MANCHESTER DISABILITY DESIGN REFERENCE GROUP

The DDRG was established in 2008 and works in partnership with Breakthrough UK to assist TfGM as far as possible, to ensure an inclusive barrier free environment is delivered across GM projects.

The Reference Group consists of individuals with a cross section of impairments from across GM. They offer practical advice on a range of accessibility issues from the design and layout of stops/stations and car parks to seating arrangements which is making a huge difference to passengers.

The DDRG has been an integral part of the design process for the expanded Metrolink network since 2008 and this is reflected with the group receiving numerous awards for their commitment to independent living and accessibility. Recognition includes the 'Public Sector Engagement' award at Breakthrough UK's National Independent Living Awards and the 'Putting Passenger First' award at the 2015 National Rail Awards.

The approach taken with the DDRG is recognised as a model of best practice by the Equality and Human Rights Commission.

### 15. Access improvements

We are committed to providing an inclusive and accessible public transport system which gives disabled people the same opportunities to travel as other members of society.

We believe that to be successful Horwich Parkway must be accessible and reflect the needs of the community it serves. By using innovative tools such as the Customer and Community Intermodal Insight Programme (CCIP) we will build our understanding of the surrounding communities which will allow us to tailor the service and facilities offered at Horwich Parkway. We will comply with Persons with Reduced Mobility – PRM-TSI (1300/2014) Code to ensure the accessibility for persons with disabilities and persons with reduced mobility.

We will also comply with the PRM TSI and the Joint Code when we are installing or refurbishing station and interchange facilities. This means we will make every effort to comply and, if it is not possible, then we will apply for dispensations against the Code.

### 16. Staff training

To implement our ATP we need to train all our staff properly. Currently we give all our 'frontline' station staff intensive customer service training.

All our station staff also receive specific disability awareness training including on how to

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support customers with less visible or non-visible, disabilities.

We plan to carry out a review of our current TfGM training policy to ensure it meets the Accessible Travel Policy Guidance training requirements. Any new station employees will receive the appropriate training as part of induction to the new role.

Our staff awareness and training is a big part of achieving this document's aims. Therefore, TfGM will commit to the following to increase awareness and upskill via training staff who have the relevant role or responsibility for Rail. TfGM will:

1. Give all staff who are in a customer facing role (who either work at Horwich Park permanently or provide cover to those permanent roles) disability awareness training to make sure they know their responsibilities to customers.
2. Give all staff who are in a customer facing role (who either work at Horwich Park permanently or provide cover to those permanent roles) appropriate training on how to use equipment like ramps, wheelchairs and induction loops. This will be delivered locally.
3. Give all staff who are in a customer facing role ( who either work at Horwich Park permanently or provide cover to those permanent roles) appropriate training on how to communicate and help passengers who may have a range of different disabilities. This will include training at a local level for any staff who use telephones detailing the appropriate way to communicate with those customers that may have difficulty in speaking, hearing and/ or understanding.
4. All our new employees have to participate in the above training within two months of joining TfGM.
5. We will encourage third parties, such as our retail partners at Horwich Parkway, who employ staff working on our station to provide training programmes for their own staff.