

Our Mobility Scooter Policy

A guide to taking mobility scooters
on our trains



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northernrailway.co.uk

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About this document

Inside this document you'll find all the information you need to know about bringing a mobility scooter on our trains – including what we ask of you – and what you can expect from us. You'll also find the form at the back to apply for a "permit" if you would like to take your scooter on board Northern trains within our trial Northern Mobility Scooter Permit scheme area (see Taking scooters on our trains on page 4).

If you would like another copy of the application form, you can get one from northernrailway.co.uk or by calling our Customer Experience team on 0800 200 6060. They are open 24 hours a day, seven days a week excluding Christmas Day and Boxing Day.

More information

For more information about accessibility on our trains and at our stations, you might also like to read:

- 'Customer Promise' (which also contains our step-free stations map)
- 'Making Rail Accessible: helping older and disabled passengers'

You can get copies of both documents from all our staffed stations, at northernrailway.co.uk or from our Customer Experience team.

Here's how to get in touch with our Customer Experience Centre team:

- call them free on **0800 200 6060**
- dial Text phone free on **18001 0800 200 6060**
- twitter **@northernassist**
- facebook **/northernassist**

Or go to northernrailway.co.uk

Taking mobility scooters on our trains

At Northern our Mobility Scooter Policy is very clear:

- With the exception of seven stations within a trial area (please see list below*), we are currently unable to accept mobility scooters on any of our services unless they can be folded down and carried on-board.
- Our Safety First approach means the gradient of wheelchair ramps between platform and train at some locations, presents a risk for customers and colleagues.
- Where it is safe to do so, and combined with the introduction of new and refurbished trains and improved stations, we aim to extend our trial Northern Mobility Scooter Permit scheme to other areas over the coming months.

* The exception is journeys between Bingley, Bradford Forster Square, Crossflatts, Ilkley, Doncaster, Leeds and Skipton made on Class 321, 322 and 333 electric trains, where we've been running a trial Northern Mobility Scooter Permit scheme to extend travel to customers who use a scooter.



We know how important mobility scooters are for some of our customers. So we're more than happy to accommodate certain types of mobility scooters on our trains. There are just a few things you need to know before you bring your mobility scooter with you on your journey.

You'll need a permit

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

The permit is also only valid for travelling with Northern

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



What scooters we can take on our trains

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

We can carry most Class 2 scooters that:

- Are no more than 700mm wide
- Are no more than 1,200mm long
- Have a turning circle radius of no more than 1,500mm
- Weigh no more than 300kg (including the weight of the customer)
- Have an anti-tip device
- Have four wheels
- Are foldable down to the size of a large suitcase (unless they have a valid permit under our trial Northern Mobility Scooter Permit scheme)

Planning your journey with us

When making your journeys you must only travel on Class 321, Class 322 and Class 333 electric trains between the following stations; Bingley, Bradford Forster Square, Crossflatts, Doncaster, Ilkley, Leeds and Skipton.

Please do not plan to travel on Leeds - Morecambe or Leeds - Carlisle services as non-folding scooters can't be carried on these trains.

Booking support for your journey

Our Customer Experience Team (see page 3) can also book any support you may need when you travel. Where possible, please let them know 24 hours before your trip. They will:

- Help you find your nearest station with the best facilities for you

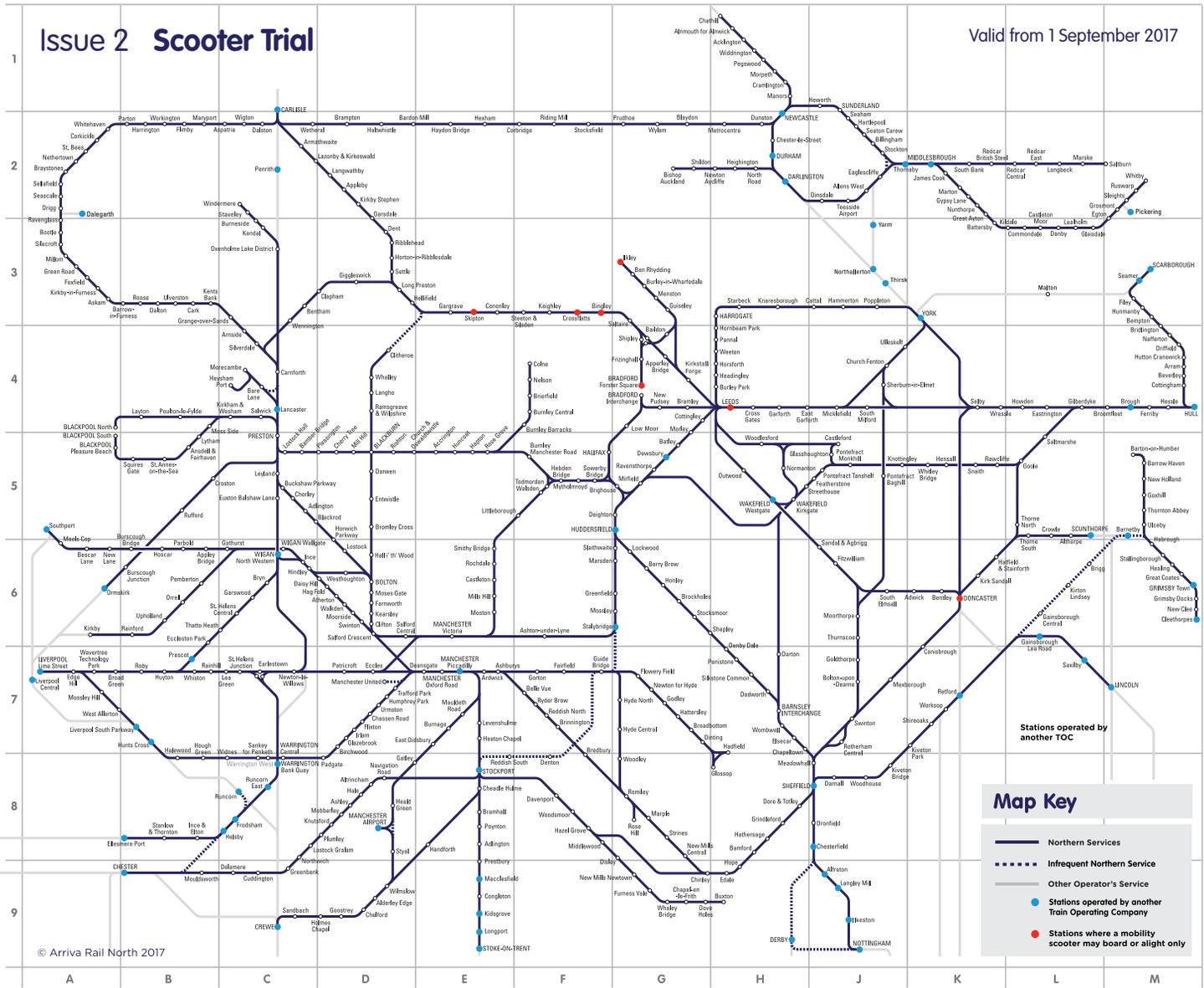
- Help you plan the easiest route for your journey
- Make sure our staff know you're coming and what support you need
- Make sure you get all the help you need along the way – around the station and on the train

You can find out more about this at

northernrailway.co.uk , and in

'Making Rail Accessible: Helping older and disabled passengers'.





Stations operated by another TOC

Map Key

- Northern Services
- - - Infrequent Northern Service
- Other Operator's Service
- Stations operated by another Train Operating Company
- Stations where a mobility scooter may board or alight only

Before you get on the train

To keep you safe when you're using a mobility scooter on the station platform, please don't go over 3-4mph. Also, please stay behind the yellow line until it's time to get on the train.

Please take any luggage off your scooter before the train arrives, so it won't affect the balance if you need to use the boarding ramp. Our staff can help you take the luggage onto the train.

Folding mobility scooters

If you are able to fold your scooter to get on the train, please fold it before the train arrives so you're ready to board. Please also make sure you can take the scooter on and off the train yourself. If you can't manage this yourself, it's best to make sure you have someone there to help you with it.

If you are able to fold your scooter, and it would be easier for you to use a wheelchair to get on the train, just let us know. Our larger staffed stations have wheelchairs available on the platform. We can arrange for a member of staff to help you to the train.

Using the boarding ramp (applies to permit holders under our trial Northern Mobility Scooter Permit scheme)

The angle of the ramp you use to get on and off the train will vary depending on the type of train, what station you're at and where you are situated on the station. So it's really important you know the limits of your scooter - and how to control it safely. You need to know whether your scooter will be able to handle the ramp gradient.

If you think you may have trouble using the ramp, please tell the member of staff so they can assist you. If you have a folding scooter, and it's too difficult to board with the ramp, please fold the scooter down and carry it on as luggage.

Our staff will be happy to help you get your scooter on to the train. To prevent injuries to staff or customers, they will not lift mobility scooters with

anyone in them. All of our staff are trained to assist customers, so please follow any advice they give you to make sure you get on the train safely.

When you're on the train

Once you've got your scooter on board and safely stored, please follow any advice our staff give you to make your journey safe and comfortable.

If we run replacement buses or other transport

If we have to put on alternative transport - like buses or taxis - when our advertised train service is disrupted, please fold your scooter down and take it on as luggage. If you are using a non-folding scooter under our trial Northern Mobility Scooter Permit scheme, we may be unable to carry your scooter on alternative transport. If you have already commenced your journey when disruption occurs, we will make every effort to ensure that your journey will be completed.

We'd love to hear from you

We're always keen to work with more organisations that represent customers with a disability and we're happy to explain how we give support to the people who need it when they travel. We also welcome any feedback on the support we offer and how it affects customers who travel with us.

If you'd like some more information, or you'd like to tell us about your experience of our support, we'd love to hear from you. Please contact us at:

**Freepost
NORTHERN RAILWAY**

Other aspects of our service

If you have feedback about any other aspect of our service, here's how you can get in touch with our Assisted Travel team:

- call them free on **0800 200 6060**
- dial Text phone free on **18001 0800 200 6060**
- email **assistance@northernrailway.co.uk**

Or go to **northernrailway.co.uk**

Applying for a permit for travel to and from our trial Northern Mobility Scooter Permit scheme stations - what you need to know

The application form for a Northern Mobility Scooter Permit is on the next two pages.

Once you have your permit, please read carefully the important Terms & Conditions of issue that we send you with your permit.

Please remember that it's not valid if:

- It has been defaced
- It doesn't have a valid reference number
- It has expired
- We find out later that any information you gave on your application is wrong

The permit will be Northern's property. We can withdraw it, and ask you to return it to us, at any time.



Northern Mobility Scooter Permit application form

Before you apply for a permit, please answer the questions below.

Your answers will help us decide whether or not we can give you a permit for your scooter.

1. What stations do you intend to use your scooter between?

Between:and
.....

About the Scooter

2. What make and model is the scooter?

.....

3. How big is the scooter?

Length:.....mm **Width:**.....mm

Turning Circle radius:.....mm

Please circle the answer that applies for each question below:

4. Will the combined weight of the scooter and the driver be less than 300kg?

YES / NO

5. Does the scooter have an anti-tipping device?

YES / NO

6. Does the scooter have a free wheel or brake release facility? (So it can be pushed to safety if the battery fails)

YES / NO

About the driver

7. Does the driver know the limits of the scooter and how to control it safely?

YES / NO

8. Can the driver judge the scooter's ability to safely negotiate slopes?

YES / NO

What to do now

Please fill in your details below and sign your name.
The send this form to us, including:

- A passport-sized photograph of the driver
- A copy of the technical details you got with the scooter, including the size and weight

If you send us the originals, let us know if you'd like us to send them back to you.

Please send your application form to:

Scooter Permit Assisted Travel Team
Freepost
NORTHERN RAILWAY

Your personal details:

First name: _____

Last name: _____

Email address: _____

Phone number: _____

Address: _____

Postcode: _____

Signed: _____

Date: _____

Personal Information

Northern is committed to protecting your privacy and complying with the Data Protection Act 2018. The information provided on the form will be held securely and managed in line with our privacy policy which you can find here northernrailway.co.uk/legal/privacy-policy . We require this information in order to issue you with a permit and will not use your information for any other purposes.

We apply appropriate administrative, technical and organisational security measures to protect your personal data that is under our control from unauthorised access, collection, use, disclosure, copying, modification or disposal. All information you provide to us is stored on secure servers.

We are part of the Arriva plc Group, which trains its employees regarding our data privacy policies and procedures and permit authorised employees to access personal data on a need to know basis, as required in their role. We also take steps to ensure that any service provider that we engage to process personal data on our behalf takes appropriate technical and organisational measures to safeguard such personal data.

