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25 May 2016

Antony Merlyn  
Accessibility Manager  
Govia Thameslink Railway

Dear Antony

**Review of Govia Thameslink Railway Limited and Southern Railway Limited's Disabled People's Protection Policy (Condition 5 of your Station Licence and GB Passenger Statement of National Regulatory Conditions)**

Thank you for providing updated versions of your Disabled People's Protection Policy (DPPP) documents for review. A copy of your revised DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

I confirm that we have reviewed your DPPP against the 2009 Guidance "*How to write your Disabled People's Protection Policy: A guide for Train and Station Operators*" (the Guidance) and can confirm that your revised DPPP meets the requirements of Condition 5 of your station licence and GB Passenger Statement of National Regulatory Conditions (SNRP).

We welcome the following commitments, which we believe will have a positive impact for many passengers:

- Your priority seat card initiative to allow disabled passengers to find seats on your services;
- Your commitment to contact at least 25% of passengers who book assisted travel to check whether their experience met with their expectation;
- Your accessibility ambassador scheme to appoint five members of front line staff to lead local accessibility initiatives and ensure that assisted travel is of a consistently high quality; and
- Your 'Try the Train' days to give disabled passengers the opportunity to experience travelling by train.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance. We also sought views on your policies from Transport Focus, London TravelWatch and the Disabled Persons Transport Advisory Committee (DPTAC).

The main areas where you clarified your policies during our review were:



- **Passenger assistance:** The guidance states that operators are not expected to require passengers to give more than 24 hours' notice for booking assistance. We note that, in some circumstances, you require only 12 hours' notice for assistance bookings on journeys involving only Thameslink, Great Northern, Southern or Gatwick Express services, which we welcome. In addition, you have now clarified that passengers are not required to give more than 24 hours' notice for assistance bookings which involve connections with other train operators.
- **Boxing day bookings:** Your assisted travel booking service is closed 25 December, meaning that passengers wishing to book assistance for travel on 26 December must give more than 24 hours' notice. This does not meet the requirements of the guidance. You have therefore amended your document to advise passengers to contact the National Rail Enquiries booking line in order to book assistance on 25 December for travel on 26 December.
- **Alternative accessible transport:** The guidance states that operators must commit to providing alternative accessible transport for passengers to the nearest or most convenient accessible station. In addition ORR expects that the reasonable needs of disabled passengers will be taken into account. You have now clarified your policy and included the commitment to discuss each passenger's individual needs in order to provide suitable alternative transport.
- **Tickets and fares:** The guidance states that operators must commit to ensuring that, where disabled passengers are unable to buy a ticket at a station before their journey, they are able to buy a ticket without penalty on the train or at their destination. You have clarified that if passengers are unable to buy a ticket before they board, they are able to buy a ticket on the train or at their destination without penalty and still receive any applicable discounts, including railcard discounts.
- **Audio and visual information:** The guidance states that operators should give details in their DPPP of their policies for the provision of audio and visual information at stations, including a commitment to providing, wherever possible, clear and consistent audio and visual information of train departures and other relevant messages. You have informed us that your 313 class trains which operate some services from Welwyn and on the Hertford loop, do not have visual information. However, you have clarified in your document that this information can be found via your app which contains real time running information and that, in the case of emergencies, staff will do a full walk through of the train to assist any passengers who cannot hear announcements.
- **Luggage:** The guidance states that operators must ensure that luggage assistance is provided when booked in advance. You have clarified your policy on luggage assistance and committed to providing assistance where booked in advance.

In their comments, Transport Focus raised significant issues on the information provided regarding trains and stations. We agree that it is important that passengers have access to accurate and consistent information before travelling. You have now included up-to-date information on your stations and trains in the matrices in your DPPP document. You have also informed us that you have provided accessible route information for 18 of your larger stations to ATOC in order to update the relevant Stations Made Easy pages.




During the review of your DPPP we discussed the provision of assistance on the Gatwick Express. You have informed us you are carrying out an end to end review of the assistance provided between Gatwick and Victoria and you will then take targeted action to resolve issues, such as staff training, and to introduce best practice from other parts of the network in order to standardise assistance provision. We would expect to be updated on the outcome of this review, within three months of the date of this letter.

You also informed us that you will make changes to your website to ensure that accessibility information is easily available, including by working with the RNIB to ensure the website is accessible. You have committed to make changes to the website to ensure relevant information is available within one month of the date of this letter. In addition, you will carry out a wider programme of changes to the website by September 2016.

Finally, your DPPP also states that you will be carrying out mystery shops in order to check the level of service that is provided for disabled passengers on your services. We welcome this work, as it is an important way of identifying both good practices and areas for improvement in assistance provision. You have informed us that you are working with a company that currently provides a mystery shop service to other operators in the Go Ahead group in order to define the mystery shop programme and you have clarified that you will ensure that a range of disabilities are taken into account when carrying out the mystery shopper exercises. Please inform us on progress with this work.

Yours sincerely,



**Annette Egginton**



# Making Rail Accessible

## Helping Older and Disabled Passengers

Govia Thameslink Railway, April 2016

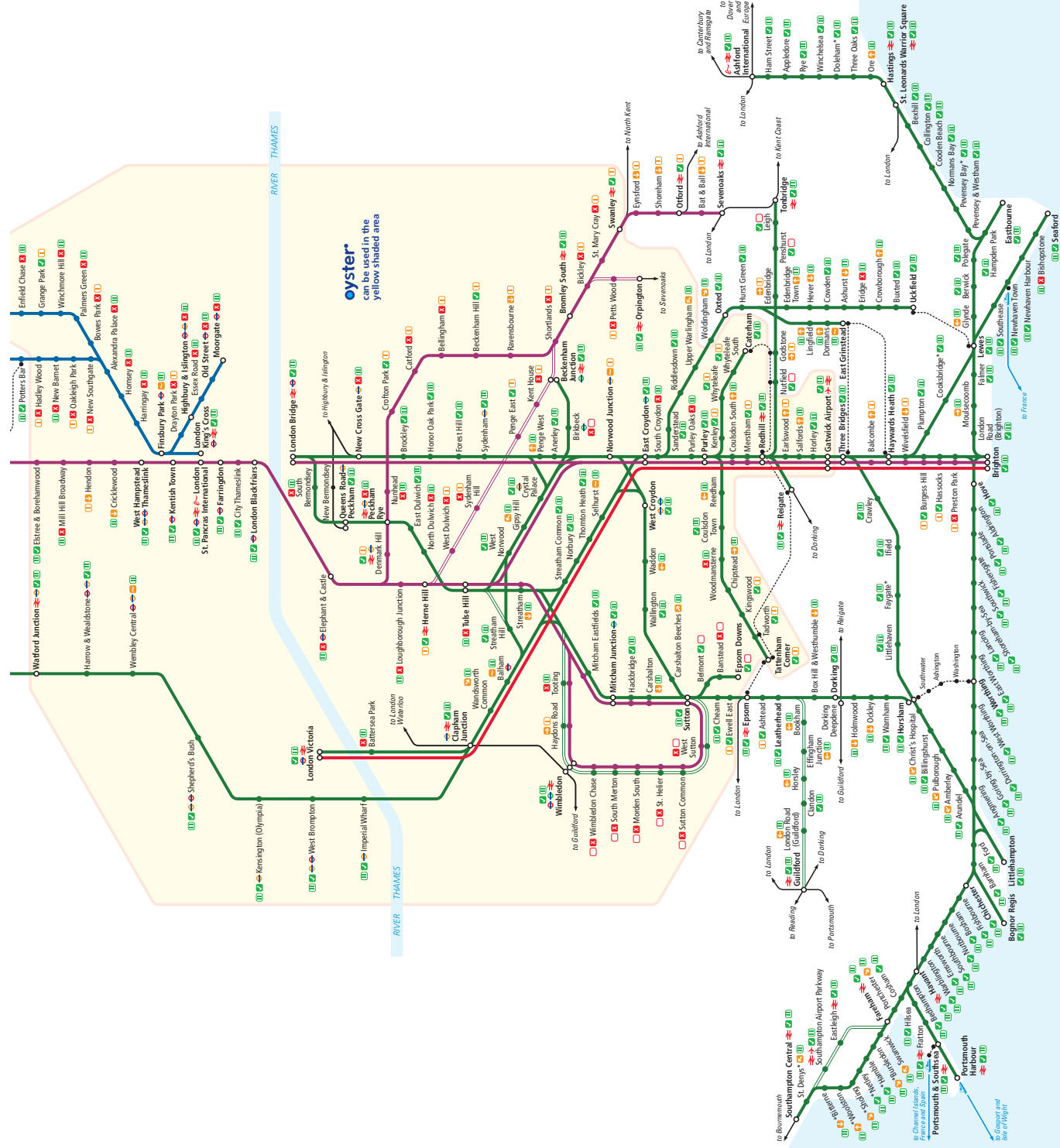


**GATWICK**  
**'EXPRESS**

**Great Northern**



**ThamesLink** /



**oyster**  
can be used in the  
yellow shaded area

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Every effort has been made to ensure the information contained within this leaflet is correct at the time of print.

It is recommended that you check your journey details, prior to travel, with our Assisted Travel team (contact details can be found in section 4).

# 1. Welcome

Govia Thameslink Railway (GTR) is the company running your trains, but you will be more familiar with the names of your local services that we operate – Gatwick Express, Great Northern, Southern and Thameslink. We run services from Bedford, Peterborough, Kings Lynn, Sevenoaks, Brighton, Portsmouth and Hastings, to and through central London, and even to Milton Keynes Central.

## Some brief facts about GTR

- We have over 6,900 employees
- Our service is provided by a fleet of 12 different types of new and refurbished trains
- 22% of all passenger rail journeys in the UK are on our services
- GTR manages over 200 stations

GTR is owned by Govia, the partnership between the Go-Ahead Group and Keolis.

# 2. Policy summary

## 2.1 Welcome from Gatwick Express, Great Northern, Southern and Thameslink

We know how important it is to you to be able to travel on the rail network easily, without any accessibility issues getting in the way of your journey. We are committed to making all of our train services, stations and facilities as accessible as reasonably practicable. In this leaflet we want to give you a realistic, practical and honest view of what you can expect when you travel with us. You will find details of the assistance and accessible facilities we can offer to disabled people, those travelling with small children and pushchairs, expectant mothers, older passengers or those carrying luggage. It will help you plan your journey on our services and the wider rail network, and is part of our Disabled People's Protection Policy (DPPP). We cater for your specific needs, wherever possible, and all our staff are trained to help you with your accessibility requirements. In addition, our friendly and knowledgeable Assisted Travel team can answer your questions, and pre-book any assistance disabled travellers may need. Their core hours are 07.00 – 22.00 seven days a week, except on Christmas Day when National Rail Enquiries will be able to assist you.

We are continually looking for ways to make improvements for existing and potential passengers. Our commitment to our passengers is what drives us forward and is what underpins the organisation – from our recruitment, training and ongoing support to staff, to our increasing improvements to our services. We welcome your feedback to help us improve. Once you have read this leaflet, let us know what you think. If there is any information missing that you would find useful, and if there is anything we can do to improve or assist you further, please do contact us.

Our Accessibility Manager is responsible for the day-to-day management of access issues and can be contacted via Customer Relations.

## **2.2 Our commitment to you**

We will provide you with services and facilities that are easy for you to use, including:

- Safe, reliable and punctual services
- Information that is clear and easy to understand
- Advice and assistance from our Assisted Travel team and station staff

As part of our franchise agreement with the Department for Transport (DfT) we have committed to improving accessibility across our network by:

- Introducing new trains with improved accessibility on our routes by 2018
- Investing in new or refurbished facilities to improve accessibility at our stations
- Improving access, Blue Badge parking and interchange with other forms of transport
- Improving our customer service by training all our staff in equality awareness and how they can support people with accessibility needs
- Improving information on stations by giving staff tablets that are linked to the internet for up-to-the-minute information
- Regular mystery shopper audits
- Undertaking call back surveys to passengers who have booked assisted travel with us, gaining feedback on where we could improve
- Continual improvement of our Assisted Travel booking service at stations and on our trains



- Creating local Accessibility Ambassadors, recruited from our staff, to monitor and improve assisted travel; including arranging ‘try a train days’ and working with local groups
- An annual review of this guide, which is part of our DPPP

## **2.3 Planned improvements**

We are determined to improve our facilities and services to make them more accessible to disabled people. To do so, we have committed to a Minor Works Fund to spend on improvements. We will also apply for funding from the DfT’s Access for All Fund and their National Stations Improvement Programme, to help support our improvement plans.

In planning and delivering these improvements we will work very closely with Network Rail (who run the rail infrastructure and own the stations), as well as councils, rail user groups, passenger watchdogs, Transport for London and other third parties. We will also work together with other train operators and the Association of Train Operating Companies (ATOC) to share best practice and develop joint initiatives.

The kinds of improvements we plan to make during the franchise to improve accessibility are:

- Accessible toilets at stations which currently lack them
- Installing dropped kerbs on access routes to station entrances
- Highlighted anti-slip stair edges for easier recognition by visually-impaired people
- New dual-height handrails for safer use of stairs
- Gentle slopes at station entrances to replace steps
- Dual-height ticket office windows for easier use by all passengers
- Clearer signage of accessible routes
- Additional accessible seating at stations
- Hearing loops, including around waiting areas
- The latest type of help point at stations lacking these

## **2.4 Feedback**

Your views and experiences are very important to us, as we are constantly reviewing how we can improve the accessibility of our services and facilities. Please do

contact us with any suggestions, as well as tell us about any accessibility problems you experience when travelling on our network. You can find our contact details in section 4.

## **2.5 Our Disabled People's Protection Policy**

This leaflet forms one part of our Disabled People's Protection Policy, which also includes our 'Making Rail Accessible: guide to policies and practices' document, to give you more detailed information on our management strategy for disabled passengers.

# **3. Assistance for passengers**

## **3.1 Booking assistance**

We commit to participation in the national 'Passenger Assist' booking system. This allows you to book assistance before your journey. We encourage you to use the system so we can give you the assistance you need. Our Assisted Travel Team can book you on Gatwick Express, Great Northern, Southern, Thameslink, and any other operator's services.

We will provide sufficient resource to maintain the Assisted Travel service and improve its performance.

Full contact details can be found in section 4 within this guide. However, for quick reference the Assisted Travel team's contact details are:

### **Great Northern and Thameslink**

Freephone: **0800 058 2844**

Textphone: **0800 975 1052**

Email: **[assistedtravel@thameslinkrailway.com](mailto:assistedtravel@thameslinkrailway.com)** or **[assistedtravel@greatnorthernrail.com](mailto:assistedtravel@greatnorthernrail.com)**

Web form: **[thameslinkrailway.com/assistedtravel](http://thameslinkrailway.com/assistedtravel)** or **[greatnorthernrail.com/assistedtravel](http://greatnorthernrail.com/assistedtravel)**

### **Gatwick Express and Southern**

Freephone: **0800 138 1016**

Textphone: **0800 138 1018**

Email: **[myjourney@southernrailway.com](mailto:myjourney@southernrailway.com)**

Web form: **[southernrailway.com/your-journey/accessibility/contact-form](http://southernrailway.com/your-journey/accessibility/contact-form)**

Please note: our Freephone numbers are free when calling from a mobile as well as a landline.

## What type of assistance can we offer you?

All of our frontline teams work together with our dedicated Assisted Travel team, to support the assisted travel service. Each day our Assisted Travel team will email details of future booked assistance to stations, who we expect to acknowledge receipt of this. Booking details will also be produced on conductor schedule cards, to inform them of any passenger travelling on their trains that have booked assistance.

Our staff receive equality and accessibility awareness training and will provide assistance, wherever possible. We recognise that each passenger's needs are different, and as such ask that you help our staff to help you by explaining how you wish to be assisted and what you need from them. These are some of the types of assistance we can offer:

- Meeting you on arrival at a station (the meeting point will be specified when booking)
- Assistance purchasing a ticket, or other items from the station for the journey
- Assistance getting around the station
- Assistance boarding a train and finding a seat – ranging from a helping hand to the use of a ramp
- Assistance alighting from a train
- Assistance climbing up or down stairs
- Assistance making train connections, whether with us or another train operator
- Assistance connecting to other forms of transport (e.g. bus, taxi), where these are located at the station
- Assistance with luggage

Please note that staff may not be able to wait with you from arrival at the station to train departure. They will, however, take you to a safe and appropriate place to wait and will return before the train is due to depart.

We are committed to improving the assisted travel service and getting feedback from our passengers. We always call back a proportion of our passengers who have booked assisted travel with us, each month, to undertake a survey and find out whether the service booked was delivered. We use the feedback obtained from these surveys to continually improve the service we provide.

## **Personal care and assistance**

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

### **Staff to assist you**

Our station teams will provide your booked assistance on the day of travel, having been briefed in advance of your requirements.

We regularly visit stations to assess the provision of assisted travel, and ask staff to tell us how they think the service could be improved and any assistance they need with the delivery or information provided.

As a result of staff and passenger comments we have made a number of changes to improve our assisted travel process. However we would welcome your comments so that we might improve further.

## **3.2 Assisted travel – what you can expect**

### **Booking before travel**

In common with other train operating companies we use an electronic system called Passenger Assist. This system enables us to book assistance for a train journey for passengers to any station in the country. Each train company has a set procedure for receiving the information from the national system and communicating this to their station teams to deliver the assistance booked. By booking in advance it allows all train operators providing assistance to receive the information about your booking and make the necessary arrangements; including discuss the your needs in order to provide the appropriate assistance and alternative transport. If we know you're coming we can make sure there will be staff there to assist you.

We want to be able to offer you the best possible assistance when making your journey, so we ask you to contact us in advance of your journey if possible. When travelling on Gatwick Express, Great Northern, Southern or Thameslink services only, we advise that you give us at least 12 hours' notice, and contact us at least the day before travel.

In the following circumstances, we advise that you give us 24 hours' notice, so we can ensure assistance is provided:

- When making a journey involving other train operators
- When travelling to or from unstaffed stations
- If you need step-free access, but are travelling to or from a station which doesn't have this

Bookings can be made up to three months in advance of travel and many passengers are reassured by contacting us well in advance of their journey.

The alternative transport will be to or from the nearest or most convenient accessible station. If you have booked assistance we will discuss with you the type of alternative transport you require so that we can ensure that the type of vehicle meets your needs. We will ensure you can make as much of your trip by rail as possible. Please note we can currently only book assistance for you across central London on National Rail services (i.e. not underground, bus, ferry, taxi or coach).

At the time of booking assistance a designated meeting point for assistance will be advised. On arrival at the station please do to this designated meeting point and let a member of staff know that you have arrived and have booked assistance, giving your name. Key staff will be aware you have booked, and at some stations we have dedicated teams to help. Conductors may sometimes assist you to get on or off the train.

Our trained staff will meet you at the station, either at a place you agree with the Assisted Travel Service team, or at the designated meeting point. Please remember that if they don't know you already, you may need to make yourself known to them. They will then give you assistance to move around the station, board the train and any other help you need. station staff can also assist with purchasing a ticket and will check your ticket before travel.

Where you have already booked a journey with our Assisted Travel team and a short-notice change occurs, we will attempt to contact you to agree alternative travel arrangements and, where required, rebook assistance or journeys.

For information about station opening times and timetables please refer to National Rail Enquiries ([nationalrail.co.uk](http://nationalrail.co.uk)) or our website, where we detail the most up to date information about our services and stations.

Full contact details for booking assistance can be found in section 4 within this guide.

## **Travelling when assistance has not been booked**

We appreciate that you might not be able to give us notice before your intended travel time, but we will always try to deliver the service you need whether you have managed to contact us or not. However, the shorter the period of notice we receive, the less time we have to communicate to staff and in some instances there may be a delay in you receiving assistance. We will try to do everything to provide assistance to you in a timely manner.

Please bear in mind that there may also be other passengers on the same service who have booked assistance and they will have priority. This may mean that our staff may not be immediately available when the train arrives or you may have to wait for another service, where assistance can then be provided.

If you arrive at an inaccessible station without booking assistance you will need to alert staff. It may take us some time to arrange alternative transport (such as a taxi) for you to the nearest accessible station.

If you arrive at an accessible and unstaffed station without booking assistance you will need to contact us by using the help point or a phone. We will do our best to arrange assistance as quickly as possible, but this may take some time.

## **Arrival time**

We recommend that all passengers arrive in good time at the station. As a general rule of thumb, arriving at staffed stations 20 minutes before your train is due to depart will enable the correct assistance to be delivered. This is especially recommended at larger stations, and we will always discuss this with you if you book your assistance in advance.

By arriving 20 minutes before your train is scheduled to depart, there will be enough time to assist you to the platforms before your departure time and ensure your assistance is not rushed. If you do not allow this time, you may find that you will have to take a later service.

We recommend that all passengers are waiting on the platform at least five minutes before the train departure time.

Train doors will generally close 30 seconds before the departure time to enable right time departure.

## **Waiting on platforms**

Most platforms have a slope on them, so if you have a wheeled conveyance (e.g. wheelchair, mobility scooter,

pushchair) please apply your brakes whilst waiting for a train to ensure the safety of you and others.

## **Destination stations**

If you have booked assistance, when the train arrives at its final destination you should have to wait on board no longer than 5 minutes for assistance to arrive. In most cases a wait of this length will not be experienced and staff will be on the platform when the train arrives. Please bear in mind though that there may also be other passengers arriving on the same service that need assistance to get off, so staff may not be there for you immediately when the train arrives. If you are worried that there is no member of staff waiting for you, you could ask a member of the public to make staff aware that you are waiting. Depending on the circumstances you can also communicate with the driver by pressing the “Call for Aid” alarm in the accessible area (the low level alarm).

Remember the only safe way for you to get on or off a train is with the assistance of trained staff, who will be with you as soon as possible.

## **Inaccessible stations**

Please refer to the station accessibility information section for more details on the physical features and facilities at our stations, including step free access.

If you have a disability and wish to use a station which is not accessible to you due to a physical feature (such as steps to platforms), we will provide alternative transport for you (normally a taxi), between the inaccessible station and the nearest or most convenient accessible station. There is no additional cost for this service above the cost of your rail ticket. Please call the Assisted Travel team in advance of travel to organise this. We can book both wheelchair accessible taxis and those that are not, please discuss your requirements with our Assisted Travel team.

## **Service disruption and planned Improvement works**

Details of planned improvement works can be found on our website and on the National Rail website. There are also audio/visual announcements and posters at stations. You can also get these details from Customer Relations.

Sometimes disruption occurs on the network and at such times, if you have booked assistance, staff will be aware of your requirement. Staff will ensure that you are able to continue to your destination and will seek suitable alternatives in liaison with you.

Sometimes, during disruption or planned improvement works we will provide replacement bus or coach services, which you will be directed to by staff and the information screens at the station. If you have a disability and cannot use the bus because it is inaccessible to you, we will arrange alternative transport (such as a taxi) or suggest an alternative route, at no extra cost to you. The majority of our planned replacement buses are low floor with space available for wheelchair users. However, whilst we can assist you in completing your journey, many rail replacement buses or coaches are unable to accept mobility scooters. If required, station teams can store a mobility scooter, for collection later, at times of disruption, where rail replacement buses/coaches or taxis cannot take these.

### **Platform-to-train ramps**

There is always a gap between the platform and the train which cannot easily be negotiated by many of our passengers, including wheelchair or mobility scooter users. We have platform-to-train ramps for any passenger who needs step-free access to the train. These are suitable for wheelchair and mobility scooter users, within the 'reference' size: no more than 700mm wide, 1200mm long and weighing no more than 300kg, including the user (see sections further along, for more details).

Ramps are provided on platforms with step-free access. Please let staff know if you need use of them. At smaller stations there may be a short delay if staff are busy and if you have not pre-booked assistance.

While you do not need to book in advance to use a ramp at staffed stations, you may need to do so for travel at unstaffed stations, if no Conductor is available on the train. In these instances we need to arrange for a member of staff to be at the station to assist you. On the rare occasions that we are unable to have staff available to come to the station, we will book a taxi for part, or all, of your journey. Please refer to the station accessibility information section for more details on which stations are staffed. When you book we will discuss your individual journey and needs with you.

At unstaffed stations, where conductors are aboard the train, they will be able to use the on-board ramps to help you. You will need to let them know you need this.

If assistance has not been booked in advance, please be aware that this may take longer than an hour to organise.

At some of our stations the platforms are too narrow to safely deploy any kind of ramp. These are highlighted in



the station information section of this guide. If you need to use any of these stations and are likely to require a ramp to board the train please contact the Assisted Travel team, in advance, so that alternative arrangements can be made.

### **Driver-only trains – announcements**

In certain parts of our network, many of our trains do not have a conductor on board. However, our drivers are trained to make announcements to assist passengers wherever possible. Please contact a member of platform staff or use the station's help points if you have any queries or issues.

### **Seats and wheelchair spaces**

On all Gatwick Express, Great Northern, Southern and Thameslink services, although you can book assistance for your journey, you cannot reserve seats.

If you use a wheelchair, specific spaces are provided for you within the trains which will give you a more comfortable and safe journey. There are markings on the outside of the train to highlight the carriage where these spaces are available. The dimensions of wheelchair should meet our safety requirements, detailed below.

On our services, station staff can assist you to a seat if required.

For inter-train operator journeys please ensure your wheelchair or mobility scooter can be accommodated, as there are different restrictions on other train operator services. If your journey, or part of it is with a train operator that offers seat or wheelchair user reservations, our Assisted Travel team can book these for you.

### **Size and weight of wheelchairs**

When travelling by train there is a gap between the platform and the train which those travelling with wheelchairs would find difficult to negotiate independently. To overcome this, ramps are available at many of our stations and on board most trains. We are always happy to assist you to board and alight from our trains using these ramps.

For your own safety these ramps and the accessible space on our trains can only accommodate wheelchairs that are no greater than 700mm wide by 1200mm long\* and with a passenger and conveyance weight of less than 300kg. For your own safety, the 300kg weight limit is the safe working load of ramps and must not be exceeded. station staff will refuse your wheelchair access to the train

if it does not meet these criteria or they are worried about passenger safety.

Wheelchairs with heavy bags on the back can tip backwards on train ramps, so you may be asked to remove some bags for safety reasons. Please always listen to the advice given by staff.

When a member of staff is helping you to get off the train, they will generally bring your wheelchair down the ramp backwards, this is for your own safety and that of others.

If you have a motorised wheelchair, please think about whether you are comfortable to steer it up a short steep ramp over the gap between the platform and train before you travel as our staff will be unable to take the controls for you. For your own safety and that of others, please do not exceed three miles per hour whilst at any station.

\* On class 442 services (used on Gatwick Express) the width of your wheelchair should be no more than 695mm due to the width restrictions on these trains. This is because they cannot fit safely in the train's accessible area and the ramps have a maximum width of 695mm. – these services are marked in the timetables with a square above them.

### **Mobility scooters – general**

For your own safety we can only accept scooters on our services which are no greater than 700mm wide by 1200mm long (please note restriction on Gatwick Express services, below) and with a passenger and conveyance weight of less than 300kg. For your own safety, the 300kg weight limit is the safe working load of ramps and must not be exceeded.

When travelling by train there is a gap between the platform and the train which those travelling with mobility scooters would find difficult to negotiate independently. To overcome this, ramps are available at many of our stations and on board most trains. We are always happy to assist you to board and alight from our trains using these ramps. Please always listen to the advice given by staff.

If you have a mobility scooter, please think about whether you are comfortable to steer it up a short steep ramp over the gap between the platform and train before you travel as our staff will be unable to take the controls for you. For your own safety and that of others, please do not exceed 3 miles per hour whilst at any station.

If you are travelling with a mobility scooter, please stow it in the accessible space and do not block the area around the doors. When travelling, for your safety and that of

others, please lock the movement on your mobility scooter to prevent it rolling during transit and transfer from your mobility scooter to the seating provided. Please be aware that passengers who use wheelchairs have priority in our accessible areas on the trains and you may be asked to move to provide room for wheelchair users.

Many train operating companies have different policies for travelling with mobility scooters, so please check their policies before travel. You can find this information at [nationalrail.co.uk](http://nationalrail.co.uk) or by calling **08457 48 49 50**

### **Mobility scooters – Gatwick Express**

On class 442 services (Gatwick Express) mobility scooters are not accepted, unless they fold and are carried on. This is because they cannot fit safely in the train's accessible area and the ramps have a maximum width of 695mm. – these services are marked in the timetables with a square above them.

### **station wheelchairs**

Some stations have wheelchairs for staff assisted public use which can help you with the transfer between the station entrance and the train. station wheelchairs are only for use at the station where they are kept, and cannot be used on the train for your journey.

Please see the guide in section 13 at the end of this leaflet for details of which stations have wheelchairs and other accessible features.

### **Assistance dogs**

Assistance dogs are welcome on all our services.

We will provide assistance with luggage within our stations and when boarding and alighting trains, if you are disabled and have booked this in advance. This service is free of charge.

As a guide you may take up to two items of luggage which should not exceed 30 x 70 x 90cm in size and a single item of hand luggage that must be capable of being held in your lap. It is recommended to have pull along cases and follow airline recommendations of not exceeding 23kg per bag.

If you have not booked luggage assistance in advance, we will do our best to assist you, but this may be limited by the availability of staff at short notice.

### **3.3 Continuous improvement**

We will appoint at least five accessibility ambassadors from our frontline staff to make sure that assisted travel

is of a consistently high quality in their area. They will train their colleagues, investigate when things have gone wrong, and lead local initiatives to improve assisted travel.

## 4. Contact details

To make your journey as smooth as possible you can contact our Assisted Travel team on the free phone number below, from 07:00 until 22:00, every day, except Christmas Day.

### Great Northern and Thameslink

Freephone: **0800 058 2844**

Textphone: **0800 975 1052**

Email: **[assistedtravel@thameslinkrailway.com](mailto:assistedtravel@thameslinkrailway.com)** or **[assistedtravel@greatnorthernrail.com](mailto:assistedtravel@greatnorthernrail.com)**

Web form: **[thameslinkrailway.com/assistedtravel](http://thameslinkrailway.com/assistedtravel)** or **[greatnorthernrail.com/assistedtravel](http://greatnorthernrail.com/assistedtravel)**

### Gatwick Express and Southern

Freephone: **0800 138 1016**

Textphone: **0800 138 1018**

Email: **[myjourney@southernrailway.com](mailto:myjourney@southernrailway.com)**

Web form: **[southernrailway.com/your-journey/accessibility/contact-form](http://southernrailway.com/your-journey/accessibility/contact-form)**

### Customer Relations

Available from 07:00 to 22:00, every day, except Christmas Day.

### Great Northern and Thameslink

Telephone: **0345 026 4700**

Textphone: **0800 975 1052**

Email: **[customerservices@thameslinkrailway.com](mailto:customerservices@thameslinkrailway.com)** or **[customerservices@greatnorthernrail.com](mailto:customerservices@greatnorthernrail.com)**

Address: **PO Box 10240, ASHBY-DE-LA-ZOUCH, LE65 9EB**

### Gatwick Express and Southern

Telephone: **03451 27 29 20**

Textphone: **03451 27 29 40**

Email: [comments@southernrailway.com](mailto:comments@southernrailway.com)

Address: **PO Box 10240, ASHBY-DE-LA-ZOUCH,  
LE65 9EB**

## **5. Passenger information**

### **Updating station information**

If there is a temporary change in station or train access, whether due to a fault or maintenance (such as the lifts at the station being serviced), the Accessibility Manager will make arrangements for the station accessibility information on the National Rail Enquiries website to be updated through either the station Journey Planner or the stations Made Easy pages (National Rail's online tool enables passengers to plan a route around the station, from entrance to platform, and to see other facilities on the station that are illustrated with step by step pictures of the route. Staff will also be informed so they can advise passengers accordingly.

We will inform you of planned changes by means of posters at the station, notices on our website, and when you book assistance. This will include details of when we expect work to be completed.

If there is a temporary fault that reduces the access for more than 24 hours information will be updated and the Assisted Travel team made aware. This will be done as soon as possible and no later than 24 hours after the change. We will update all systems again after the facility is back in use.

If you have already booked assistance, we will do our best to contact you if it becomes necessary to make other arrangements because of temporary changes at a station. This might include alternative transport (such as a taxi), which will be provided at no extra charge.

If you notice a fault which affects access at a station (such as a lift not working properly), please inform a member of staff at the station. If no staff are available, please let us know by using the help point, or by contacting our Assisted Travel team.

### **Keeping this document up to date**

GTR's Accessibility Manager will review this document annually, or earlier if we make any major changes to our policies and practices or there are changes to legislation, to ensure the information is correct and up to date. We will consult with the Office of Rail and Road (ORR) on

any proposed changes, prior to publishing this document. A printed version of the updated document will be made available each year following review.

The most up-to-date version of this guide will be available on our website and from our Assisted Travel team (free of charge).

We are committed to the national information database which is used by our Assisted Travel team, National Rail Enquiries and other train operators (station details from this database are shown on **[nationalrail.co.uk](http://nationalrail.co.uk)** and **[southernrailway.com](http://southernrailway.com)**).

## 6. Tickets, railcards, fares and discounts

### Buying a ticket

We have the following methods available for purchasing tickets:

Method	Cash accepted	Debit/credit card accepted
Ticket Office	Yes	Yes
Ticket Vending Machines (TVM)	Yes	Yes
Website	No	Yes

Many of our ticket offices have induction loops and amplification systems fitted, and many also have dual/adjustable-height windows.

TVMs are low-level, for the convenience of wheelchair users and other passengers.

To buy tickets on our website, you will need to register. Tickets can be posted to you, provided you have bought these far enough in advance. For shorter-notice bookings, you can collect them from the TVMs at stations, please bring your payment card and reference number when collecting your tickets. The greatest discounts for travel are usually available in advance and special discounts are often available on our website. There is no booking fee applied to tickets brought online.

We recognise that some disabled people may be unable to use TVM or access the ticket office, where there are barriers, such as steps. In these cases, you may buy a ticket on the train from the conductor (where available) or at your destination station where facilities exist. You will be able to get any appropriate discounts on your ticket.

## **Railcards**

Our ticket offices, TVM and website can sell discounted tickets to holders of a range of railcards, including: 16-25; Disabled Persons, including companion discount; Family and Friends; Network and Senior.

However you purchase your ticket, if you have a railcard discount applied, you will need to carry the railcard with you when you travel, to show when your ticket is inspected. Discounted tickets are not valid without the relevant railcard.

### **Disabled Persons Railcard (DPRC)**

If you are eligible you can apply for a DPRC which gives you, and an adult companion travelling with you, up to a third off most rail fares in the UK. They are currently valid for 12 months or three years (you can choose which one to buy) and offer a range of benefits.

There are application forms in the DPRC leaflet, which you will find at all staffed stations. You can also buy it online. You will need to show proof of disability to apply for your railcard.

You can contact the DPRC team for help with your application and further advice on the railcard.

#### **DPRC team**

Helpline: **0345 605 0525**

Textphone: **0345 601 0132**

Email: **disability@atoc.org**

Website: **disabledpersons-railcard.co.uk**

Please note that you cannot buy these railcards over the counter at a station.

You can also gain information on the DPRC from our Assisted Travel team. Full contact details can be found in section 4 within this guide

### **Senior Railcard**

If you are 60 or over you can buy a Senior Railcard. This gives you up to a third off most rail fares throughout the rail network in the UK. Some restrictions on travel apply in southern England in the morning peak period, including on our services, so please check before travelling.

Senior Railcards are valid for 12 months or three years (you can choose which one to buy). You can buy it online, on the phone or at any staffed station with a recognised proof of your age.

Who is eligible for concessionary fare discounts without a railcard?

In addition to railcards, passengers who are visually impaired and travel with a companion, as well as wheelchair users, who remain in their wheelchair for the whole train journey, are eligible for a concessionary fare. The ticket discount is as follows:

- First Class/Standard Anytime Singles or Returns 34% off
- First Class/Standard Anytime Day Single 34% off
- First Class/Standard Anytime Day Return 50% off

You can buy these tickets at staffed stations. If there are only TVMs at the station where you start your journey, you can buy a ticket on the train (where staff are available) or at your destination.

In some instances, other ticket types, such as Off-peak or Advance purchase may be cheaper. Our staff will advise you of the cheapest option when you purchase your ticket.

**Blind or visually impaired passengers**

You are entitled to a discount without a railcard as long you are travelling with a companion. Your companion will also be able to buy a ticket at the same discount. If you are travelling alone you will need a railcard to get a discount.

You must show a document confirming your disability when you buy your ticket and when travelling. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority, or Blind Veterans UK.

In addition to the above, you can also buy an adult season ticket that allows a companion to travel with you at no extra cost. This does not have to be the same person travelling with you on each journey.

### **Wheelchair users**

You are entitled to a discount without a railcard, if you remain seated in your own wheelchair, for the whole rail journey. You are entitled to do so whether you are travelling alone or with a companion. If you are with an adult companion, they can also buy a ticket at the discounted price.



## Smartcards

### Oyster

You can use Oyster pay-as-you-go and prepaid zoned Travelcards (which are often cheaper than paying for a one-day ticket each day) on all GTR services in the London Fare Zones (zones 1-6).

You can buy an Oyster card from most GTR station within the London Fare Zones (some smaller stations may have a limited number of Oyster cards available). Oyster cards are also available from any London Underground station, Oyster ticket shops, London Overground ticket offices or online at [tfl.gov.uk/oyster](https://tfl.gov.uk/oyster)

You can add tickets or money to your Oyster card at any GTR TVM in the London Fare Zones.

If you have a railcard you can have this discount applied to your Oyster card. This will give you the equivalent discount on off-peak pay-as-you-go fares and off-peak Travelcards on all rail services in London, including the Tube. To set up your railcard on your Oyster card, take both to any London Underground ticket office, Oyster Ticket shop or London Overground ticket office where they will programme your Oyster card to automatically apply the discount. Please note that you need photo ID on your Oyster card to have the discount added and you must carry your railcard with your Oyster Card when you travel.

If you have not had the railcard discount preloaded onto your Oyster card, you will be charged the full cost of a journey.

Remember, when using an Oyster card, to always touch in on the yellow reader with the Oyster symbol on it at the start and end of your journey. When using pay-as-you-go, always make sure you have topped up your card to cover the cost of your journey, before you start.

If you have any issues or questions about Oyster cards please ask a member of staff or pick up one of the leaflets at our stations. You can also contact the Oyster Helpline directly on **0845 330 9876** (open 0800 – 2000, 364 days a year) or visit [tfl.gov.uk/oyster](https://tfl.gov.uk/oyster) or [nationalrail.co.uk](https://nationalrail.co.uk)

### The key

The key is a smartcard, similar to an Oyster card, which is contactless and reusable, meaning it can be used again and again with various types of tickets, including: seasons, singles, returns and travelcards. It provides an alternative to paper tickets, making it easier and quicker for

passengers to buy and use tickets on services from most stations.

The key enables customers to purchase tickets online and travel using a one-touch transaction. Passengers also have the ability to purchase tickets at the TVMs located at Southern stations. Multiple tickets can be loaded onto **the key**.

The key is valid on services from most stations, including those in London. It will be extended to cover tickets from Thameslink and Great Northern stations in the future. More information on the availability of the key can be found at **[southernrailway.com/thekey](https://southernrailway.com/thekey)** or **[thameslinkrailway.com/thekey](https://thameslinkrailway.com/thekey)**

## 7. At the station

### Station Entrances

We will ensure that accessible station entrances are available wherever possible. We will not make permanent alteration to station facilities which will reduce accessibility for passengers with a disability, for example, step free access to the station (such as permanently closing a station entrance) without prior consultation with: Transport Focus, London TravelWatch (if appropriate), local access groups, national organisations (where relevant) and the DfT. Where the closure is necessary, an application for minor modification determination will be made to the DfT, following consultation.

We will always consider the needs of disabled people if we have to temporarily close entrances, exits and ticket gatelines at stations.

### Announcements and real-time visual information

We are committed to having real-time customer information systems at all our stations. These give up-to-date, consistent information on train departures and arrivals, and any delays or disruptions. This includes regular audio announcements, and written information on screens around the station. There are various customer apps and customer information systems available including the National Rail Journey planner to provide real time information. In an emergency situation; an evacuation, our train crew will walk through the train to assist any vulnerable passengers (such as those who are hearing impaired or with learning difficulties).

## Help and information points

At staffed stations the staff can give you all the information you need on timetables, fares, connections, other transport and station facilities, as well as any updates on the assistance you have booked. You can also find information leaflets and timetables at all ticket offices. Station teams will also be able to advise passengers about onward travel arrangements or direct passengers to local services that can provide this information. At larger stations there are staffed information points which can provide these details. These are generally signed with 'information' or the letter 'i' for information. At most stations these are on one of the platforms, but at some very large stations such as Brighton, Gatwick, London Bridge and London Victoria they are on the concourse of the station. Information points are generally open most of the time when trains run, however where there are extended ticket office hours (for example at Brighton and Gatwick) the ticket offices also are information points and have the full range of information to provide to passengers.

Station teams also have access to real time information about services so will be able to answer queries you have about services due to arrive or depart from the station.

GTR is rolling out a programme of giving all frontline staff tablets connected to the internet so that they have the latest information on train arrivals and departures at their fingertips, and can answer any questions you may have.

Please refer to the station accessibility information section for more details on information points and station staffing.

At unstaffed stations we display posters with information on timetables, fares, onward journeys, station facilities and accessibility.

All our customer information systems at stations show real-time information about the train services travelling through the station. These are located on most platforms and other locations throughout stations. Visual information is now available at all stations.

When there are disruptions our station staff and our control team will make announcements as soon as possible, with updated information on train times, delays and diversions.

All Southern stations and many of the larger Thameslink and Great Northern stations have nominated meeting points. When booking assistance, if you do not know the station very well you can ask that staff meet you at the designated meeting point and this will be added to your booking. Our Assisted Travel Service Team will tell you where they are when you book.

Most stations have help points, with hearing loops, on the platforms. The help points are white circular units with blue and green buttons, one for general queries and one for emergency calls. These are directly linked to our control centre, which is staffed at all times, so that you can speak to someone for help and information on train services.

Staff will be pleased to assist passengers who are unable to find the information they require. You can also get information on station services, facilities and accessibility from our Assisted Travel Service and our website. If you are travelling outside the opening hours of our Assisted Travel Service (07:00 to 22:00) you can speak to the 24 hour service at National Rail Enquiries on

**08457 48 49 50** or look at their website **[nationalrail.co.uk](http://nationalrail.co.uk)** for more information.

At some stations we have installed a listening post in waiting rooms which has a hearing loop installed so that passengers with a hearing aid can listen to the announcements in the waiting room too. We are also undertaking works to extend these loops around the whole of waiting shelters and ticket offices.

All staffed information points and station help points will be able to give you information on timetables, fares and connections. Staffed information points will have information about any booked assistance that is to be provided from that station.

We have worked to provide all information that passengers may need for their journey at our stations in a logical and consistent fashion and placed where most passenger have access to it. Where possible we locate leaflets and posters to be accessible to all passengers and these are provided at varying heights in racks across the station.

All information that can be found at a station on information posters or leaflets is also available through Customer Relations.

We work together with other train operators to ensure information on accessibility is shared and available.

### **Travel Support Cards**

Our Travel Support Card is a useful communication aid, and can be filled in by the holder and shown to staff when requesting information or assistance. The Card is available to anyone on request from Customer Relations.

### **Ticket Vending Machines (TVMs)**

Many of our TVMs are low-level, for the convenience of wheelchair users and other passengers.

However, not all these machines are accessible. Please refer to the station accessibility information section for more details on which stations have TVMs, and which of those are accessible.

If you have a railcard, including the Disabled Persons Railcard, you can buy discounted tickets for yourself and your companion (as applicable to the terms and conditions of the card) at these machines.

## **Ticket gatelines**

Many of our stations have automatic ticket gatelines. In addition, each set has at least one wide gate (either automatic or manual) that is designed for passengers in wheelchairs, those with restricted mobility, or with buggies or large luggage.

When a station with automatic or manual ticket gatelines is unstaffed, we will leave the ticket gatelines open.

## **Left Luggage**

We have left luggage facilities at Gatwick Airport, London Victoria and St Pancras International stations, all with step-free access. These facilities are provided by the Excess Baggage Company who charges for this service. The Excess Baggage staff will take the luggage from you at reception following security checks, and will lock it away securely until you return to collect it. You can find more details on this service at [excess-baggage.com](https://www.excess-baggage.com) or by calling **0800 524 4822**

## **Facilities provided by third parties**

We are working hard to improve the accessibility of third party facilities at stations. For example, we give priority to accessible taxis when we issue permits to drivers to use the taxi ranks at stations; and our lease agreements at stations require the tenant to consider accessibility issues in their design.

# **8. On the train**

We operate many different types of train, each with slightly different accessible features. You can find details of these, and which line we run each type of train on, in section 14.

## **Audio and visual information**

Many of our trains have automatic audio and visual information systems, the information provided depends on the type of train. The minimum information we give over

the automatic system is:

- The main stops and final destination of the train, announced when it leaves each station
- The name of the next station, as the train approaches this
- The name of the station, when the train arrives there

In addition we will announce short platforms (where the doors of one or more carriages will not open), especially large gaps between the train and the platform, and the number of carriages in total and the carriage number you are in (on newer trains), where this is required. Where the train will be divided en route forming two trains with differing destinations, we will make both audio and visual announcements to advise you which part of the train you should be travelling in.

Before entering service each day our trains undergo a series of checks to ensure key items are working properly. This check includes the visual and audio announcements on-board the train. If a fault is found with the train's passenger information system it is usually rectified before entering service for the day. If the fault cannot be rectified there and then, either the train will be substituted with another or the on-board staff will be advised to make regular announcements until the fault can be fixed.

Our older Class 313/0 trains, used by Great Northern services from Moorgate to London King's Cross, Welwyn Garden City and Hertford North, do not have automatic passenger information system. Instead our drivers make announcements and are trained to take the particular needs of visually impaired and hearing impaired people into account when making these. In these situations, our driver will announce the name of the next station in sufficient time (subject to safety requirements) so that you can get ready to get off.

On all of our trains, our drivers will make announcements on all services if there is a delay or disruption, so that you have the most up-to-date information.

If you are on a train that develops a fault with the on-board announcements please notify a member of staff as soon as possible. If the train has no conductor, sometimes the driver will be unaware that a fault with the announcements has developed in a specific carriage. In this case, please inform a member of staff at the station where you alight. This information will be passed to our Fleet department for attention.

As part of our commitment to significantly improving the

accessibility on trains, we will replace older trains with new, fully accessible trains on Gatwick Express, Great Northern and Thameslink routes. All these new trains will have automatic audio and visual information systems, which will be a major benefit to all passengers. We will start to run the new trains on the Gatwick Express by 2016, Thameslink services from May 2016 and Great Northern services from May 2018.

## **Seats on trains**

We do not have the facility to reserve seats on our trains. However, if requested, a member of our station or on-board staff will help you to a seat on any part of the train. Bookings made via our Assisted Travel team are for assistance rather than reserving a seat. If your journey includes another train operator's service, and it has seats you can reserve, our Assisted Travel Service team can make seat reservations for you.

We have spaces for wheelchair users provided within the standard class seating area on all trains. These are marked on the outside of the carriage of many of our trains.

All of our units have clearly designated Priority Seats for disabled passengers, expectant mothers, older passengers and those carrying infants. Our priority seats are clearly labelled and on all our trains. They are generally close to the exit doors so they are more accessible to passengers who need them.

## **Priority Seating Cards**

Our Priority Seating Card allows you to show passengers who are sitting in Priority Seats that you need to sit down, and ask them to give up their seat for you, in a discreet manner.

You can apply for the Priority Seating Card through our Customer Relations team and it is valid on any Gatwick Express, Great Northern, Southern and Thameslink service. Our Priority Seat card is also recognised on Southeastern services.

Of course, as a passenger who needs to sit down, you can sit in the designated seats and ask other passengers to move, whether or not you have a card.

## **Train accessibility information**

Please see the guide in section 14 at the back of this leaflet for details of the facilities and accessibility features on our trains, and which route each type of train runs on.

## 9. Making connections

### Connections to other train services

We can assist you to or from your connecting train or other mode of transport when it calls at the station. We can provide this between our own and other operators' services depending on your journey. If you have booked assistance this will be recorded as part of your booking so that station teams are aware of what onward services you require and appropriate assistance can be provided. We will use Passenger Assist to also pass details of your booking to other train operators you will travel with.

If you have not booked, station staff can assist with connections to other trains and other transport options but there might be a delay in the assistance provided depending on staff availability and any bookings that they have received. Staff will endeavour to assist all passengers, whether they have booked or not, but priority is given to those who have booked. We are committed to providing passengers with details about other transport methods from stations. This information will be displayed on posters and is available from staff.

We work closely with Network Rail station staff at major stations managed by them and together will assist you to make connections to onwards transport when located at the station.

### Connecting to other modes of public transport

We can provide booked assistance to and from connecting bus, underground, taxi pick up or drop off points and tram services, where these services are located at the station.

We will liaise with relevant staff of other transport operators where they provide services to the station to enable assistance to be provided to you by our members of staff to theirs.

Many of our stations are served by bus and from all stations with a ticket office you can purchase combined Plus Bus bus and rail tickets. Plus Bus tickets are also available from our TVMs to destinations where this is in operation.

Interchange between our train services and Croydon Tramlink is available at Beckenham Junction, Birkbeck, East Croydon, Mitcham Junction, West Croydon and Wimbledon. Trams have level access from tram stop platforms.

Interchange is available between our train services and London Underground services at Balham, Farringdon,



Finsbury Park, Elephant and Castle, Harrow and Wealdstone, Highbury & Islington, Kensington Olympia, Kentish Town, London Blackfriars, London Bridge, London Victoria, Moorgate, Old Street, Shepherd's Bush, St Pancras International, Wembley Central, West Brompton, West Hampstead Thameslink, and Wimbledon.

Note – London Underground currently provide boarding ramps to help passengers to get on or off their trains at a limited number of stations. Please check with them where this is possible, as at other stations you will need to get on or off the trains independently. At some stations there is level access between the train and the platform. Please contact Transport for London on **0843 222 1234** for more details and to check lift availability on their network before travel.

We will continue to work with other stakeholders on redesigning station approaches to improve access to other transport modes.

### **Access by car**

Many stations have dedicated pick-up/set-down points with dropped kerbs.

Many of our stations have car parks. The majority of our station car parks have more than one bay marked for Blue Badge parking. These are generally the space(s) closest to the station entrance in the car park. Parking is free to Blue Badge holders whether using these bays or not. Please display your Blue Badge clearly and the correct way round to obtain free parking. Regular checks are made to prevent misuse. A Penalty Notice will be issued to any motorist parking in a dedicated bay without a Blue Badge or where this badge is not displayed correctly.

We do not allow parking in our car parks anywhere other than in the spaces provided. Parking on yellow or red lines or other unmarked locations is likely to result in a penalty notice and fine. Most car parks are lined appropriately to allow for emergency access and uncongested flows, so parking where there are no bays marked is likely to cause access issues for all other users or the emergency services.

We monitor the use of Blue Badge parking bays, particularly those where they number less than 5% of all parking available. Where regular additional need is highlighted we endeavour to introduce additional Blue Badge parking at that station.

## **Taxis**

We stipulate that taxis contracted to use ranks at our stations must supply an accessible taxi upon request.

If the taxi has not been pre-booked you should not have to wait more than 20 minutes for this, although at busy times this may be longer. Telephone numbers for taxi companies are on our posters at each station, and on our website.

Taxis arranged through our Assisted Travel team are distinct from the local taxis, who offer themselves for hire at the taxi rank.

## **10. Disruption to facilities and services**

### **Changing your plans**

We realise that you may change your plans at short notice. If you change your mind before you travel, and you have booked assistance, please let us know about your new travel plans. If you are already travelling on a train we may be able to assist you, but you will need to tell a member of staff, or call our Assisted Travel team, and tell us about your new travel plans. In some cases, however, we may not be able to provide assistance immediately if you change your plans after you have boarded a train.

### **Unplanned disruption**

Unfortunately, from time to time there can be disruption to our services, but we will do everything we can to make sure you are not left stranded during it. Our staff are trained to help you wherever possible. They will let all passengers know about delays and changes when:

- There are delays of over five minutes
- There is a change to the stations that the train is due to stop at
- The train is going to be taken out of service before it reaches its planned destination

Each station has a unique plan of action for severe disruption. This may include using alternative road transport and additional staff to assist you.

Whether the disruption is minor or major, we will give you regular, clear and accurate information, including details of alternative transport (such as a taxi).

If you have not started your journey yet, we will contact you to let you know about any disruption that will affect your trip and make any necessary alternative arrangements for you.

If you have booked assistance and an unplanned disruption happens during your journey, our station staff will be aware of your travel plans and will help you plan an alternative route or new connections, if necessary. In these situations please make yourself known to staff so that we can support you with your onward journey.

If an unplanned disruption occurs when you are travelling without booked assistance, please speak to a member of staff who will help you, or if you are at an unstaffed station, please use the help point or call our Assisted Travel team.

Sometimes during disruption it is necessary to provide substitute road transport. Our staff will try to obtain accessible substitute transport, or, if necessary, help you complete your journey by an alternative route.

### **If your train is diverted to another platform**

In the event of a train being diverted at short notice to another platform that is inaccessible, which means you are unable to get off or board the train (or unable to exit the station), we will make sure you reach your destination. This may mean getting off before or after your station and travelling on to your destination or returning by alternative transport (usually a suitable taxi). This will be at no extra cost to you.

### **Planned improvement works**

Network Rail is responsible for maintaining the track and signals, and some station facilities and services. At times they need to close the railway to do this, usually at weekends or holiday periods.

During planned engineering works we will try to ensure accessible replacement buses or other accessible means of transport are available. If you have booked assistance, alternative transport (such as a taxi) will be there for you. If you have not booked assistance, we will arrange alternative transport as soon as we can.

You can find details of planned improvement works on our website and on the National Rail website. We also make announcements on our audio and visual information systems and display the information on posters at stations. In addition, you can get details from our Assisted Travel team.

### **Disruption to station facilities**

If accessible services or facilities at our stations are unavailable, we will, where possible, provide an alternative.

We will publicise these changes – including when you can expect the service to return to normal – on our website, at the station and on trains. Our staff can also give you information about any changes.

### **Disruption that affects your future plans**

If you have booked assistance for a journey and we discover that there will be disruption to it, we will contact you to discuss this with you and make alternative arrangements if necessary.

### **Failure of information systems**

If our information systems break down, our staff are trained to provide information and assistance to passengers, including giving guidance to vision or hearing impaired passengers.

If at any point on your journey you would like to contact us. For example you may need information, have concerns or need help – please call our Assisted Travel team.

### **If we get it wrong**

We want you to have confidence in our assistance we provide and will always do our best to give you the assistance you have asked for. However, occasionally we may get it wrong. If we do not provide assistance as booked, please contact us as soon as possible so we can investigate the reasons why this happened.

We are also committed to improving the assistance we provide and getting feedback from you. We check with at least 25% of our passengers who have booked assistance each four weeks to find out whether the service was satisfactory. We use the feedback to continually improve our service. You are also welcome to call in with feedback or email us.

If we have not given you the level of booked assistance you expect, please let our Assisted Travel team know and we will take necessary steps to sort out any problems and provide appropriate redress.

### **Emergencies**

We carry out regular emergency planning exercises, which include due consideration of the needs of disabled people.

### **On train**

If there is an emergency on a train, our on-board staff are trained to advise and help all passengers, including disabled people. There are information posters on our trains outlining what you should do in an emergency. In

most cases it is safest to remain on the train and wait for instructions.

If you would like to have the emergency information that is displayed on trains explained to you, please contact our Assisted Travel team.

If there is an emergency on the train and you would find it difficult to get off without a platform or ramp, you should inform a member of staff or another passenger and remain on the train. If there is a life-threatening situation, staff will advise you what to do, in liaison with the emergency services.

If you are on board the train and are required to leave the train between stations, the emergency services will provide the necessary equipment to allow safe exit.

## **At stations**

Each station has its own detailed evacuation plan which takes into account the needs of disabled passengers. In case of emergency, trained staff - with the assistance of the emergency services where applicable - will assist passengers to a safe place. All stations show the emergency exits to take in case of evacuation.

## **11. Your feedback**

Every journey you take with Gatwick Express, Great Northern, Southern and Thameslink is important to us and we value the feedback you give us about our services and facilities, whether good or bad; that way we can work to constantly improve the service we give you.

There are several ways you can contact us to give us feedback or information on specific problems with facilities:

- By talking to a member of our staff at stations
- At our station help points
- By filling in our customer comment forms at stations
- On Twitter: **@GNRailUK** (Great Northern), **@SouthernRailUK** (Southern and Gatwick Express) or **@TLRailUK** (Thameslink)
- By talking to our Assisted Travel Service team:

### **Great Northern and Thameslink**

Available 07:00-22:00, except Christmas Day.

Freephone: **0800 058 2844**

Textphone: **0800 975 1052**

Email: [assistedtravel@thameslinkrailway.com](mailto:assistedtravel@thameslinkrailway.com) or [assistedtravel@greatnorthernrail.com](mailto:assistedtravel@greatnorthernrail.com)

### **Gatwick Express and Southern**

Available 07:00-22:00, except Christmas Day.

Freephone: **0800 138 1016**

Textphone: **0800 138 1018**

Email: [myjourney@southernrailway.com](mailto:myjourney@southernrailway.com)

- Through our Customer Relations team:

### **Great Northern and Thameslink**

Available 07:00-22:00, except Christmas Day.

Telephone: **0345 026 4700**

Textphone: **0800 975 1052**

Email: [customerservices@thameslinkrailway.com](mailto:customerservices@thameslinkrailway.com) or [customerservices@greatnorthernrail.com](mailto:customerservices@greatnorthernrail.com)

Address: **PO Box 10240, ASHBY-DE-LA-ZOUCH, LE65 9EB**

### **Gatwick Express and Southern**

Available 07:00-22:00, except Christmas Day.

Telephone: **03451 27 29 20**

Textphone: **03451 27 29 40**

Email: [comments@southernrailway.com](mailto:comments@southernrailway.com)

Address: **PO Box 10240, ASHBY-DE-LA-ZOUCH, LE65 9EB**

You can also come to our regular Meet the Manager events which are publicised on our website. There you can meet our Commercial Director, who has executive responsibility for accessibility and assistance, and our Accessibility Manager who manages accessibility on a day-to-day basis.

We consult with the following organisations and include their ideas where possible:

- Transport Focus
- London TravelWatch
- Disabled Persons Transport Advisory Committee
- Local Access Groups\*
- Local councils
- Other relevant organisations

\*If you would like us to include your group in our consultations, please contact us.

We are also pleased to hear from you with your views, suggestions and comments. If you think there is any information missing from this leaflet that you would find useful, please let us know.

We have setup an Online Passenger Panel, which you can join to discuss issues and give us feedback through surveys and webchats with senior managers.

By September 2015 we are setting up two Customer Cabinets, which will consist of passenger representatives, including those with disabilities. The cabinets will meet every two months to discuss passenger concerns. They will have regular contact with our staff and senior management team. We will give them the necessary support and a budget for self generated projects. There will be one for the northern part of Thameslink and Great Northern, and another for Southern, the south part of Thameslink and Gatwick Express.

## **12. Alternative formats**

You can get copies of this document and our Guide to Policies and Practices document in alternative formats by contacting our Assisted Travel team, Customer Relations or through our website.

The alternative formats available are:

- Large print
- Braille
- Audio
- Easy read

We will provide the alternative format within seven days of your request.

When new alternative formats are developed, we will publish this document in those formats and update this list.

## **13. station accessibility information**

We are continually looking for ways to improve access to our stations.






If you are not familiar with the type of access available at the station(s) you wish to use, you can also contact our Assisted Travel team and we will provide you with advice

and information. Full contact details can be found in section 4 within this guide.

Several of our stations have accessible toilets, including a 'Changing Places' toilet at Sutton and Brighton stations which provides additional equipment to an accessible toilet (a hoist and adult changing table). There are toilets at many other stations for public use, but some have not been adapted yet. Some of our accessible toilets are locked to prevent misuse and vandalism; some have National Key Scheme (RADAR) locks; others need keys which are held by station staff. Please ask station staff to unlock them for you.



## 14. Train accessibility information

Brand	Class of Train	Picture	Formation	Routes
Southern	171		2, 4, 6, 8 or 10 Car	London to Uckfield and Brighton to Ashford
Great Northern	313/0		3 or 6 car	Moorgate to London King's Cross, Welwyn Garden City and Hertford North
Southern	313/2		3 or 6 Car	Brighton to Seaford, Portsmouth and Ore
Great Northern	317/1		4, 8 or 12 Car	London King's Cross to Cambridge and Peterborough
Thameslink	319		4, 8 or 12 Car	Brighton to Bedford, Sevenoaks and Kentish Town, Blackfriars and Bedford, Wimbledon Loop





\* Some Class 319 trains do not yet meet modern accessibility standards. A program

Great Northern	321		4, 8 or 12 Car	London King's Cross and Peterborough
Great Northern	365		4, 8 or 12 Car	London King's Cross to Cambridge, Peterborough and King's Lynn
Thameslink and Southern	377/2 377/3 377/4		3, 4, 8 or 12 Car	Entire Southern network (excluding London to Uckfield and Brighton to Ashford), plus Brighton to Bedford

Dedicated Accessible carriage with space for wheelchair and user	Standard Toilet	Accessible Toilet (with area to transfer, colour contrasting features, support rails and call for aid)	Automatic Visual and Audio announcements	Manual Announcements (made by on-board staff)	Priority Seats	Accessible signage on outside of train	Warning beeper when door opens / closes
Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Yes	No	No	No	Yes	Yes	Yes	Yes
Yes	No	No	Yes	Yes	Yes	Yes	Yes
Yes	Yes	No	Yes	Yes	Yes	No	Yes
Yes	Yes	Yes*	Yes*	Yes	Yes	Yes*	Yes

me of refurbishment is underway

Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Brand	Class of Train	Picture	Formation	Routes
Southern	377/6 377/7		5 or 10 Car	Entire Southern network (excluding London to Uckfield, Brighton to Seaford/Ashford and services to Reigate)
Thameslink	387/1		4, 8 or 12 Car	Brighton to Bedford
Gatwick Express	442		5 or 10 Car	London Victoria to Gatwick Airport (with some trips London Bridge to Eastbourne)
Southern	455		4 or 8 Car	All Metro services to London Bridge/London Victoria

Dedicated Accessible carriage with space for wheelchair and user	Standard Toilet	Accessible Toilet (with area to transfer, colour contrasting features, support rails and call for aid)	Automatic Visual and Audio announcements	Manual Announcements (made by on-board staff)	Priority Seats	Accessible signage on outside of train	Warning beeper when door opens / closes
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Yes. NB - single doors only. Wheelchairs wider than 695mm cannot be accommodated and scooters only accepted if they can be folded down and carried	Yes	Yes, but small size. Some passengers may be unable to use	Yes	Yes	Yes	Yes	Yes
Yes	No	No	Yes	Yes	Yes	Yes	Yes

## 15. Step-free access and staffed stations

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Aldrington	Yes	Long ramps to platforms, steep in places. Narrow platforms (2m) platform-train ramps cannot be deployed.	No	Not Staffed
Alexandra Palace	No	Steps to all platforms.	No	Partly Staffed
Amberley	Part	Level access to platform 2 (to coast). Steps to platform 1 (to London).	No	Not Staffed
Angmering	Yes	Step-free access to both platforms via separate entrances. Access between platforms via the street and a level crossing.	Yes	Partly Staffed
Appledore	Yes	Step-free access to both platforms via separate entrances. Access between platforms via the street and a level crossing.	No	Not Staffed
Arlesey	Yes	Step-free access to both platforms via separate entrances. No step-free access between platforms.	Yes	Partly Staffed
Arundel	Yes	Step-free access to both platforms via separate entrances. Step-free access between platforms via the street.	Yes	Partly Staffed
Ashtead	Yes	Step-free access to both platforms via separate entrances. Access between platforms via the street and a level crossing.	Yes	Partly Staffed
Ashurst	Part	Level access to platform 2 (to Uckfield). Steps to platform 1 (to London).	No	Not Staffed
Ashwell & Morden	No	Steps to both platforms.	No	Partly Staffed
Balcombe	Part	Level access to platform 1 (to London). Steps to platform 2 (to Haywards Heath).	No	Partly Staffed
Baldock	No	Steps to both platforms.	No	Partly Staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	No	No	No	Yes	Yes	Yes	No	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	No	No	No TVM	No	No	No	No	No	No
	Yes	Yes	No	Yes	No	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No
	Yes	Yes	No	No TVM	Yes	Yes	No	No	No	No
	Yes	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Balham	Part	Step-free access to platforms 1 & 2 (to & from London). Steps to platforms 3 & 4 (used during engineering works). No step-free access to Underground platforms.	Yes	Fully staffed
Banstead	No	Steps to the platforms.	Yes	Not Staffed
Barnham	Yes	Steep ramps to platforms.	Yes	Fully staffed
Bat & Ball	Part	Level access to Platform 2 (to Sevenoaks). Steps to Platform 1 (to London)	No	Not Staffed
Battersea Park	No	Steps to all platforms.	No	Fully staffed
Bayford	Part	Step free access to Platform 1 (to London) via a ramp from the Station car park. Steps to Platform 2 (to Hertford North)	No	Not Staffed
Beckenham Hill	Yes	Step free access to both platforms via separate entrances. Long step-free route between platforms via the street.	Yes	Partly Staffed
Beckenham Junction	Yes	Step free access to all platforms via two separate entrances. Step-free route between platforms 1/2 and 3/4 is via the street.	Yes	Fully staffed
Bedford	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Bellingham	No	Steps to both platforms.	No	Partly Staffed
Belmont	Yes	Step-free level access to platform.	Yes	Not Staffed
Berwick	Yes	Access between platforms via level crossing.	Yes	Partly Staffed
Bexhill	Yes	Step-free access to both platforms via long ramps.	Yes	Partly Staffed
Bickley	No	Steps to all platforms.	No	Partly Staffed
Biggleswade	No	Steps to all platforms.	No	Partly Staffed
Billingshurst	Yes	Step-free access to both platforms via separate entrances. Access between platforms via the street and a level crossing.	Yes	Partly Staffed
Birkbeck	No	Steps to the platform.	No	Not Staffed
Bishopstone	No	Steps to the platform.	No	Not Staffed
Bognor Regis	Yes	Level access to all platforms.	Yes	Fully staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
	No	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
	Yes	Yes	No	No TVM	No	Yes	No	No	No	No
	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	No	TVM not accessible	No	Yes	No	No	No	No
	No	No	Yes	Yes	No	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes
	No	No	No	Yes	Yes	Yes	No	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	No	No	No	No	No
	No	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	No	No	No	No TVM	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No	Yes



Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Bosham	Yes	Step-free access to both platforms via separate entrances. Access between platforms via the street and a level crossing.	No	Partly Staffed
Bowes Park	No	Steps to both platforms.	No	Partly Staffed
Box Hill & Westhumble	Part	Level access to platform 2 (to Dorking). Steps to platform 1 (to London).	Yes	Not Staffed
Brighton	Yes	Level access to all platforms.	Yes	Fully staffed
Bromley South	Yes	Step-free access to all platforms via lifts	Yes	Fully staffed
Brookmans Park	No	Steps to all platforms.	No	Partly Staffed
Burgess Hill	Yes	Step free access to both platforms via separate entrances. Step-free route between platforms via the street, steep in places.	Yes	Partly Staffed
Buxted	Yes	Level access to platform via side gate or ticket office.	Yes	Partly Staffed
Cambridge	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Carshalton	Part	Step-free access to platform 2 (to Sutton) via main entrance. Steps to platform 1 (to London).	Yes	Fully staffed
Carshalton Beeches	Part	Access to platform 1 (to London) via side ramp. Steps to platform 2 (to Sutton).	Yes	Fully staffed
Caterham	Yes	Step-free access to both platforms via long ramp.	Yes	Fully staffed
Catford	No	Steps to both platforms.	No	Partly Staffed
Cheam	Yes	Step-free access to both platforms via separate entrances. No step-free access between platforms.	Yes	Fully staffed
Chichester	Yes	Level access or lifts to both platforms.	Yes	Fully staffed
Chipstead	Part	Step-free access from car park to platform 1 (to London). Steps to platform 2 (to Tattenham Corner).	Yes	Partly Staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	No	No	No	TVM not accessible	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	No	No	No	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes, plus Changing Places	Yes	Yes
	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	No	Yes	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Yes	No
	No	No	Yes	Yes	Yes	Yes	Yes	No	Yes	No
	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	No	No	No	Yes	No	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Christ's Hospital	Part	Level access to platform 2 (to coast). Steps to platform 1 (to London).	Yes	Partly Staffed
City Thameslink	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Clapham Junction	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Collington	Yes	Level access to each platform from either side. Access between platforms via steep ramps.	No	Not Staffed
Cooden Beach	Yes	Steep ramps to platforms.	Yes	Partly Staffed
Cooksbridge	Yes	Step-free access to both platforms via separate entrances. Access between platforms via the street and a level crossing.	No	Not Staffed
Coulsdon South	Part	Level access to platform 1 (to London). Steps to platform 2 (to Redhill).	No	Partly Staffed
Coulsdon Town	Yes	Access to platforms via level access and lifts.	Yes	Fully staffed
Cowden	Yes	Step-free access to single platform therefore step-free interchange is possible.	No	Not Staffed
Crawley	Yes	Level access to platform 1 (to London) via ramp. Level access to platform 2 (to Horsham) via rear entrance. Long step-free route between platforms via road / footpath.	Yes	Partly Staffed
Crews Hill	No	Steps to both platforms.	No	Not Staffed
Cricklewood	Part	Ramp access to Platform 1 (to St Pancras). Steps to all other Platforms	No	Partly Staffed
Crofton Park	Yes	Step-free access to both platforms via separate entrances. Step-free access between platforms via the street	No	Partly Staffed
Crowborough	Part	Level access to platform 1 (to London). Steps to platform 2 (to Uckfield).	Yes	Partly Staffed
Cuffley	No	Steps to both platforms.	No	Partly Staffed
Denmark Hill	Yes	Step-free access to all platforms via lifts	Yes	Partly Staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	No	No	No	Yes	No	No	No	No	No	No
	No	No	No	Yes	Yes	No	Yes	Yes	Yes	No
	Yes	Yes	No	Yes	No	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No	No
	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No	No
	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No	No
	Yes	Yes	No	TVM not accessible	No	Yes	No	No	No	No
	No	No	No	TVM not accessible	Yes	Yes	No	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	No	No	No	Yes	No	Yes	No	No	No	Yes

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Doleham	Yes	Access to platform via long ramp / footpath.	No	Not Staffed
Dorking	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Dormans	Part	Step-free access to platform 1 (to London) via moderate ramp. Steps to platform 2 (to East Grinstead).	No	Partly Staffed
Downham Market	Yes	Step-free access to both platforms via separate entrances. Access between platforms via the street and a level crossing.	Yes	Partly Staffed
Drayton Park	No	Steps to both platforms.	No	Partly Staffed
Durrington-on-Sea	Yes	Access to platform 1 (to London / Brighton) via steep ramp. Ramp to platform 2 (to Littlehampton / Portsmouth). Long step-free route between platforms via the street	Yes	Partly Staffed
Earlswood	Part	Level access to platform 1 (to London). Steps to platform 2 (to Gatwick).	No	Partly Staffed
East Croydon	Yes	Lifts to overbridge from all platforms and side entrance. Long steep ramps to platforms from main entrance.	Yes	Fully staffed
East Dulwich	Yes	Steep ramp to platform 1 (to London Bridge). Steep ramp to platform 2 (to Tulse Hill ).	Yes	Fully staffed
East Grinstead	Part	Level access to platform 2 (most trains to & from London). Steps to platform 1 (peak hours only).	Yes	Fully staffed
East Worthing	Yes	Steep ramps to platforms. Narrow platforms (2m) ramps cannot be deployed.	No	Not Staffed
Eastbourne	Yes	Level access to all platforms.	Yes	Fully staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	No	No	No	No TVM	No	No	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	No	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	TVM not accessible	Yes	Yes	Yes	Yes	No	No
	No	No	No	Yes	Yes	No	No	No	No	No
	No	No	Yes	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	No	No	Yes	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	No	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Edenbridge	Part	Level access to platform 2 (to Tonbridge). Steps to platform 1 (to Redhill). No step-free interchange between platforms.	No	Not Staffed
Edenbridge Town	Part	Level access to platform 1 (to London) via side gate. Steps to platform 2 (to Uckfield).	Yes	Partly Staffed
Elephant & Castle	No	Steps to all platforms.	No	Partly Staffed
Elstree & Borehamwood	Yes	Step free access to all Platforms via lifts	Yes	Partly Staffed
Ely	Yes	Step free access to all Platforms via long ramps	Yes	Fully staffed
Emsworth	Yes	Step free access to both platforms via long ramps.	Yes	Partly Staffed
Enfield Chase	No	Steps to both platforms.	No	Partly Staffed
Epsom	Yes	Step-free access to all platforms via lifts	Yes	Fully staffed
Epsom Downs	Yes	Level access to platform.	No	Not Staffed
Eridge	No	Steps to the platform.	Yes	Partly Staffed
Essex Road	No	Lifts then steps to both platforms (no step-free access).	No	Partly Staffed
Ewell East	Yes	Step free access to both platforms via separate entrances and long ramps. Access between platforms via street and footpath, uneven in places.	Yes	Partly Staffed
Eynsford	Part	Level access to Platform 2 (to Sevenoaks). Steps to Platform 1 (to London)	Yes	Partly Staffed
Falmer	Yes	Step-free access to both platforms via separate entrances. Access between platforms via long ramps.	Yes	Partly Staffed
Farringdon	Yes	Step-free access to platforms via lifts	Yes	Fully staffed
Faygate	Yes	Level access to each platform from side entrances. Access between platforms via street.	No	Not Staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	Yes	No	No	No TVM	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	No	No	No	TVM not accessible	Yes	Yes	Yes	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	No	No	No	TVM not accessible	Yes	Yes	No	Yes	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	No	No	No	No TVM	Yes	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No
	Yes	No	No	No TVM	No	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No
	No	No	No	Yes	Yes	Yes	No	No	No	Yes
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No



Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Finsbury Park	Part	Step-free access to Platforms 1/2 only via a lift (to Moorgate, and some trains to King's Cross). Access to all other Platforms is via an underpass with steps	No	Fully staffed
Fishbourne	Yes	Step ramps to platforms. Interchange between platforms via level crossing. Narrow platforms (2m) ramps cannot be deployed.	No	Not Staffed
Fishersgate	Yes	Step-free access to both platforms via separate entrances. Access between platforms via footbridge with steps, or long step-free route via street. Narrow platforms (2m) ramps cannot be deployed.	No	Not Staffed
Flitwick	Part	Level access to Platform 4 (some peak trains to Bedford only). Steps to all other platforms	No	Partly Staffed
Ford	Yes	Short steep ramps to platforms. Interchange between platforms via level crossing.	Yes	Partly Staffed
Foxton	Yes	Step free access to both Platforms, however inter Platform access only available via a level crossing	No	Not Staffed
Gatwick Airport	Yes	Lifts and stairs / escalators to all platforms.	Yes	Fully staffed
Gipsy Hill	Part	Platform 1 (to London Bridge / Victoria via Tulse Hill) step-free via side gate. Steps to platform 2 (to East Croydon / London Bridge via Forest Hill).	No	Fully staffed
Glynde	Part	Step-free access via long ramp to platform 1 (to Lewes). Steps to platform 2 (to Eastbourne).	No	Not Staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	No	No	Yes	TVM not accessible	Yes	No	Yes	No	No	No
	No	No	No	Yes	No	Yes	No	No	No	No
	No	No	No	Yes	No	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	No
	Yes	No	No	Yes	Yes	Yes	Yes	No	No	No
	No	No	No	Yes	No	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
	No	No	Yes	Yes	Yes	Yes	Yes	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Godstone	Part	Step-free access via long and steep ramp to platform 2 (to Tonbridge). Steps to Platform 1 (to Redhill).	No	Not Staffed
Gordon Hill	No	Steps to all platforms.	No	Partly Staffed
Goring-by-Sea	Yes	Short steep ramps to platforms. Interchange via level crossing.	Yes	Partly Staffed
Grange Park	Yes	Step-free access to platforms via long and steep ramps.	No	Partly Staffed
Hackbridge	Yes	Level access to both platforms. Step-free access between platforms via the street.	Yes	Fully staffed
Hadley Wood	No	Steps to all platforms.	No	Partly Staffed
Ham Street	Yes	Level access to platform 1 (to Ashford) via side gate. Access to platform 2 (to Rye / Hastings) via steep slope from roadway. No step-free interchange between platforms.	Yes	Partly Staffed
Hampden Park	Yes	Level access to both platforms via separate entrances. Access between platforms via level crossing.	Yes	Partly Staffed
Harlington	Part	Level access to Platform 4 (irregular trains to Bedford only). Steps to all other platforms	No	Partly Staffed
Harpenden	Yes	Step-free access to all platforms via lifts	Yes	Partly Staffed
Harringay	No	Steps to both platforms.	No	Partly Staffed
Hassocks	Yes	Level access or lifts to both platforms.	Yes	Partly Staffed
Hatfield	Yes	Step free access to all Platforms via lifts	Yes	Partly Staffed
Haydons Road	Part	Step free access to Platform 1 (to London). Steps to Platform 2 (to Wimbledon)	No	Partly Staffed
Haywards Heath	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Hendon	Part	Step free access to Platform 1 (to St Pancras). Steps to all other platforms	No	Partly Staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	Yes	No	No	No TVM	No	No	No	No	No	No
	Yes	Yes	No	TVM not accessible	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	No	Yes	TVM not accessible	Yes	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	No	No	Yes	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	Yes	No	No
	Yes	Yes	No	TVM not accessible	Yes	Yes	No	No	No	Yes
	Yes	Yes	No	TVM not accessible	Yes	Yes	Yes	No	No	Yes
	No	No	No	Yes	Yes	Yes	No	No	No	Yes
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	No	TVM not accessible	Yes	Yes	Yes	Yes	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	No	TVM not accessible	Yes	Yes	No	No	No	No
	Yes	Yes	No	TVM not accessible	Yes	Yes	No	No	No	No

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Herne Hill	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Hertford North	Part	Step-free access to Platforms 2/3 (to Stevenage, some trains to London). Steps to Platform 1 (some trains to London).	Yes	Fully staffed
Hever	Part	Level access to platform 2 (to Uckfield). Steps to platform 1 (to London).	No	Not Staffed
Highbury & Islington	No	No step-free access from street to Great Northern platforms. Step-free interchange between Victoria line and Great Northern platforms going in the same direction (ie northbound to northbound)	No	Fully staffed
Hitchin	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Holmwood	Part	Level access via side gate to platform 2 (to Horsham). Steps to platform 1 (to London).	Yes	Not Staffed
Horley	Yes	Step free access to all Platforms via lifts	Yes	Partly Staffed
Hornsey	No	Steps to both platforms.	No	Partly Staffed
Horsham	Yes	Step-free access to all platforms via lifts from main entrance. No step-free access from rear entrance & car park.	Yes	Fully staffed
Hove	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Huntingdon	Yes	Step free access to all Platforms via lifts	Yes	Partly Staffed
Hurst Green	Yes	Level access to both platforms via separate entrances. Access between platforms via street with no pavement in places	Yes	Partly Staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	No	No	No	No TVM	Yes	No	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	No	No	No	Yes	No	No	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	No	No	No	TVM not accessible	Yes	Yes	No	Yes	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Ifield	Yes	Step-free access to each platform via short, steep ramps on either side of station. No step-free interchange between platforms. Narrow platforms (2m) ramps cannot be deployed.	No	Partly Staffed
Kenley	Yes	Step-free access to both platforms via separate entrances. Access between platforms is via a narrow, steep footpath with 1 kerb.	Yes	Fully staffed
Kent House	No	Steps to all platforms.	No	Partly Staffed
Kentish Town	No	Steps to all platforms.	No	Fully staffed
King's Lynn	Yes	Level access to all platforms.	Yes	Fully staffed
Kingswood	Yes	Step-free access to both platforms via separate entrances. Access between platforms is via the street, steep and without a pavement in places.	Yes	Partly Staffed
Knebworth	No	Steps to all platforms.	No	Partly Staffed
Lancing	Yes	Step-free access to both platforms via separate entrances. Access between platforms via the street and a level crossing.	Yes	Partly Staffed
Leagrave	Part	Step free access to Platform 1 (most trains to London) via short ramp. Level access to Platform 4 (some trains to Bedford). Steps to Platform 2 (most trains to Bedford) and Platform 3 (some trains to London)	No	Partly Staffed
Leatherhead	Yes	Step-free access to each platform from either side of the station. Step-free route between platforms via street.	Yes	Partly Staffed
Leigh	Yes	Step-free access to both platforms via long and steep ramps. Access between platforms via street with no pavement	No	Not Staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	No	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No
	Yes	No	No	Yes	Yes	Yes	No	No	No	No
	No	No	No	No TVM	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	No	Yes	No	No	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	TVM not accessible	Yes	Yes	Yes	Yes	No	No
	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No	Yes
	No	No	No	No TVM	No	No	No	No	No	No



Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Letchworth Garden City	Yes	Step free access to all platforms via lifts	Yes	Partly Staffed
Lewes	Yes	Steep ramp to platforms 2 and 3 (to London / some trains to Seaford / Eastbourne). Lifts to all other platforms.	Yes	Fully staffed
Lingfield	Part	Level access to platform 1 (to London). Steps to platform 2 (to East Grinstead).	Yes	Partly Staffed
Littlehampton	Yes	Level access to all platforms.	Yes	Fully staffed
Littlehaven	Yes	Step-free access to both platforms via ramps.	Yes	Partly Staffed
Littleport	Yes	Step free access via ramp to Platform 2 (to King's Lynn). Platform 1 (to London) is accessible only via a level crossing	No	Not Staffed
London Blackfriars	Yes	Step free access to all platforms via lifts	Yes	Fully staffed
London Bridge	Yes	Steep ramps to platforms 1-6. Level access to all other platforms.	Yes	Fully staffed
London King's Cross	Yes	Step free access to all Platforms	Yes	Fully staffed
London Road (Brighton)	Yes	Step-free access to platform 1 (to Brighton) via steep ramp and side entrance. Level access to platform 2 via rear entrance (to Lewes). Long and steep access route between platforms via street.	Yes	Partly Staffed
London St Pancras International	Yes	Step free access to all Platforms	Yes	Fully staffed
London Victoria	Yes	Step-free access to all platforms.	Yes	Fully staffed
Loughborough Junction	No	Steps to both platforms.	No	Partly Staffed
Luton	Part	Lift access to Platform 5 (some trains to Bedford/ the East Midlands) only. Steps to all other platforms.	Yes	Fully staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	Yes	Yes	No	Yes	Yes	No	Yes	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	No	Yes	Yes	No	No	Yes	No	Yes
	No	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	No	No	No	No	No	No
	No	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes
	No	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
	No	No	Yes	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	No	No	No	TVM not accessible	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No	Yes

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Luton Airport Parkway	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Meldreth	Part	Step free from main entrance to Platform 2 (to Cambridge). Steps to Platform 1 (to London).	No	Partly Staffed
Merstham	Yes	Level access to platform 1 (to London) from main entrance. Step-free access to platform 2 (to Redhill) from rear entrance via steep access path. No step-free interchange between platforms.	Yes	Partly Staffed
Mill Hill Broadway	No	Steps to all platforms.	No	Partly Staffed
Mitcham Eastfields	Yes	Ramps to both platforms. Step-free interchange between platforms via street, and level crossing or lifts.	Yes	Fully staffed
Mitcham Junction	Yes	Level access to both platforms via separate entrances. Access between platforms via street.	Yes	Fully staffed
Moorgate	No	Access to all Platforms via steps and escalators	No	Partly Staffed
Morden South	No	Steps to both platforms.	No	Not Staffed
Moulsecoomb	Part	Step-free access to platform 2 (to Lewes) from rear entrance only. Steps to platform 1 (to Brighton).	No	Partly Staffed
New Barnet	No	Steps to all platforms.	No	Partly Staffed
New Southgate	No	Steps to all platforms.	No	Partly Staffed
Newhaven Harbour	Yes	Step-free access to both platforms via separate entrances. Access between platforms via level crossing.	No	Not Staffed
Newhaven Town	Yes	Step-free access to both platforms via separate entrances. Access between platforms via level crossing.	Yes	Partly Staffed
Norbury	Yes	Step-free access to all platforms via long and steep ramps.	Yes	Fully staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	Yes	Yes	No	TVM not accessible	Yes	Yes	Yes	Yes	No	Yes
	Yes	Yes	No	TVM not accessible	Yes	Yes	Yes	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Yes	No
	Yes	Yes	No	TVM not accessible	Yes	Yes	No	No	No	No
	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	No
	No	No	No	No TVM	No	No	No	No	No	No
	No	No	No	TVM not accessible	No	Yes	No	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	No	No	Yes	Yes	Yes	No	No	No	No
	No	No	No	No TVM	Yes	Yes	No	No	No	No
	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Normans Bay	Yes	Step-free access to both platforms via separate entrances and short steep ramps. Access between platforms via level crossing.	No	Not Staffed
North Dulwich	No	Steps to both platforms.	No	Fully staffed
Nunhead	No	Steps to both platforms.	No	Partly Staffed
Nutbourne	Yes	Short, steep ramps to platforms.	No	Not Staffed
Nutfield	Yes	Step-free access to both platforms via separate entrances. Long step-free route between platforms via street.	No	Not Staffed
Oakleigh Park	No	Steps to all platforms.	No	Partly Staffed
Ockley	Part	Level access to platform 2 (to Horsham). Steps to platform 1 (to London).	Yes	Not Staffed
Old Street	No	Steps and escalators to platforms	Yes	Partly Staffed
Ore	Part	Step-free access to platform 2 (to Ashford). Steps to platform 1 (to Brighton).	No	Not Staffed
Orpington	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Otford	Yes	Level access to Platform 1 (to London). Long ramp to Platform 2 (to Sevenoaks)	Yes	Partly Staffed
Oxted	Yes	Level access to platform 1 (to London). Lift to platforms 2&3 (to East Grinstead / Uckfield). Access between platforms via lift & long steep ramp.	Yes	Fully staffed
Palmers Green	No	Steps to both platforms.	No	Partly Staffed
Peckham Rye	No	Steps to all platforms.	No	Fully staffed
Penge East	Yes	Level access to both platforms from separate entrances. No step-free access between platforms	Yes	Partly Staffed
Penshurst	Yes	Step-free access to both platforms via separate entrances. No step-free access between platforms.	No	Not Staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	No	No	No	No TVM	No	No	No	No	No	No
	No	No	No	Yes	Yes	Yes	Yes	No	No	No
	No	No	No	Yes	No	Yes	No	No	No	No
	No	No	No	Yes	No	Yes	No	No	No	No
	Yes	No	No	No TVM	No	No	No	No	No	No
	No	No	No	TVM not accessible	Yes	Yes	No	No	No	No
	No	Yes	No	Yes	No	No	No	No	No	No
	No	No	No	No TVM	Yes	Yes	No	No	No	No
	No	No	No	No TVM	Yes	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
	Yes	Yes	No	TVM not accessible	Yes	Yes	Yes	No	No	No
	No	No	No	Yes	Yes	Yes	Yes	No	Yes	No
	No	No	Yes	Yes	No	Yes	Yes	No	No	No
	Yes	No	No	No TVM	No	No	No	No	No	No

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Peterborough	Yes	Step free access to all Platforms via ramps and lifts	Yes	Fully staffed
Petts Wood	No	Steps to all platforms.	No	Partly Staffed
Pevensey & Westham	Yes	Level access to platform 2 (to Hastings). Ramp access to platform 1 (to Brighton). Level crossing between platforms.	Yes	Partly Staffed
Pevensey Bay	Yes	Step-free access to both platforms via separate entrances and short steep ramps. Access between platforms via level crossing.	No	Not Staffed
Plumpton	Yes	Step-free access to platform 2 (to Lewes) via side gate & short, steep ramp. Step-free access to platform 1 (to London) via level crossing & side entrance. Step-free access from platform 1 to racecourse via short steep ramp.	Yes	Partly Staffed
Polegate	Yes	Step-free access to both platforms via separate entrances and short steep ramps. Access between platforms via level crossing.	Yes	Partly Staffed
Portslade	Yes	Step-free access to both platforms via separate entrances and short steep ramps. Access between platforms via level crossing.	Yes	Partly Staffed
Potters Bar	Yes	Step-free access to all platforms via long, steep ramps	Yes	Partly Staffed
Preston Park	No	Steps to all platforms.	No	Partly Staffed
Pulborough	Part	Step-free access to platform 2 (to the coast) via side entrance and short steep ramp. Steps to platform 1 (to London).	Yes	Partly Staffed
Purley	Yes	Step-free access to all platforms via lifts.	Yes	Fully staffed
Purley Oaks	No	Steps to all platforms.	No	Partly Staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	Yes	Yes	No	Yes	Yes	No	Yes	No	No	No
	No	No	No	No TVM	No	No	No	No	No	No
	Yes	Yes	No	Yes	Yes	No	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	No
	Yes	Yes	No	Yes	Yes	No	No	No	No	Yes
	Yes	Yes	No	TVM not accessible	Yes	No	Yes	Yes	No	Yes
	No	No	No	Yes	Yes	Yes	Yes	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No



Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Queens Road Peckham	Yes	Steps and lift to the island platform.	Yes	Fully staffed
Radlett	No	Steps to all platforms.	No	Partly Staffed
Ravensbourne	No	Steps to both platforms.	No	Partly Staffed
Redhill	Yes	Step-free access to all platforms via lifts.	Yes	Fully staffed
Reedham	Part	Level access to platform 2 (to Tattenham Corner). Steps to platform 1 (to London).	No	Partly Staffed
Reigate	Yes	Step-free access to both platforms via separate entrances. Access between platforms via street and level crossing.	Yes	Partly Staffed
Riddlesdown	Yes	Step-free access to platforms via long and steep ramps.	Yes	Partly Staffed
Royston	Yes	Step-free access to both platforms via separate entrances. Access between platforms via the street, steep in places.	Yes	Partly Staffed
Rye	Yes	Step-free access to both platforms via separate entrances. Long access route between platforms via a car park, street and level crossing.	Yes	Partly Staffed
Salfords	Part	Level access to platform 1 (to London). Steps to platform 2 (to Gatwick).	Yes	Partly Staffed
Sanderstead	Yes	Level access to both platforms via separate entrances. Long access route between platforms via street, steep in places.	Yes	Fully staffed
Sandy	Yes	Level access to Platform 2 (to Peterborough) via main entrance. Long ramp from separate entrance to Platform 1 (to London). Access between platforms via street, steep in places.	Yes	Partly Staffed
Seaford	Yes	Level access to platform.	Yes	Partly Staffed
Selhurst	Part	Long and steep ramp to platform 1 (to Croydon). Steps to all other platforms.	Yes	Fully staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	No	No	Yes	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	Yes	No	No
	No	No	No	Yes	Yes	Yes	Yes	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	Yes	Yes	No	Yes	Yes	No	No	No	No	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Sevenoaks	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Shepreth	Yes	Step-free access to both platforms via separate entrances. Access between platforms via street and level crossing.	No	Not Staffed
Shoreham (Kent)	Part	Step-free access to Platform 2 (to Sevenoaks) via short ramp. Steps to Platform 1 (to London)	No	Not Staffed
Shoreham-by-Sea	Yes	Step-free access to both platforms via separate entrances. Access between platforms via street and level crossing.	Yes	Partly Staffed
Shortlands	No	Steps to all platforms.	Yes	Partly Staffed
South Bermondsey	No	Steps to both platforms.	No	Fully staffed
South Croydon	No	Steps to all platforms.	No	Partly Staffed
South Merton	No	Steps to both platforms.	No	Not Staffed
Southbourne	Yes	Step-free access to both platforms via separate entrances and short, steep ramps. Access between platforms via level crossing.	No	Partly Staffed
Southeast	Yes	Step-free access to both platforms via separate entrances and short, steep ramps. Access between platforms via level crossing with user-operated gates.	No	Not Staffed
Southwick	Yes	Step-free access to platforms via steep ramps.	Yes	Partly Staffed
St Albans City	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
St Helier	No	Steps to both platforms.	No	Not Staffed
St Mary Cray	No	Steps to all platforms.	No	Fully staffed
St Neots	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Stevenage	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	Yes	Yes	No	Yes	No	Yes	Yes	Yes	No	Yes
	Yes	Yes	No	Yes	No	Yes	No	No	No	No
	Yes	No	No	No TVM	No	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	Yes
	Yes	Yes	No	TVM not accessible	No	Yes	Yes	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	Yes
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	No	No	No	TVM not accessible	No	Yes	No	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	No	No	No	No TVM	No	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	No	No	No	Yes	No	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	Yes
	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Streatham	Part	Steps to platforms from main entrance. Step-free access to Platform 1 (to Croydon/Sutton) via Hopton Road, footpath and side entrance.	Yes	Fully staffed
Streatham Common	Yes	Lifts to platforms 1,2 & 3, step-free access to platform 4 (not used regularly) via side entrance.	Yes	Fully staffed
Streatham Hill	Yes	Step-free access to both platforms via lifts	Yes	Fully staffed
Sutton	Yes	Step-free access to all platforms via lifts.	Yes	Fully staffed
Sutton Common	No	Steps to both platforms.	No	Not Staffed
Swanley	Yes	Step-free access to all platforms via lifts.	Yes	Partly Staffed
Sydenham Hill	No	Steps to both platforms.	Yes	Partly Staffed
Tadworth	Yes	Step-free access to both platforms via separate entrances and long ramps. Step-free route between platforms via the street.	Yes	Partly Staffed
Tattenham Corner	Yes	Level access to all platforms.	Yes	Partly Staffed
Thornton Heath	Yes	Step-free access to all platforms via lifts.	Yes	Fully staffed
Three Bridges	Yes	Step-free access to all platforms via lifts.	Yes	Fully staffed
Three Oaks	Yes	Step-free access to platform via steep ramp / long steep footpath.	No	Not Staffed
Tooting	No	Steps to both platforms.	No	Partly Staffed
Tulse Hill	No	Steps to all platforms.	No	Fully staffed
Uckfield	Yes	Level access to platform.	Yes	Partly Staffed
Upper Warlingham	Part	Level access to platform 1 (to London). Steps to platform 2 (to Oxted).	Yes	Partly Staffed
Waddon	Part	Step-free access via side gate to platform 2 (to Sutton). Steps to platform 1 (to London).	Yes	Fully staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes, plus Changing Places	Yes	Yes
	No	No	No	Yes	No	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	Yes
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	No
	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	No	No	No	No TVM	No	No	No	No	No	No
	No	No	No	TVM not accessible	Yes	Yes	No	No	No	No
	No	No	Yes	Yes	Yes	Yes	Yes	No	Yes	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Wallington	Yes	Level access to both platforms via separate entrances. Long access route between platforms via street or footpath.	Yes	Fully staffed
Wandsworth Common	Part	Level access to platform 1 (to Croydon / London Bridge) via rear entrance. Steps to all other platforms.	Yes	Fully staffed
Warblington	Yes	Step-free access to both platforms via separate entrances and short steep ramps. Access between platforms via level crossing. Narrow platforms (2m) ramps cannot be deployed.	Yes	Partly Staffed
Warnham	Yes	Step-free access to both platforms from separate entrances, steep on platform 1 side (to London).	Yes	Not Staffed
Waterbeach	Yes	Step-free access to both platforms via separate entrances. Access between platforms via level crossing.	No	Not Staffed
Watlington	Yes	Step-free access to both platforms via separate entrances. Access between platforms via level crossing.	No	Not Staffed
Watton-at-Stone	Part	Step free access to Platform 1 (to London) via a ramp from the car park. General access to both Platforms is via steps down from the main entrance	No	Partly Staffed
Welham Green	Part	Step-free access to Platform 2 (to Welwyn Garden City) via short ramp from car park. Steps to Platform 1 (to London)	No	Partly Staffed
Welwyn Garden City	Yes	Step free access to all Platforms via lifts	Yes	Partly Staffed

	<b>Car parking</b>	<b>Blue badge parking</b>	<b>Dual height Ticket Office windows</b>	<b>Accessible Ticket Vending Machine (TVM)</b>	<b>Induction loop</b>	<b>Information point</b>	<b>Unisex toilets</b>	<b>Accessible toilets</b>	<b>Baby Change</b>	<b>Station Wheelchair</b>
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	No	Yes	No	No	No	No
	No	No	No	Yes	No	Yes	No	No	No	No
	Yes	No	No	Yes	Yes	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No
	No	No	Yes	Yes	Yes	Yes	Yes	No	No	No



Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Welwyn North	Yes	Step-free access to both platforms via separate entrances. Step-free access between platforms via the street	No	Partly Staffed
West Dulwich	No	Steps to both platforms.	Yes	Partly Staffed
West Hampstead Thameslink	Yes	Step free access to all Platforms via lifts	Yes	Partly Staffed
West Norwood	Yes	Step-free access to both platforms via separate entrances. Step-free access between platforms via the street, steep in places.	No	Fully staffed
West Sutton	No	Steps to both platforms.	No	Not Staffed
West Worthing	Yes	Step-free access to both platforms via separate entrances. Access between platforms via level crossing.	Yes	Partly Staffed
Whyteleafe	Yes	Step-free access to both platforms via separate entrances and short, steep ramps. Access between platforms via level crossing.	Yes	Partly Staffed
Whyteleafe South	Yes	Step-free access to both platforms via separate entrances and short, steep ramps. Access between platforms via level crossing.	No	Partly Staffed
Wimbledon	Yes	Step free access to all Platforms via lifts	Yes	Fully staffed
Wimbledon Chase	No	Steps to both platforms.	No	Not Staffed
Winchelsea	Yes	Step-free access to platform via short ramp.	No	Not Staffed
Winchmore Hill	No	Steps to both platforms.	No	Partly Staffed
Wivelsfield	Part	Steps to platform 1 (to London). Step-free access to platform 2 (to Brighton/Lewes) via ramp.	Yes	Partly Staffed
Woldingham	Part	Level access to platform 2 (to East Grinstead). Steps to platform 1 (to London).	No	Partly Staffed
Woodmansterne	No	Steps to both platforms.	No	Partly Staffed

	Car parking	Blue badge parking	Dual height Ticket Office windows	Accessible Ticket Vending Machine (TVM)	Induction loop	Information point	Unisex toilets	Accessible toilets	Baby Change	Station Wheelchair
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No
	No	No	No	Yes	Yes	Yes	No	Yes	No	Yes
	No	No	No	Yes	Yes	Yes	No	No	No	Yes
	No	No	No	Yes	No	Yes	No	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	No	No	No	TVM not accessible	No	Yes	No	No	No	No
	No	No	No	No TVM	No	No	No	No	No	No
	No	No	No	TVM not accessible	Yes	Yes	No	No	No	No
	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No
	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	No
	No	No	No	Yes	Yes	Yes	No	No	No	No

Station Name	Step-free access to platforms	Accessibility Information	Ramp for train access	Staffing
Worthing	Yes	Step-free access to all platforms via lifts from main entrance. No step-free access from rear entrance & car park.	Yes	Fully staffed

	<b>Car parking</b>	Yes
	<b>Blue badge parking</b>	Yes
	<b>Dual height Ticket Office windows</b>	Yes
	<b>Accessible Ticket Vending Machine (TVM)</b>	Yes
	<b>Induction loop</b>	Yes
	<b>Information point</b>	No
	<b>Unisex toilets</b>	Yes
	<b>Accessible toilets</b>	Yes
	<b>Baby Change</b>	Yes
	<b>Station Wheelchair</b>	Yes



# Making Rail Accessible

Guide to policies  
and practices

Govia Thameslink Railway, May 2016



**GATWICK**  
**'EXPRESS**

**Great Northern**

**SOUTHERN**

**ThamesLink/**



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# 1. Govia Thameslink Railway's strategy

We know how important it is to you to be able to travel on the rail network easily, without any accessibility issues getting in the way of your journey. At Gatwick Express, Great Northern, Southern and Thameslink, we are committed to making our train services, stations and facilities as accessible as reasonably practicable.

This guide will give you information about our accessible facilities and travel assistance, and the policies and practices we have in place to make your journey easier. It has been written with reference to the latest guidance 'How to Write Your Disabled People's Protection Policy (DPPP): A Guide for Train and Station Operators' (Department for Transport (DfT) 2009).

If you cannot find what you need, please get in touch, our contact details are in section 8. We have a dedicated Assisted Travel team who are available between 07:00 and 22:00 every day, except Christmas Day.

## Our approach

We are committed to creating a more accessible rail network. We know that improved access benefits a wide range of passengers, including people with disabilities, older people, parents with children and passengers with luggage. Improving access also makes good business sense, because the more accessible we make our network, the more passengers are able to travel with us.

We realise that the physical features of our stations and trains mean that you sometimes cannot access our services. It is our policy to remove barriers, and where possible provide step-free access to our ticket offices, platforms, shops and cafes, whatever your impairment.

Every year we will invest in making improvements in access to our network. The amount we spend each year is written into our franchise agreement. We will apply to the DfT for funding, as well as other third parties, in order to maximise our spend on accessibility improvements.

The kinds of improvements we plan to make during the franchise to improve accessibility are:

- Accessible toilets at stations which currently lack them
- Installing dropped kerbs on access routes to station entrances
- Highlighted anti-slip stair nosings for easier recognition by visually-impaired people

- New dual-height handrails for safer use of stairs
- Gentle slopes at station entrances to replace steps
- Dual-height ticket office windows for easier use by all passengers
- Clearer signage of accessible routes
- Additional accessible seating at stations
- Hearing loops, including around waiting areas
- The latest type of help point at stations lacking these

This is not an exhaustive list, and we know that it is often our passengers who can best identify any access issues and improvements we could make. We will therefore continue to work with you and organisations that represent disabled people to identify improvements that will benefit you.

We will be introducing new trains on our Gatwick Express services this year, Thameslink services from 2016, and Great Northern services from 2018. These new trains will significantly improve accessibility and comfort for all passengers.

We consult with the following organisations and include their ideas where possible:

- Transport Focus
- London TravelWatch
- Disabled Persons Transport Advisory Committee
- Local access groups\*
- Local councils
- Other relevant organisations

\*If you would like us to include your group in our consultations, please contact us.

Our staff make an enormous and valued contribution to ensuring our disabled passengers have a trouble-free journey on our services. To support this we provide disability awareness training, briefings and guides, so that they can give you the best service possible.

Our policy is to cater for our passengers' specific needs wherever possible. Our team at our Assisted Travel Service can answer your questions, and book your journey and any assistance you may need.

We are determined to provide a consistent and high level service to passengers who book assisted travel and contact at least 25% of passengers who book assisted

travel to check whether their experience met what they booked. We have a continual improvement plan for assisted travel based on passenger and staff feedback. Our work includes an Assisted Travel team, trained staff, ramps, information / guides and passenger awareness initiatives, for example: try a train days, representation on local access groups, stakeholder engagement, through meetings and forums, and roadshows.

## **2. Management arrangements**

### **2.1 Integration of our Disabled People's Protection Policy**

Throughout our business, led by our most senior team, we are committed to making improvements to the accessibility of our network and services. We do this through integrated processes, which include accessibility considerations as standard in any changes we make.

#### **Working with stakeholders**

Our Commercial Director and Accessibility Manager regularly attend meetings with stakeholders. These include national organisations representing people with access needs. On a local level we talk to organisations such as councils and access groups.

We are also involved with many national transport organisations, through the Association of Train Operating Companies (ATOC). We discuss and exchange ideas on how we can best support passengers with differing needs. We are committed to integrating valid suggestions into our business.

We invite representatives from many access groups to attend our annual Stakeholder Forum, where they can meet with key managers across the business, ask specific questions and influence the decisions we make about our services.

#### **Consulting passengers**

We consult with our passengers on how we can make improvements to accessibility across the business, and to specific stations or services. We encourage feedback from our passengers, which influences our business decisions – for example in our use of the minor works fund for station improvements we prioritise based upon on-going customer feedback (e.g. complaints, mystery shop and surveys) as well as the input of user groups.

Amongst other activities we have regular Meet the

Manager sessions and hold road shows in the community. Govia Thameslink Railway's (GTR) Meet the Manager programme gives passengers the chance to meet senior managers and directors and talk to them about the service. The purpose of our roadshows is to promote rail travel as an alternative mode of travel. This includes sharing information about Railcard discounts or savings that can be made when purchasing Advance tickets.

We have set up an Online Passenger Panel, which you can join to discuss issues and give us feedback through surveys and web chats with senior managers. Please see our website for details on how to apply to join these.

GTR has two Customer Cabinets, one north and one south, with passenger representatives, including those with disabilities. The cabinets are chaired by Passenger Service Directors and bring together frontline staff and passengers travelling across the network. Members of the cabinet have the opportunity to give advice and recommendations on customer strategy and business policy and each cabinet has an annual budget for self-generated projects.

## **2.2 Senior management involvement**

Our Accessibility Manager is accountable for our DPPP, and has overall responsibility for monitoring the commitments in this guide, and making sure we stick to them.

Our Human Resources Director has executive responsibility for staff training in disability and accessibility awareness and our Chief Operating Officer has executive responsibility for project management.

We have a Customer Satisfaction Executive, which is chaired by the Chief Operating Officer and includes the Commercial Director, as well as each Passenger Services Directors. The board considers all customer feedback, including that concerning disabled passengers, and develops improvement plans. Each plan has an executive sponsor. The Commercial Director is responsible for projects that improve accessibility and oversees their implementation.

## **2.3 Informing staff of their responsibilities**

We have a documented process of communication from initial booking to final delivery at stations and all staff in-between. This includes various methods and times of communication both as a pre-warning to staff and on the day and ranges from email to phone calls.

This is followed by a call back survey to gain passenger

feedback, which helps us to understand what we delivered and how we can improve for the future.

We give all our staff a copy of this guide so they are aware of our commitments and their responsibilities. Our induction programme includes a half day course on accessibility, supported by additional job specific training, and is attended by all new employees whatever their role.

We regularly brief staff on assisted travel arrangements. All new staff from January 2016 have a half day Introduction to Accessibility as part their induction, this includes an introduction to GTR's DPPP and hidden vs. visible impairments.

As part of our customer service training programme we will deliver tailored accessibility refresher training, which each employee must complete every two years.

In addition, we have produced an assisted travel manual and will update this on an annual basis. This contains set procedures and advice on how to help passengers who require assistance. We will brief frontline staff on the contents of the manual and it will form part of our standard staff briefings.

## **2.4 Accessibility ambassadors**

We will appoint at least five accessibility ambassadors from our frontline staff to make sure that assisted travel is of a consistently high quality in their area. They will train their colleagues, investigate where things have gone wrong, and lead local initiatives to improve the quality of assisted travel.

## **2.5 How we ensure that our services and facilities are in line with our Disabled People's Protection Policy**

Our Accessibility Manager is responsible for the day-to-day management of access issues. They review the commitments made in our DPPP and monitors our performance against them through feedback. Our Accessibility Manager also ensures that staff are aware of our commitments to disabled passengers and their additional access needs.

Our senior customer relations manager is responsible for ensuring that the Assisted Travel team provides a service that meets your expectations. They also work with other train operators to maintain and develop the National Rail Passenger Assist booking system.

If there is a concern about accessibility in these reviews, or from feedback on day-to-day issues, the Accessibility Manager will liaise with the appropriate team or manager.

## **2.6 Investment**

We take a pragmatic approach to investment. Ideas for investment are often led by passenger and staff comments. So we weigh up costs and benefits to passengers, and whether the investment would significantly improve accessibility.

We also use modelling tools used throughout the rail industry to assess return on investment, as detailed in the Passenger Demand Forecasting Handbook. The handbook is regularly updated and is produced by the Passenger Demand Forecasting Council which includes all train operating companies, the DfT, the Office of Rail Regulation, Transport for London and the Passenger Transport Executives Group.

We also speak with other train operating companies and share ideas and practice that have worked well.

Investment in our trains and stations is designed to meet the latest accessibility regulations: Technical Specification of Interoperability – Persons with Reduced Mobility.

### **Project management**

We are committed to making improvements to the accessibility of our network and services. As part of our standard procedure we consider accessibility issues in any changes we make. We have a project planning team who use robust project management processes, and involve all relevant managers in the planning and implementation of schemes.

The Accessibility Manager has responsibility for advising the project management team on accessibility issues. It is his or her responsibility to ensure that any work fulfils our DPPP requirements, the DfT Code of Practice: 'Design Standards for Accessible Railway Stations' and our legal obligations.

The Accessibility Manager will attend project planning meetings at the planning, development and sign off stages of projects involving station and train facilities to ensure that nothing in the plans compromises accessibility. He or she will escalate any concerns to the executive team.

### **3. Monitoring and evaluation**

We monitor our service to disabled passengers in a number of ways and use the feedback to review and improve the services we provide. As part of our annual review we give the DfT details of any key actions to improve performance that we have identified through our monitoring.

#### **How we manage our monitoring**

The Accessibility Manager uses the methods detailed below to monitor our services and facilities to ensure that they comply with our policy commitments.

Our Customer Satisfaction Executive considers passenger feedback on many matters and develops plans to improve our services and facilities. Each plan is overseen by an executive member who is responsible for its execution. In the case of accessibility improvements this is the Commercial Director.

#### **Call back**

We call back at least 25% of passengers who have booked assistance with the Assisted Travel team and evaluate their feedback to measure our performance. If passengers make a complaint, we record it and ensure that the relevant manager investigates the root cause of the problem, and takes the necessary action to prevent it happening again.

We also use data from the National Rail booking system Passenger Assist to monitor our service.

We also use customer feedback including passenger assistance surveys to prioritise targeted investment in facilities and services. This has included such areas as induction loops, fixed ramps, seating with arm rests, help points with induction loops, handrails and mobile customer assistance points and extending the provision of disabled parking bays.

#### **Mystery shopper**

We employ a disabled mystery shopper to check the level of service we give disabled passengers. He or she books assisted travel on our services one or two days every month.

The mystery shopper's findings are evaluated in two ways. The first is a quantitative score, which allows us to track the performance of managers across the business. The second is qualitative feedback, which describes his

or her experiences, both good and bad, and is used in performance reviews and briefings with members of staff.

## **Complaints**

All comments and complaints that we receive are categorised so that we can evaluate our performance against each type of complaint.

The relevant manager investigates all incidents involving disabled passengers, and we take the necessary action to prevent it happening again.

## **Quality Experience on Stations and Trains (QuEST) audits**

We have a team of service quality auditors who carry out regular QuEST audits of customer facilities and service on stations and trains. These cover the availability of equipment and facilities, staff levels, cleanliness, upkeep and repair. We audit a minimum of 156 stations and 388 trains each month. We report our results to the DfT every month and share them with you on our website.

## **External rail industry surveys**

We also use data from external rail industry bodies to evaluate our performance on accessibility issues. Our main source is the National Rail Passenger Survey (NRPS), which measures customer satisfaction and takes place every six months.

The NRPS data is broken down by:

- Whether respondents are disabled
- Whether they have booked assistance
- Whether this assistance was delivered to their satisfaction
- Whether the facilities at the station met their needs as a disabled person

## **4. Access improvements**

We sometimes make changes to trains, stations, or the way we provide a service. When we do so, we will follow the requirements, standards and, where possible, the guidance in the following documents and regulations:

- The current version of the DfT's Code of Practice
- ATOC Good Practice Guide, the section regarding disabled passengers



- Technical Specification of Interoperability – Persons with Reduced Mobility 2014 (PRM TSI)
- Rail Vehicle Accessibility Regulations (RVAR)
- Equality Act 2010

We will follow the Code of Practice if the guidance varies between the various documents. We will seek the advice of the DfT, as appropriate.

If we have made every feasible effort to comply with the Code of Practice and / or PRM TSI but cannot comply with them, we will inform the DfT as early as possible and, if necessary, apply for a dispensation.

This guide is a live document. We will publish updates to our services and facilities on our website.

We have a passenger leaflet Making Rail Accessible: Helping Older and Disabled People that accompanies this guide. You can find it at stations and on our website or you can obtain a copy from our Assisted Travel team / Customer Relations. There is a summary of the stations we manage, and details of their accessible features, at the back of that leaflet.

### **Overall strategy for use of the minor works budget**

We have a minor works budget as part of our franchise commitment which guarantees annual investment in accessibility improvement schemes across our network to enhance access for all.

Our strategy follows a social model of disability approach, which focuses on the removal of barriers to access in the following areas:

- Information and communication
- The physical environment
- The way we deliver our services

We will invest the minor works budget in these areas, removing barriers to access, for a wide range of people. This gives more disabled people the confidence to travel by train, and encourages those who do not currently use our services to see the railway as a viable alternative to the way they currently travel.

We welcome suggestions from passenger and access groups and, where feasible, we will integrate the suggestions into the Minor Works Programme.

We will also use the information from station audits to update the Stations Made Easy pages on **[nationalrail.co.uk](http://nationalrail.co.uk)**

You can find more information on our works programme in leaflets and on posters at stations, on our website, and through our Assisted Travel team and Customer Relations.

## **Information and communication**

Our information strategy has four principal elements:

- Ensuring we listen to the views of disabled people and that this influences our strategy
- Sharing information with disabled people regarding the extent of the accessibility of our network and services we offer. We will seek to promote this information to both those that do travel with us currently and those that do not, giving information pre-journey and at the point of travel
- Ensuring our staff are aware of the information and can assist with requests regarding the accessibility of our services
- Ensuring we listen to other passengers with reduced mobility so that their ideas can influence our minor works programme

Information will be available via our website, customer services and in information held at stations, such as leaflets and posters. We produce, and will continue to produce, a guide to accessing our services for people with reduced mobility (with particular benefit to passengers who have a disability). This guide also incorporates a network map showing detail of services at stations and barriers there may be, for example steps. The guide will be available on line, in hard copy at stations and will be distributed to representative groups and facilities that might target non-rail users.

## **Trains**

As part of our commitment to a significant improvement in accessibility on trains, we will replace older trains with new, fully accessible trains on Gatwick Express, Great Northern and Thameslink routes. We will start to run the new trains on the Gatwick Express by 2016, Thameslink services from May 2016 and Great Northern from May 2018. We have committed to this programme in our franchise agreement.

## Stations

We plan to make a range of improvements to station accessibility during the franchise, including:

- Accessible toilets
- Dropped kerbs
- Highlighted anti-slip stair nosings
- Replacement handrails
- Fixed ramps at station entrances
- Dual-height ticket office windows
- Clearer signs
- Additional seating
- Hearing loops, including ones around large proportion of waiting areas
- Help points

We commit to providing auxiliary aids to accessing our services including the maintenance of hearing loops at all ticket offices and help points, platform to train ramps deployed on request, as well as assistance at stations, including during boarding and alighting from trains.

We are committed to working with Network Rail, DfT and other train operating companies to encourage and increase accessibility improvements where possible. We will also work with Network Rail, other station operators and relevant third parties at all stations where our trains stop. We will suggest accessibility improvements when works are being carried out or where changes would benefit passengers.

We are improving security at our stations for our passengers by taking part in Secure Station Accreditation, a scheme run by the DfT. As a result of the accreditation 120 stations have more security features that benefit everyone, such as better lighting levels, CCTV and help points.

### **4.1 Improvement schemes completed in the past 12 months (Period April 2014 – March 2015)**

- Accessible toilet – Ham Street
- Additional lift controls to improve access – Hove
- Adjustable height chip and pin arms – Hove
- Automatic doors – Bognor Regis, Cheam and Gatwick
- Anti-slip flooring – Brighton

- Benches – various stations
- Changing Places toilet – Brighton cycle hub
- Customer Information and Assistance improvement – Hitchin, St Neots and West Hampstead Thameslink
- Dual height ticket office counters – Bedford, Cheam, Chichester, Coulsdon South , Emsworth, Finsbury Park, Luton, Radlett and Winchmore Hill
- Drop kerb moved - Bexhill
- Handrails – Barnham, East Croydon, Southwick and Sutton
- Hearing loops attached to announcements in ticket offices and waiting shelters – Hassocks
- Help point – Kentish Town and Wivesfield
- Platform widening – Fishbourne and Warblington
- Stair nosing refreshment – Bedford, Kentish Town, Luton Airport Parkway, Oakleigh Park, Tulse Hill and stations on the Wimbledon loop
- Step free access to platform – Wivelsfield
- Wheelchairs to help passengers to trains – Brighton and East Croydon

#### **4.2 On-going improvement schemes delivered by third parties**

Following successful bids to the Access for All programme, step free access will be provided at the below stations by 2019:

- Alexandra Palace
- Battersea Park
- Carshalton
- Coulsdon South
- Crawley
- Luton
- Peckham Rye
- Selhurst
- Streatham

These programmes are currently all in the design stage and we will work further with Network Rail, who are appointed to deliver these works.

### **4.3 Future ideas for investment**

Major works are underway as part of the Thameslink Programme, including extensive improvements at London Bridge station.

We have also identified other station access improvements to start after October 2015. We will continue to invest in these in subsequent years. Other work could also include:

- Longer platforms so that more carriage doors open onto the platform
- Further extending the provision of disabled parking bays
- Station lighting improvements
- Improved directional signage
- Induction loops
- Further seating with arm rests
- Remote lift monitoring
- Station facilities (eg accessible toilets)

At this stage the above are ideas for improvements. We will carry out feasibility studies and evaluate the return on investment in terms of benefit to passengers and cost effectiveness. When we confirm the final list we will publish details on our website.

Our Accessibility Manager will ensure that the needs of disabled passengers are taken into account throughout these schemes, and that they comply with the Code of Practice and PRM TSI.

If you have a suggestion for an access improvement at your station or a station you travel through, please contact us. We will consider any feasible ideas for inclusion in future investment plans.

### **4.4 Other rolling stock and station plans**

#### **Rolling stock**

We will be introducing new trains on the Gatwick Express this year, Thameslink services from 2016, and Great Northern services from 2018.

#### **Stations**

We will be doing a lot of work to improve stations throughout our franchise, including:

- Installing customer information screens
- Installing help points

- Installing Accessible toilets
- Improving access through our Minor Works Programme
- Upgrading Blue Badge parking bays and providing new Blue Badge parking
- Introducing smartcard facilities

When we consider how accessibility could be improved, we plan to invest in best practice, rather than just complying with the current regulations. For example:

- When we redecorate we will ensure that all posts around the station are marked with banding – not just the posts in the main walkways – to assist passengers with visual impairment
- When we replace seats at stations we will ensure that they have back rests , and that some are marked as priority seats for disabled passengers

We will involve you by asking for your feedback and ideas through surveys online and at stations. This will help us understand more about what you would like to see at your station and how you think access could be improved.

## **5. Working with others**

We will consult with the following organisations and include their ideas where possible:

- Transport Focus
- London TravelWatch
- Disabled Persons Transport Advisory Committee (DPTAC)
- Local access groups
- Self-advocacy groups
- Local council transport groups
- Council partnership boards
- Community rail partnerships
- Luton Airport Authority
- Gatwick Airport Authority

Our passengers often know best how to make train travel easier, so we will actively seek your feedback. You can also talk to us at our regular Meet the Manager sessions at stations and on trains.

We have an annual Stakeholder Forum to which we invite access groups. At this event we tell you about our plans and give updates on how we are doing. You can also meet

our managers, ask questions, raise issues and put forward suggestions.

If you are a member of a local access group and would like to be included in our consultations, or receive information from us, please contact us.

## **6. Staff training**

We know that staff training is important in removing barriers to access. We have a programme of accessibility training for all frontline staff and managers, which includes disability awareness training and how to assist passengers.

All new staff are trained in disability awareness as part of their induction course. The training covers legislation such as the Equality Act 2010, as well as practical exercises on how to deploy ramps, assist and communicate with passengers who have disabilities. Frontline staff and managers, including regular contractors and agency staff, will also receive refresher training every two years.

We recognise the importance of making all staff aware of the wider issues concerning disability and we will continue to keep our staff updated on relevant changes to the law that affect the service they give you.

The staff at our Assisted Travel team are trained to help passengers who have a disability that affects their communication. They are aware of different methods of communication, so can offer you the method that suits you best.

We have produced an assisted travel manual, which contains set procedures and advice on how to help passengers who need assistance. These procedures will specify the standards our staff must meet when helping disabled passengers and those that have booked assistance through our Assisted Travel team.

We provide ORR with an annual overview of our relevant staff training, including the training schedule and numbers of staff who have received it.

## **7. Emergency procedures**

We carry out regular emergency planning exercises, which include due consideration of the needs of disabled people.

## On train

If there is an emergency on a train, our on-board staff are trained to advise and help all passengers, including disabled people. There are information posters on our trains outlining what you should do in an emergency. In most cases it is safest to remain on the train and wait for instructions.

If you would like to have the emergency information that is displayed on trains explained to you, please contact our Assisted Travel team. If there is an emergency on the train and you would find it difficult to get off without a platform or ramp, you should inform a member of staff or another passenger and remain on the train. If there is a life-threatening situation, staff, in liaison with the emergency services, will advise you what to do.

If you have to leave the train between stations, the emergency services will provide the necessary equipment and help to get you off safely.

## At stations

Each station has its own detailed evacuation plan which takes into account the needs of disabled passengers. In an emergency, trained staff, with the assistance of the emergency services, where necessary, will help you get to a safe place. The emergency exits for evacuation are clearly signed.

# 8. Communications strategy

## 8.1 Sources of information

If you would like more information, you can get it from us from:

- Our website
- Our Assisted Travel team
- Customer Relations
- Emailing us
- Real-time information systems at stations and on the National Rail website **[nationalrail.co.uk](http://nationalrail.co.uk)**
- Staff at stations
- Posters and leaflets at stations



Or from your local services, such as:

- Councils
- Local access groups

Please contact these organisations directly to find out where the information is held.

## **Assisted Travel and Customer Relations**

You can contact our Assisted Travel team or Customer Relations teams for advice and information about our train services and stations.

### **Assisted Travel Team**

Our Assisted Travel team are available from 07:00 until 22:00, every day, except Christmas Day.

### **Great Northern and Thameslink**

Freephone: **0800 058 2844**

Textphone: **0800 975 1052**

Email: [assistedtravel@thameslinkrailway.com](mailto:assistedtravel@thameslinkrailway.com) or [assistedtravel@greatnorthernrail.com](mailto:assistedtravel@greatnorthernrail.com)

Web form: [thameslinkrailway.com/assistedtravel](http://thameslinkrailway.com/assistedtravel) or [greatnorthernrail.com/assistedtravel](http://greatnorthernrail.com/assistedtravel)

### **Gatwick Express and Southern**

Freephone: **0800 138 1016**

Textphone: **0800 138 1018**

Email: [myjourney@southernrailway.com](mailto:myjourney@southernrailway.com)

Web form: [southernrailway.com/your-journey/accessibility/contact-form](http://southernrailway.com/your-journey/accessibility/contact-form)

## **Customer Relations**

### **Great Northern and Thameslink**

Available from 07:00 to 22:00, every day, except Christmas Day.

Telephone: **0345 026 4700**

Textphone: **0800 975 1052**

Email: [customerservices@thameslinkrailway.com](mailto:customerservices@thameslinkrailway.com) or [customerservices@greatnorthernrail.com](mailto:customerservices@greatnorthernrail.com)

Address: **PO Box 10240, ASHBY-DE-LA-ZOUCH, LE65 9EB**

## **Gatwick Express and Southern**

Available from 07:00 to 22:00, every day, except Christmas Day.

Telephone: **03451 27 29 20**

Textphone: **03451 27 29 40**

Email: **comments@southernrailway.com**

Address: **PO Box 10240, ASHBY-DE-LA-ZOUCH, LE65 9EB**

### **8.2 Contact us in writing or by text**

You can contact us in writing and text, rather than through speech. We will always offer this through a variety of channels, including the email and postal addresses above.

### **8.3 Recorded messages**

At the start of calls to our Customer Relations team, we have a recorded greeting for our customer services followed by options to be selected, most of which will result in speaking to a live operator to get further information. Sometimes this will mean directing to a third-party supplier if the query relates to their area of expertise, for example Oyster cards. Our line will be staffed with customer service personnel during the opening hours of our call centre listed above.

### **8.4 Website**

We have tried to make our website as accessible and user friendly as possible. Our aim is for you to find the information you are looking for quickly and easily and for you to be happy to return to us.

We have done our best to build our website within the W3 Web Content Accessibility Guidelines. We will review ways we can develop this in the future.

We also have a Speak Me tool available for use. Features of the Speak Me tool include the option to change text size to either smaller or larger; change the colours, to make the site easier to view; and there is a function for the text to be read out to you.

All images have ALT tags which can be read by screen readers and describe what the image is of.

Our website is designed to respond to the device that you are using to view it. This means that the menus and presentation of the pages will be different if you are looking at it on a computer, a tablet or a smartphone.

## 8.5 Signage

We have very good links with our local councils through our stakeholder engagement activities. In general, we liaise with them about signs at stations.

We also work with local authorities to give them information about our stations so that their signs are clear. This ensures passengers are able to find stations easily, without relying on online maps for information.

When we are aware that councils are planning new signs, we give them the Code of Practice guidance to make sure that, where possible, they meet the expected standards.

When we are planning where and how to locate signs at stations, we take the DfT's Code of Practice and the Rail Safety and Standards Board's (RSSB) Wayfinding at Stations guidance into consideration. You can download these from [dft.gov.uk](https://www.dft.gov.uk) and [rssb.co.uk](https://www.rssb.co.uk)

## 8.6 Try the Train days

Our Try the Train days give disabled people the opportunity to discover that travelling by train is much easier than you might imagine. These free events are aimed at people who rarely or never travel by train and include how to find your way around a station, how to buy a ticket, how to use automatic ticket gates and what it is like to travel on a train. We will arrange these with local groups around our network.

## 9. Access by car

Many stations have dedicated pick-up and set-down points with dropped kerbs close to the station entrance.

We have car parks at most of our stations, and the majority of our station car parks have one or more marked bays for Blue Badge parking and are covered by CCTV. These are generally the space(s) closest to the station entrance in the car park. Parking is free for Blue Badge holders whether you are using these bays, or, if no designated space is available, standard bays. Please display your Blue Badge clearly to park free of charge. We make regular checks to prevent misuse of the spaces. We will issue a penalty notice to any motorist parking in a designated bay without a Blue Badge, or whose Blue Badge is not displayed correctly.

We do not allow parking in our car parks anywhere other than in the spaces provided – Blue Badge parking and other lined spaces. Parking on yellow or red lines, or other locations that are not marked, is likely to result in a penalty notice and a fine.

As part of our station accessibility audit we will check our Blue Badge Parking bays to see if they are compliant with the Code of Practice. They must be clearly delineated, marked and visible in all weathers. We will repaint any that are not compliant.

We have a franchise commitment to provide new accessible parking spaces at the following stations, where we do not currently have any, by 31 December 2018:

- Ashwell & Morden
- Bayford
- Cuffley
- Elstree & Borehamwood
- Gordon Hill
- Grange Park
- Hendon
- Hertford North
- Leagrave
- New Barnet
- New Southgate
- Palmers Green
- Radlett
- Watton-At-Stone

At some sites where a large number of bays are required to be compliant with the Code of Practice and there is currently no demand, we have asked for dispensation not to have the full amount. We will monitor these car parks for an increase in demand of Blue Badge parking and will increase the provision, where required. When we plan to increase the number of Blue Badge parking bays, we will comply with the Code of Practice.

## **10. Reviewing this document**

We have produced this document in consultation with, Transport Focus, London TravelWatch and DPTAC through the Office of Rail and Road. Our Accessibility Manager will review it annually and make any changes in consultation with the above bodies.

