

Marcus Clements
Head of Consumer Policy
Rail Markets & Economics



Email: DPPP@orr.gov.uk

17 July 2019

Andy Mellors
Managing Director
South Western Railway.
(by email)

Dear Andy,

Approval of First MTR South Western Trains Limited (trading as South Western Railway) Disabled People's Protection Policy (Condition 5 of the GB Passenger Statement of National Regulatory Provisions)

Thank you for submitting your Disabled People's Protection Policy (DPPP) for approval. A copy of your approved DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

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). I can confirm that your DPPP meets the requirements of Condition 5 of your GB Passenger Statement of National Regulatory Provisions (SNRP). We also sought views on your draft DPPP from London TravelWatch and the Disabled Persons Transport Advisory Committee (DPTAC).

We welcome the following, which we believe are likely to be positive for passengers:

- The dedicated accessibility forum which meets three times a year and helps your Accessibility and Inclusion manager with a range of accessibility related areas within the business; and
- The introduction of a Travel Assistance card that allows passengers to communicate with staff their key information and request assistance in writing.

We have had several exchanges since you submitted your original draft documentation, in order to bring about the changes required to make it fully compliant with the guidance and transparent for customers. This has included:

- Reduction in booking notice period: Following a commitment in your 2017 DPPP document you have reduced the booking notice period from 24 hours to 12 hours from June 2018. You have clarified that passengers are able to book 12 hours in advance for direct journeys between two South Western Railway stations, and 4 hours in advance for direct journeys between certain staffed stations.

As you may be aware, we are currently finalising revisions to the guidance published for train and station operators on how to write their DPPP. We will work with all operators once the new guidance is published in order to ensure their DPPP is revised accordingly, in order to comply with the updated guidance requirements.

In doing so we would expect to see further clarification some of the points you have included in your current document. These include:

- What processes are in place to assist passengers who are unaware – at the time of travel - that the physical structure of their destination station will prevent them from leaving the platform, and
- Details of your Accessibility Forum.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Clements', enclosed within a thin black rectangular border.

Marcus Clements

Making Rail Accessible

Helping older and disabled people



South Western
 **Railway**

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Introduction

South Western Railway (SWR) is operated by FirstMTR. We provide main line services from London Waterloo, Suburban services in South West London and regional services to Reading, Basingstoke, Southampton, Salisbury, Portsmouth, Bournemouth, Bristol, Weymouth, Yeovil, Alton and Exeter, as well as Island Line services across the Isle of Wight.

Over the coming years we will be working to improve the accessibility of our services. We will be investing in stations and trains to improve our service to customers. We are dedicated to ensuring that accessibility of our service is always at the heart of our decision making. We train our staff to be able to assist customers as required.



1. Policy Summary

At South Western Railway, our goal is to provide exceptional customer service for all our customers, making it easy for them to use SWR services and tailoring the experience to their needs. We understand the importance of accessible travel on public transport and appreciate the independence and mobility it can offer older and disabled customers, we strive to deliver excellent customer service for all our customers. We recognise that rail can be a lifeline and provides the freedom for many people with disabilities to be independent.

We take this responsibility seriously, and will continue to work with Transport Focus, Rail Delivery Group (RDG), the Disabled Persons Transport Advisory Committee (DPTAC), the Department for Transport (DfT), Travel Watch South West and the Office of Rail and Road (ORR) to improve our offering, to ensure it meets the highest standards and delivers against the needs of our disabled customers.

As a commitment to our customers, we will work closely with a number of disability charities to deliver disability awareness training to all of our frontline staff, enabling them to provide the best possible levels of assistance for those with both visible and invisible disabilities.

Accessibility and Inclusion Forum

South Western Railway has a dedicated Accessibility and Inclusion Forum, chaired by Disability Rights UK whose members represent a range of disabilities and ages. The forum meets 3 times a year and helps our Accessibility and Inclusion Manager with a range of accessibility related areas with the business. More information on its work can be found at www.southwesternrailway.com/accessibilityforum

Our 'Making Rail Accessible' document is part of our Disabled People's Protection Policy (DPPP). It is split into two parts:

Policy Document: Making Rail Accessible — Guide to Policies and Practices

Our policy document sets out our plans and strategic direction. We will be launching an Accessibility forum to consult our disabled and older passengers while we are developing our plans, this forum will be chaired by Disability Rights UK and members sought to represent service users and work with local representative groups. We actively contact customers after an assistance booking to gain their feedback to drive service improvements. If you have suggestions, please contact us at www.southwesternrailway.com

Passenger Document: Making Rail Accessible — Helping Older and Disabled Passengers

This document tells you what services we provide to help people with mobility difficulties, especially our older and disabled passengers, how to book assistance, and what to expect when travelling with us. We will update this document as our services change with the introduction of new trains and station improvements.

Both of these documents are available to download from our website, or can be requested from our Customer Relations team. They are also available in alternative formats (see section 11). 'Making Rail Accessible - Helping Older and Disabled Passengers' is also available in leaflet form at all staffed stations where our trains call.

2. Assistance for Customers

How to Book

We provide an Assisted Travel service which enables disabled and older people to arrange, in advance, the assistance they require for boarding and alighting trains and moving through our staffed stations, our assisted travel team are able to tell you what assistance is available at each point on your journey.

There is a member of staff on every train who can help you on or off the train to the platform, if you are travelling to or from a station at which you cannot get between the platform and the station exit, we will discuss this with you when you book assistance and either organise staff to help you or alternative arrangements may be made to facilitate your journey.

Book Online at
www.southwesternrailway.com

or call
0800 528 2100
text phone 0800 692 0792
lines open 24 hours a day

We make sure that we provide enough people to maintain and improve this service, and provide regular training to our advisors to ensure they are suitably skilled to deal with your requests.

Booking Notice Periods

For direct journeys between two South Western Railway Stations we have reduced our booking notice period to 12 hours.

For journeys taking place on SWR services between 06:00 and 22:00 you are able to book assistance between any of the following stations with 4 hours' notice: London Waterloo, Clapham Junction, Guildford, Basingstoke, Bournemouth, Earlsfield, Feltham, Kingston, New Malden, Norbiton, Portsmouth and Southsea, Portsmouth Harbour, Putney, Queenstown Road, Raynes Park, Richmond, Salisbury, Southampton Central, Staines, Surbiton, Twickenham, Vauxhall, Wandsworth Town, Wimbledon, Winchester and Woking.

If you cannot give us the recommended notice please do call and we will do all we can to provide the help you need.



For all other journeys

If your journey means that you are boarding or alighting, or changing trains at a station which is not managed by South Western Railway, the notice period needed to book assistance may be longer (standard booking time is 24 hours before travel). Whichever way you choose, either by phone or online, we recommend that you book your travel assistance as soon as you know your travel plans.

Unbooked Assistance

We understand that it's not always possible to let us know of any assistance required before travelling and we will do all we can to help. There may be a wait, but if we cannot help immediately, our staff will do their best to explain why.

There are various ways that we can make your journey possible. For example, all of our trains have a member of staff on board who will provide you with assistance with boarding if you are already on the platform before the train arrives, and they will help you alight from the train at your destination. If you need assistance from the platform to the station exit, at staffed stations this can be provided (please be aware that if unbooked there may be a short wait for staff to be available to assist you). If you need assistance at unstaffed stations to get to the platform, please call our Assisted Travel number, 0800 528 2100 (Textphone 0800 692 0792) as displayed on the information poster at the station entrance. We always recommend that you contact us in advance of travel to allow our staff to be aware and looking out for you.

Types of Assistance

We are part of the national 'Passenger Assist' system which is used by all train operators. This allows any train operating company to access a shared knowledgebase containing details of all station staffing times, facilities and staff availability. This means that we can book all of your assistance at once, even if your journey involves you travelling on trains run by more than one operator.

Our Assisted Travel team will ensure that the assistance requests are passed to all the people you need to help you all along your journey.

Passenger Assist allows you to:

- Book assistance with boarding and alighting from trains, or for changing trains.
- Arrange for help with your luggage.
- Arrange for help with moving around the station.
- Request help entering or exiting the station from the station taxi rank or drop off point (at stations where we have staff availability).
- Request a portable ramp for boarding or alighting.
- Request a wheelchair to assist with transferring between the platform and the train or moving around the station.
- Book staff assistance to provide guidance if you request it.

You can also:

- Purchase travel tickets.
- Make seat reservations (where available), including the booking of dedicated wheelchair spaces.
- Make travel reservations on services operated by other train companies where reservations are available.
- Check the accessibility and facilities on our trains and at our stations.
- Request any other assistance that might be needed during your journey.

Please be aware that there are limits to the assistance we can provide. We cannot provide personal care (for example help eating, drinking, taking medication or using the toilet). We do not personally escort customers throughout a journey.

When assistance has been booked in advance, we will ensure that passengers are assisted off a train at their destination as quickly as possible and within a maximum of five minutes wherever reasonably practicable.

To help you understand what assistance you may require during your journey, we have included a summary of facilities available at the stations we call at, at the back of this document. You can see the full list of all facilities available at every station on the National Rail Enquiries website at www.nationalrail.co.uk/stations_destinations

Not all assistance on our services is provided by SWR. We serve a number of stations managed by other operators such as Southern Railway, Great Western Railway and Network Rail, it may therefore be staff from another operator providing your assistance. However, all assistance can be booked through our Assisted Travel team.

We will ensure that the information which relates to SWR services and stations is always updated when any changes take place. Please also check our service updates as short term or emergency change will be displayed here.

Please be aware of the limitations regarding the size and manoeuvrability of wheelchairs and mobility scooters governed by safety aspects which may prevent you from travelling on our services. Please see section 7.3 for more details.

Travelling to/from an Unstaffed or Inaccessible Station

If you wish to travel to or from a station that is unstaffed when you need to use it or is inaccessible to you, we can still provide you with assistance to help you make your journey. We want to do everything that we reasonably can to help you make your journey, so please contact us to discuss your individual circumstances and the help we can provide to support you. There are various ways that we can make your journey possible. For example, our on-train staff will provide you with assistance with boarding if you are already on the platform before the train arrives, and they will help

you alight at your destination. We recommend that you contact us in advance if you wish to travel to or from these stations to allow our on-train staff to be aware and looking out for you. If your assistance needs require it we can also provide alternative transport such as a taxi, at no extra cost to you, to take you to the nearest accessible or staffed station, where a member of staff will be on hand to assist you. In special circumstances, and where there is no viable alternative, we may consider sending a member of staff from another station to assist you where it is both reasonable and practical to do so. In these circumstances, we would recommend booking assistance in advance so that we can make the arrangements necessary to meet your requirements and to provide appropriate cover at a station which may then be without a staff member for some time.

Travel Assistance Card

South Western Railway has recently introduced a Travel Assistance Card. The card is free to obtain from our stations, our contact centre, and is available to download from our website. The card has space to write your name, an emergency contact number, the stations that you regularly use and travel to, as well as a space to write or draw the assistance that you need.

All our staff have been trained to recognise this card and when presented with this card, they will do all they can to help you.

Complaints and Compensation

We will regularly review how the Passenger Assist system is working along with other train operators through our work with Rail Delivery Group (RDG) and we will work towards making any necessary improvements.

If you have booked assistance for your journey with South Western Railway and we have not been able to provide this to you, we will pay you compensation. You will be compensated for 100% of the cost of your single ticket or 50% of the cost of your return. This would apply to a companion travelling with you.

Please contact our dedicated Assisted Travel team on **0800 528 2100** to make your claim (remember to have your assistance booking reference to hand).

We monitor the quality of assistance provided by other operators and Network Rail to be sure that it meets the standards that we expect. If there is a failing by another provider when you have booked through us, we will make sure that they deal with your complaint.

3. Alternative Accessible Transport

Limited Accessibility Stations

We will ensure that you make as much of your journey by rail as possible. If, however you cannot access a train service because of a physical feature of our station, we will provide alternative accessible road transport, at no additional cost, to or from the nearest or most convenient accessible station.

When you book assistance to or from one of these stations, or if you haven't booked assistance and call the Freephone number on the welcome poster at the station, our team will discuss with you the type of alternative transport you require so that we can ensure that the type of vehicle meets your needs.

Alternative Accessible Transport During Planned Engineering Works

When a train service is replaced by road transport due to planned engineering works, an accessible bus service is normally provided. Where the bus service is not accessible, we will provide another means of accessible transport.

Alternative Accessible Transport During Disruption

Where our services are disrupted and alternative transport is inaccessible to you, we will provide other transport accessible to you to take you and anyone travelling with you to or from the nearest or most convenient accessible station. This will be provided at no extra cost. However, if we find that there is a quicker method of travel, e.g. travelling on the next train, we will discuss this with you and make the necessary arrangements to move your booked assistance to the relevant service.

When a train service is replaced by road transport due to planned engineering works, an accessible bus service is normally provided. Where the bus service is not accessible, we will provide another means of accessible transport.

If a train terminates short of its destination, the on-train staff will make the necessary arrangements for assistance with your onward travel, if you are at a staffed station and there is disruption, please speak to one of our colleagues who will assist you either to the next available service or alternative accessible transport, at unstaffed stations please use the help point.

4. Customer Information

We know it is important for you to be confident that the information we give you is accurate and consistent. We will ensure information displayed on our website, and the National Rail Enquiries website, is accurate and up to date.

We will update online information at www.southwesternrailway.com within 24 hours of notification of any changes. For example, station lifts breaking down or accessible toilets at stations being out of order. At stations, we will advise waiting passengers if we are aware that on-train accessible toilets are out of action.

Station staff, where available, www.southwesternrailway.com or our Assisted Travel team can provide you with up-to-date station accessibility information.

This booklet is available in hard copy and will be reviewed and reprinted annually. Other format versions will be made available on request. (See section 11).

5. Tickets and Discounts

5.1 Buying a Ticket

Tickets can be bought from the ticket office at staffed stations, at stations with self-service ticket vending machines, by phoning our UK-based Customer Service Centre, online at www.southwesternrailway.com or by contacting our Assisted Travel team.

Where it is difficult for you to purchase a ticket due to your disability or accessibility problems, you will be able to buy tickets on board the train or at your destination. You will still receive any fare reductions that you are entitled to, and no penalties for ticketless travel will be applied.

5.2 Railcards

Disabled Persons Railcard

A Disabled Persons Railcard is available to people with one or more of a range of disabilities. They are valid for one year or three years and they give you and your companion discounts on standard and first class tickets throughout Great Britain. A one-year Railcard costs £20 or a three-year Railcard costs £54.

If you have a Disabled Persons Railcard, we'll give you a discount of up to 34% when you buy your tickets online or at the ticket machine. At the ticket office, you just need to show your Railcard when you buy them. You also need to carry your Railcard with you when you travel for when your tickets are checked.

If you don't already have a Disabled Persons Railcard, you can find out more and apply by going online to www.disabledpersons-railcard.co.uk, by calling National Rail Enquiries on 0345 748 4950 or 0345 605 0600 (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office. You will need to supply proof of disability as part of your application.

Senior Railcard

Senior Railcards are available to anyone aged 60 and over. They are valid for a year or for three years and give you up to a third off standard and first class tickets for journeys throughout Great Britain.

If you have a Senior Railcard, we'll give you a discount when you buy your tickets online, at a ticket office or from a ticket machine. At the ticket office you just need to show your Railcard when you buy them. You also need to carry your Railcard when you travel for when your tickets are checked.

If you don't already have a Senior Railcard, you can find out more and apply by going online to senior-railcard.co.uk, by calling National Rail Enquiries on 0345 748 4950 or 0345 605 0600 (minicom for those with hearing impairments), or by picking up a leaflet from your local ticket office.

Concessionary Fares - without using a Railcard

Discounts are also available in some cases where you do not have a Railcard. If you are blind or visually-impaired or you travel in your own wheelchair, you are entitled to the concessions detailed below. Please be aware these cannot be purchased from the ticket vending machines and should be purchased from station ticket offices. If there is no ticket office at the station where you board you may pay the concessionary fare, without penalty, during the journey or at your destination.

Blind or partially sighted customers travelling with a companion

If you are registered as blind or partially sighted and you are travelling with another person, the concessionary discounts below apply to adult fares only for both you and your companion. You cannot get a discount if you are travelling on your own, unless you have a railcard. 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.

If you are blind or partially sighted, you can buy one adult season ticket that enables a companion to travel with you on National Rail services only at no extra cost (so two people travel for the price of one). It doesn't have to be the same person travelling with you on every journey. Please take evidence of your visual impairment (as described in 'Blind or partially sighted customers travelling with a companion' above) with you to prove your eligibility.

People who stay in their own wheelchair for a rail journey

If you need to stay in your own wheelchair during a journey and you do not have a Railcard, you are eligible for the concessionary discounts below on both adult and child fares. The discounts below apply if you are travelling alone. They are also available to one adult travelling with you.

Concessionary Fare Discounts

In many cases, Off-Peak, Super Off-Peak or Advance tickets may cost less than the discounted Anytime Fare. Ticket office staff will make you aware if there is a cheaper fare available.

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

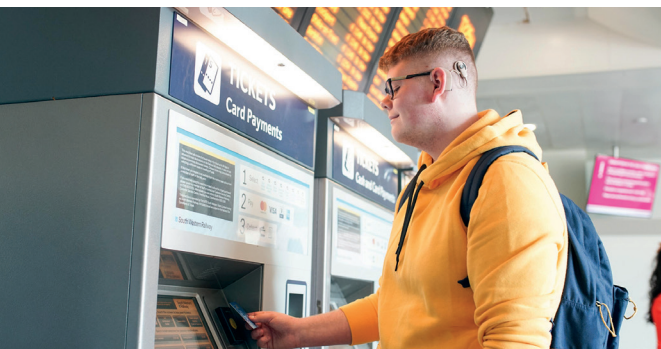
Freedom Passes

Older or disabled customers who live in the London area and have a Freedom Pass are entitled to free travel on South Western Railway services within the London Fare Zones only after 09:30 Monday – Friday and any time at weekends or on public holidays.

If your journey involves travelling to stations beyond London, you can use your Freedom Pass up to and including Zone 6 and then an extension ticket can be purchased to your destination.


Oyster cards

Oyster cards are valid for travel in the London Area and must be touched in at the start of the journey and touched out at the end. The Disabled Persons Railcard or Senior Railcard discounts can be registered onto an Oyster card at any London Underground or London Overground station, as well as any National Rail station ticket office that issues Oyster cards. This will entitle you to the Railcard discount on the Oyster pay as you go single fares and daily caps on National Rail, London Underground and Docklands Light Railway services in the London Fare Zones. For more information about Oyster cards please go to www.tfl.gov.uk/oyster or www.nationalrail.co.uk/oyster



6. At Stations

We have management responsibility for 184 of the stations that our services call at. These are shown in the list at the back of this booklet with a summary of the facilities available at each station and at other key stations our trains call at. For full details of all facilities available at any station, please visit the National Rail Enquiries website at nationalrail.co.uk/stations_destinations

As part of our commitment, from the start of our franchise we will work on improving accessibility at our stations through our annual access improvement fund to invest in station accessibility improvements as well as our continued work to increase the number of fully accessible stations on the network. We continue to seek new methods of increasing accessibility across our estate; we have an ongoing programme of improvement works and will seek to build on this. We will commit to comply with the PRM-TSI and the Department for Transport's Code of Practice. However, when necessary, after every effort has been made to comply with the relevant requirements  will apply for dispensations and derogations from the Code of Practice via the DfT.

If for any reason it becomes necessary for us to alter facilities permanently at any of our stations, leading to restricted access for disabled passengers, we will consult the Department for Transport, Transport Focus, London Travel Watch (where applicable) and local access groups before any permanent changes are undertaken. These changes need to be approved by the Department for Transport.

6.1 Aural and Visual Information

Most SWR managed stations are fitted with audio and visual real-time information systems, giving clear and consistent information regarding train departures and delays or disruption. Those that don't have Customer Information Screens all have customer help points providing train information and access to an operator for assistance.

At times of disruption, staff will update visual information systems as soon as reasonably practicable to keep passengers informed of the situation and we will also use voice announcements.

Induction loops are also fitted at all our booking offices and ticket machines to help when you are at the ticket office, listening to announcements on the platform or using our help points. We also have 91 video linked ticket machines allowing you to talk directly to an operator who will assist with your ticket purchase or provide other assistance and journey information.

You can also use our app to help find live train running information. You can download the app from the App Store or Play Store. Search for SWR APP.

Another option which is available is 'journey check'. Go to www.southwesternrailway.com. From here you can search for train services and set up mobile and text alerts.

6.2 Information Points and Displays

Each of our stations has posters displaying information about the station, facilities and accessibility information including a station map, contact details for our Assisted Travel team and those of any other operators who use the station.

Up-to-date train-running information is displayed on the majority of our platforms in the form of a visual customer information screen. Announcements are made when there are any changes to the schedule and when a train approaches.

All SWR stations have help points. Staff answering these help points will be able to help you with local information, train-running details, assistance requests and information relating to other operators and stations.

6.3 Ticket Machines

We have over 440 ticket machines across our stations. These issue a range of tickets, including reduced-rate tickets to holders of a Disabled Persons Railcard and to holders of Senior Railcards. Work continues to make all of the machines more accessible and improve usability for visually impaired customers.

At 91 of our stations, we have a new style of ticket machines. These provide a video connection between the ticket purchaser and a remote ticket agent, who can assist with the ticket purchase if necessary.

6.4 Ticket Gates

Many of our stations have ticket gates in operation. There are wide-aisle gates at every gate line to allow extra room to pass through. All operational gates have a member of staff either at the gate line or nearby (where operated remotely). When the gates are not in operation they will be left open to allow unrestricted access to and from the platforms. Some of the stations we call at are operated by other train operating companies who may use ticket gates; they will offer assistance getting through these and will also leave them locked open whenever the gates are not staffed.

6.5 Luggage

We provide free assistance with luggage within the boundary of the station for older and disabled customers who have booked assistance and we will where possible, help customers who have not booked assistance with their luggage. Customers can bring 3 items of luggage on our trains in line with the National Rail Conditions of Travel.

All our trains have overhead storage racks for small to medium sized bags. Additionally, our trains to Bristol, Exeter and Salisbury have luggage racks for larger bags. Smaller bags can also be stored under seats. If you are a wheelchair user, our staff can position your luggage close by.

If you are booking luggage assistance, please bear in mind that staff must be able to lift your luggage safely, so please give thought to the weight of the items of luggage you bring with you. We request that your case weight does not exceed 23kg.

6.6 Left Luggage

London Waterloo is the only station on our network with a left luggage facility. This is managed by Excess Baggage Company and is open Monday to Sunday 07:00 to 23:00, for more information please call 0800 077 4250.

6.7 Ramps

We have ramps at all our staffed stations and we have portable ramps on all our trains so on-train staff will be able to assist you to and from the train at unstaffed stations. Our on-train staff will help you on or off the train at those stations where there are no platform staff to assist you.

6.8 Station Wheelchairs

Some of our stations have wheelchairs which are used by staff to assist passengers for transfers around the station. If you require use of a station wheelchair, please can this be requested when booking in order to ensure availability.

6.9 Facilities Provided by Third Parties

SWR works with third parties to deliver some aspects of our services such as catering, cleaning and security. We work closely with our supply partners to ensure that the relevant staff are given the same training as our own staff in recognising and providing for the needs of older and disabled people.

6.10 Car Parking

Where we have car parking facilities at our stations, we provide marked bays for Blue Badge holders, which are within the chargeable parking area so the normal car parking rate will apply. We always seek to put parking for Blue Badge holders in the most accessible place, closest to the station. Blue Badge spaces are of the correct size, larger than standard spaces to allow for easier access.

We monitor the use of our car parks to make sure that designated spaces are not being used by people without Blue Badges. Where we are introducing additional parking spaces at our stations, we

will assess the number of Blue Badge spaces, and may look to provide more of these.

6.11 Toilets

Many of the accessible toilets at our stations are part of the RADAR National Key Scheme – so you need a radar key to use them. You can find out more about this, and how to get a key, at <https://crm.disabilityrightsuk.org/radar-nks-key>

We're always looking to install more accessible toilets at our stations. And whenever we refurbish any, we always look to make them more accessible.

6.12 Security

Many of our stations have the Secure Station Accreditation. It's a national scheme, led by the British Transport Police (BTP) with the DfT. It sets good practice and accredits individual stations which have worked with the BTP and other local partners to make the station safer. It's designed to not only make stations more secure, but to reassure passengers and staff that rail companies are always looking for ways to deter crime and anti-social behaviour.

7. On The Train

7.1 Aural and Visual Information

Most of our services provide aural and visual information for your journey. The visual display shows the train's stopping pattern and other relevant journey information. We also provide on-train announcements. These are made in sufficient time for passengers, especially those with reduced mobility, to prepare to alight.

Where it is necessary to make a manual public announcement, conductors will make every effort to ensure that clear, informative announcements are made. In these instances, the announcements will be by voice only as the visual announcements are pre-recorded and loaded onto the on-train computer system.

Announcements will also be made relating to any alterations to the normal service, including delays.

You can also use our app to help find live train running information. You can download the app from the App Store or Play Store. Search for SWR.

Another option which is available is 'journey check'. Go to www.southwesternrailway.com. From here you can search for train services and set up mobile and text alerts.

7.2 Seats and Wheelchair Spaces on Trains

Seat reservations are not available on South Western Railway services; we can make reservations for other parts of your journey where reservations are available. All trains (except those on the Isle of Wight) have priority seats that have been designated for passengers with reduced mobility and are clearly labelled by and on the seats. All priority seats are located near the doors.

Accommodation for wheelchair and scooter users is indicated by the universal wheelchair symbol on the exterior of the carriage, and on pictograms and notices within the train.

If you are unable to find seating, you should bring this to the attention of our on-train staff, who will help you to find a seat.

7.3 Mobility Aids

Wheelchairs

Manual or electrically-powered wheelchairs not exceeding 700mm wide and 1200mm long with a combined weight of passenger and wheelchair of not more than 300kg can be carried on all our trains. These standard dimensions are in accordance with Interoperability PRM-TSI, 2014 guidelines. If your wheelchair exceeds these limits we will be unable to carry you on our services.

All South Western Railway trains have at least one dedicated wheelchair space. These are in the standard class section of our trains. The wheelchair spaces are clearly marked by the international wheelchair sign, on or near the appropriate door. Wheelchair spaces can be reserved on our longer routes but not on some of our suburban services. However, most of these services have at least two wheelchair spaces per train.

Mobility scooters

Scooters are not generally designed for use on public transport, as such there are certain scooters that we cannot carry. We operate a scooter card scheme which allows customers to apply for a scooter card which confirms that the scooter fits the requirement to be carried by train.

We accept folding or dismantled scooters on all our services without the need for a scooter card. Whilst we cannot offer assistance with folding or breaking down scooters, we can arrange assistance to help get the folded/unassembled scooter on and off the train. Our Assisted Travel team can book this for you.

We take class 2 scooters of a size 1200mm by 700mm, the scooter and rider can be no more than 300kg. The carriage of scooters in their assembled state is permitted on some of our services provided that you carry a valid SWR Scooter card. An application to join our scooter card scheme is available on our website at www.southwesternrailway.com.

When completing the application, you will need to tell us the size (limitations detailed above), climbing ability and turning capabilities of the scooter. This, coupled with the combined weight of both the scooter and scooter user will determine whether we are able to carry your scooter on our service.

When you are on the train, it is always best to transfer from your scooter to a seat for the journey, if you can.

If you are unable to fold/dismantle your scooter, and do not hold a scooter card for our services, we will not be able to take it on our services. Please be aware that as we introduce new fleets of trains onto our services our ability to carry scooters may change. Our policies and procedures will be updated to reflect these changes.

Please note that when making a journey that involves more than one train operator, you may find that each operator's policy relating to scooters may differ. This is because they have different types of trains and not all trains can carry scooters safely. Our Assisted Travel team will be able to help by both booking assistance and advising you on each operator's policy on scooter carriage, and advising you if the whole journey is possible with your scooter.

If you have booked a journey with your scooter and the train services are disrupted, we will source alternative transport for you and your scooter.

Walking frames/rollators

Walking frames and rollators may be carried on board any South Western Railway service. We recommend booking assistance to help with any luggage you may have, to help you with boarding/ alighting from the train, and to assist you to your seat. Where your journey starts or ends or a transfer is needed at a larger station, it may be best to make use of a station wheelchair or buggy. Our Assisted Travel team can assist you with making suitable arrangements.

If you use a walking frame or rollator, we would recommend that you make use of the priority seating which is available throughout the train. See section 7.2 for more details.

Once on the train, we recommend folding your walking frame or rollator and storing it in one of the luggage or overhead racks provided or between the seats. If the walking frame or rollator cannot be folded, it should be stored in one of the vestibules, providing it does not cause an obstruction.

Our staff cannot assist with folding walking frames or rollators, but will help you to store them safely.

Bicycles, tandems and handbikes

We recognise that there is a growing trend for bicycles and their derivatives to be used as mobility aids. Where possible, we will accommodate these on board our trains, subject to the terms of our Cycle policy, which can be found on our website at www.southwesternrailway.com

Tandems, tricycles, handbikes, recumbent cycles, motorcycles and bicycle trailers cannot be carried on any South Western Railway train as the trains do not have the space to accommodate these.

7.4 Assistance Dogs

Registered Assistance Dogs are welcome on all our services. If you are travelling with an Assistance Dog and there are no standard class seats available, you can upgrade to first class for free.

7.5 Our Trains

We currently operate a number of types of train. All of our trains built after 1998 are compliant with the Rail Vehicle Access Regulations (RVAR); those built before 1998 are not compliant. However, modifications have been made to ensure these older trains do provide access for disabled people. The information below details the general facilities available on each of our train types including the routes they operate.

During the course of this franchise we will be introducing a number of new and refurbished trains, all of which will be compliant with RVAR and PRM-TSI where reasonably practicable. The introduction of our new trains by 2020 which are currently being built and all have PRM -TSI compliant toilet facilities will allow our mainland trains to all have accessible toilets; the class 483 trains on the Island Line do not have toilets.



The following table details the current accessibility of our active fleet

Train Type	Routes	Wheelchair Spaces	RVAR Compliant	Wheelchair Ramp	Accessible Toilet
Class 458	Waterloo to Reading Waterloo to Windsor	2	Yes	Yes	Yes
Class 444	Waterloo to Weymouth Waterloo to Portsmouth Waterloo to Alton	2	Yes	Yes	Yes
Class 450	Waterloo to Weybridge/ Hounslow Waterloo to Weymouth Waterloo to Portsmouth Waterloo to Alton Southampton to Portsmouth Ascot to Guildford Brokenhurst to Lymington Waterloo to Reading	2	Yes	Yes	Yes
Class 158/ 9	Waterloo to Exeter St David's Waterloo to Bristol Temple Meads Waterloo to Salisbury Brockenhurst to Lymington Salisbury to Southampton via Romsey and Chandler's Ford	1 *Ongoing work until 2019 to increase to 2 WC spaces and improve RVAR compliance	No	Yes	Yes
Class 455	All Suburban services on the lines to Chessington, Dorking, Guildford, Woking, Hampton Court, Hounslow, Kingston and Shepperton	2 plus 2 flexible spaces	No	Yes	No toilets
Class 483	Island Line Trains, Isle of Wight	None but sufficient space in train	No	Yes	No toilets
Class 456	Alton, Aldershot and Guildford to Ascot, Richmond and Waterloo	2	No	Yes	No toilets
Class 707	Waterloo to Windsor (TBC)	2	Yes	Yes	No toilets

8. Making Connections

8.1 Connections to and from Other Train Services

When making train connections, please allow enough time to transfer between trains. You will be advised of connection times when making your booking through our Assisted Travel team, who can discuss alternative journey options with you to allow more time to transfer between services if required.

Our staff are trained to ensure that your needs are considered at all times and particularly at times of disruption to train services. When platform alterations occur at short notice:

- Station staff, where available, will assist you to the correct platform and will also carry your luggage, if necessary.
- Staff will update visual information systems and make voice announcements.
- Staff will look out for visually-impaired passengers who need assistance and will help where required; once launched, our

BlueAssist card will make this easier for those with disabilities, particularly hidden disabilities.

- Our staff will try to give enough time to allow people who need extra help to board the re-platformed train, but should any changes result in a change to your journey they will coordinate this for you.

8.2 Intermodal Connections

We can provide assistance to and from the station entrance, forecourt, car park, taxi rank or connecting bus service, if this is within the forecourt when a station is staffed. We cannot provide assistance to and from other transport links beyond the station boundaries.

At some of our stations, we manage taxi ranks and as part of our agreement with the operators they have the ability to source a suitable accessible vehicle to meet your requirements. At stations without a formal taxi rank local taxi companies are sometimes advertised.

Where we can we will work with other transport providers who serve our stations to ensure that a full assistance service is provided.

9. Disruption to Facilities and Services

We understand that disruption to services and facilities can be a problem for all passengers, especially older and disabled passengers, and our priority is working to minimise any disruption to our customers. If there is an emergency, our staff are trained to protect disabled and older passengers.

Where services are disrupted, we will do everything possible to ensure that you are able to continue with your journey. We will offer accessible transport to take you to your destination or back to your station of origin, if more convenient. Where replacement transport is in operation we will provide, where possible visual information on our information screens, automatic announcements or staff announcements to direct customers to alternative transport. If disruption occurs before leaving your station, passengers are normally offered the next available service. If we are not able to run train services at all, we will re-book you if you wish to travel on a different day.

If services are going to be disrupted for a longer period of time, or if we are aware in advance that there is going to be a problem, our Assisted Travel team will contact you if you have booked through Passenger Assist and they will help you to make new arrangements.

Where train services are replaced by buses during disruption, we will endeavour to ensure that an accessible bus is provided and if this cannot be achieved, a taxi suitable for you will be provided at no extra charge.

We will make announcements at all our stations to update passengers during disruption and update our information screens with latest travel information, customers can also use help points provided at stations. Station Information notices at the entrance to our stations show contact details for both our Customer Relations and Assisted Travel teams.

We will advertise and update on both National Rail Enquiries and our website within 24 hours of notification any facilities that may be temporarily out of order if this affects accessibility at that station. Severe disruption will also be communicated in the form of banners across the top of these websites. We will endeavour to repair or replace station facilities where possible if impacted through failure or disruption preventing their use, if required alternative facilities or temporary working arrangements will be introduced and communicated locally and on our website. Where known, we will publish an expected timescale for facilities to return to use.

10. Contact Us

We welcome comments on accessibility issues and any suggestions for improvements to the services we provide. Customer comment forms are available from all our ticket offices, by downloading a form from our website www.southwesternrailway.com, or by contacting the Assisted Travel team.

We also welcome general feedback. You can contact us

www.southwesternrailway.com

Twitter:

@SW_Help

By Phone:

Customer contact centre
Phone: 0345 600 0650

Passenger Assistance
Phone: 0800 528 2100
Textphone: 0800 692 0792

Lines for Passenger Assistance are open 24 hours a day. All other lines are open 06:00 to 22:00 seven days a week, including Bank Holidays, except Christmas Day and from 08:00 to 18:00 on Boxing Day, New Year's Eve and New Year's Day.

However, other train operating companies' Assisted Travel teams are available on 25 December and can book assistance at stations and on trains for all train services. Please contact National Rail Enquiries on 0345 748 4950 who will be happy to transfer you to the appropriate team

By Post

South Western Railway
Overline House
Southampton
SO15 1GW

Our board has executive responsibility for this booklet. Our Accessibility and Inclusion Manager has day-to-day responsibility for accessibility and assistance issues.

11. Alternative Formats

We can provide you with copies of this booklet and our 'Policy' document in alternative formats. You can request copies via the contact methods listed above or direct from our website. Regardless of how you request an alternative format, we will provide it within seven working days. The alternative formats available are:

- Large Print
- Braille
- Audio
- Easy Read

We will keep up to date with developments in alternative formats and update this list as appropriate.

Feedback is welcomed from all customers and we strive to have as accessible an approach to receiving your views, our contact us section details the variety of methods to contact us through.

12. Station Accessibility Information

We manage most of the stations which our services call at. The rest are managed by other train operating companies or by Network Rail. These operators also have their own Disabled People's Protection Policy setting out their arrangements for assisting passengers at their stations. We work with these station operators to ensure they provide the best service possible to disabled customers.

The following table provides a general summary of the facilities available at each station that we manage, current at the time of producing this document, along with the station owner at each of the stations where we stop.

We are continually investing in accessibility improvements at our stations, and will ensure that the information on our website is kept up to date.

For more up to date information, including recently installed new facilities available at our stations, or for information about stations elsewhere in the UK which are not listed within this document, please visit the National Rail Enquiries website www.nationalrail.co.uk or call 0345 748 4950 (phone) 0345 605 0600 (minicom)

Station Accessibility Information

Step-free access

Full - station has level/step-free access onto the station and platforms.

Part - step-free access to at least one but not all platforms or difficult interchange.

Passenger assistance staff

Indicates availability of staff able to provide passenger assistance. Some stations are unstaffed or only staffed for part of the day. Where staffing is indicated as full time, station may not be staffed until the end of service. Ticket Office staff are unable to assist with boarding and alighting from the train.

Ticket office height adjusted

The ticket office has an accessible ticket office window.

Blue Badge parking

Blue Badge Parking is available at the station.

Compliant seating

All our stations have seating. This indicates whether the seating is compliant, for example, if it has armrests.

Toilets/accessible toilets

Station has got toilet facilities and/or accessible toilets.

Secure station

The station has got secure station accreditation.

Catering

Refreshment facilities available on the station.

Customer information systems

CIS - Customer Information Screens providing clear visual information

PA - Public Address system providing clear aural information

Help point - On a few of our stations CIS and PA are not available.

If you require information on one of these stations you are advised to use the Help point.

Designated meeting point

Meeting point for booked assisted travel during staffing hours. If the meeting point is unstaffed, please approach any member of staff for assistance.

All our ticket vending machines can sell tickets with Disabled Persons Railcard discounts.

Stations Managed by Other Operators

Station	Operator	Website	Assistance Booking
Ashtead	Southern	www.southernrailway.com	0800 138 1016
Box Hill and Westhumble	Southern	www.southernrailway.com	0800 138 1016
Bradford on Avon	Great Western Railway	www.GWR.com	0800 197 1329
Bath Spa	Great Western Railway	www.GWR.com	0800 197 1329
Bristol Temple Meads	Network Rail/ GWR	www.GWR.com	0800 197 1329
Bruton	Great Western Railway	www.GWR.com	0800 197 1329
Castle Cary	Great Western Railway	www.GWR.com	0800 197 1329
Clapham Junction	Network Rail	www.networkrail.co.uk	
Dean	Great Western Railway	www.GWR.com	0800 197 1329
Dorking	Southern	www.southernrailway.com	0800 138 1016
Epsom	Southern	www.southernrailway.com	0800 138 1016
Exeter Central	Great Western Railway	www.GWR.com	0800 197 1329
Exeter St Davids	Great Western Railway	www.GWR.com	0800 197 1329
Frome	Great Western Railway	www.GWR.com	0800 197 1329
Guildford	Network Rail	www.networkrail.co.uk	
Keynsham	Great Western Railway	www.GWR.com	0800 197 1329
Leatherhead	Southern	www.southernrailway.com	0800 138 1016
London Waterloo	Network Rail	www.networkrail.co.uk	
Mottisfont and Dunbridge	Great Western Railway	www.GWR.com	0800 197 1329
Oldfield Park	Great Western Railway	www.GWR.com	0800 197 1329
Reading	Network Rail/ GWR	www.GWR.com	0800 197 1329
Romsey	Great Western Railway	www.GWR.com	0800 197 1329
Trowbridge	Great Western Railway	www.GWR.com	0800 197 1329
Warminster	Great Western Railway	www.GWR.com	0800 197 1329
Westbury	Great Western Railway	www.GWR.com	0800 197 1329

Station accessibility

Station	Operator	NLC	Assistance Staff available	Step Free Access	Ticket Office Height Adjusted
Addlestone	SWR	ASN	None	Full	No
Aldershot	SWR	AHT	Full Time	Full	Yes
Alton	SWR	AON	None	Full	No
Andover	SWR	ADV	Part Time	Full	Yes
Ascot	SWR	ACT	Full Time	Full	Yes
Ash	SWR	ASH	None	Full	No
Ash Vale	SWR	AHV	None	None	No
Ashford (Surrey)	SWR	AFS	Part Time	Full	No
Ashtead	Southern	AHD	Part Time	Full	No
Ashurst New Forest	SWR	ANF	None	Part	N/A
Axminster	SWR	AXM	None	Full	No
Bagshot	SWR	BAG	None	Part	No
Barnes	SWR	BNS	None	Part	No
Barnes Bridge	SWR	BNI	None	None	N/A

Note: Stations detailed as full step free access have step free access onto every platform but not always between platforms.

Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
No	No	No	No	CIS/PA	Yes	No
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
No	Yes	No	No	CIS/PA	Yes	No
No	No	Toilet	Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
Approach Staff	Yes		TBC	CIS/PA	Yes	Yes
No	Yes	No	No	CIS/PA	No	No
No	Yes		No	CIS/PA	Yes	Yes
No	Yes	No	No	CIS/PA	No	No
No	No	No	Yes	CIS/PA	No	No
No	No	No	Yes	CIS/PA	Yes	No

Key:  Accessible

CIS - Customer Information System | PA - Public Address |
NLC - National Location Code

Station	Operator	NLC	Assistance Staff available	Step Free Access	Ticket Office Height Adjusted
Basingstoke	SWR	BSK	Full Time	Full	No
Bath Spa	GWR	BTH	Full Time	Full	Yes
Beaulieu Road	SWR	BEU	None	Part	N/A
Bedhampton	SWR	BDH	None		No
Bentley (Hants)	SWR	BTY	None	Part	No
Berrylands	SWR	BRS	None	None	No
Bitterne	SWR	BTE	None	Part	N/A
Bookham	SWR	BKA	None	Part	No
Botley	SWR	BOE	None	None	N/A
Bournemouth	SWR	BMH	Full Time	Full	Yes
Box Hill & Westhumble	Southern	BXW	None	Part	N/A
Bracknell	SWR	BCE	Part	Full	Yes
Bradford on Avon	GWR	BOA	Part Time	Full	Yes
Brading		BDN	None	Full	N/A
Branksome	SWR	BSM	None	None	No

Note: Stations detailed as full step free access have step free access onto every platform but not always between platforms.

Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
Gateline	Yes		Yes	CIS/PA	Yes	Yes
Approach Staff	Yes	Toilet	Yes	CIS/PA	Yes	Yes
No	No	No	No	CIS/PA	Yes	No
No	No	No	No	CIS/PA	No	No
No	Yes	Toilet	No	CIS/PA	Yes	No
No	Yes	No	Yes	CIS/PA	Yes	No
No	Yes	No	No	CIS/PA	No	No
No	Yes	No	No	CIS/PA	Yes	No
No	Yes	No	No	CIS/PA	No	No
Gateline	Yes		Yes	CIS/PA	Yes	Yes
No	Yes	No	?	CIS/Help Point	No	No
No	Yes		Yes	CIS/PA	Yes	Yes
Approach Staff	Yes	No	Yes	CIS/PA	Yes	No
No	Yes	No	No	Help Point	Yes	No
No	Yes	No	No	CIS/PA	Yes	No

Key:  Accessible

CIS - Customer Information System | PA - Public Address |
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Station	Operator	NLC	Assistance Staff available	Step Free Access	Ticket Office Height Adjusted
Brentford	SWR	BFD	None	Full	No
Bristol Temple Meads	NR	BRI	Full Time	Full	Yes
Brockenhurst	SWR	BCU	Full Time	Full	Yes
Brookwood	SWR	BKO	None	Part	No
Bruton	GWR	BRU	None	Part	No
Bursledon	SWR	BUO	None	Part	N/A
Byfleet & New Haw	SWR	BFN	None	None	No
Camberley	SWR	CAM	None	Full	No
Castle Cary	GWR	CLC	Part Time	Part	Yes
Chandlers Ford	SWR	CFR	None	Full	Yes
Chertsey	SWR	CHY	None	Full	No
Chessington North	SWR	CSN	None	None	No
Chessington South	SWR	CSS	None	None	No
Chiswick	SWR	CHK	None	Full	No
Christchurch	SWR	CHR	None	Full	Yes

Note: Stations detailed as full step free access have step free access onto every platform but not always between platforms.



Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
No	Yes		Yes	CIS/PA	Yes	No
Approach Staff	Yes		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
No	Yes		Yes	CIS/PA	Yes	Yes
No	Yes	No	No	Help Point	No	No
No	Yes	No	No	CIS/PA	Yes	No
No	Yes	No	No	CIS/PA	No	Yes
No	Yes		No	CIS/PA	No	No
Approach Staff	Yes		No	CIS/PA	No	No
No	Yes		No	CIS/PA	No	No
No	Yes	No	Yes	CIS/PA	No	Yes
No	Yes	No	Yes	CIS/PA	Yes	Yes
No	Yes	No	Yes	CIS/PA	Yes	Yes
No	No	No	Yes	CIS/PA	Yes	No
No	Yes		No	CIS/PA	Yes	No

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Station	Operator	NLC	Assistance Staff available	Step Free Access	Ticket Office Height Adjusted
Clandon	SWR	CLA	None	Full	No
Clapham Junction	NR	CLJ	Full Time	Full	Yes
Claygate	SWR	CLG	None	Full	Yes
Cobham & Stoke D'Abernon	SWR	CSD	None	Part	Yes
Cosham	SWR	CSA	Part Time	Full	Yes
Cranbrook	SWR	CBK	None	Full	N/A
Crewkerne	SWR	CKN	None	Full	No
Datchet	SWR	DAT	None	Full	No
Dean	GWR	DEN	None	Full	No
Dorchester South	SWR	DCH	None	Part	No
Dorking	Southern	DKG	Full Time	Full	No
Earley	SWR	EAR	None	Part	No
Earlsfield	SWR	EAD	Part Time	Full	Yes
Eastleigh	SWR	ESL	Part Time	Full	Yes
Effingham Junction	SWR	EFF	None	Part	Yes

Note: Stations detailed as full step free access have step free access onto every platform but not always between platforms.

Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
No	Yes		No	CIS/PA	Yes	No
Brighton Yard Reception	No		Yes	CIS/PA	Yes	Yes
No	Yes		Yes	CIS/PA	Yes	Yes
No	Yes		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		Yes	CIS/PA	No	Yes
No	Yes	No	No	CIS/PA	No	No
No	Yes		No	CIS/PA	Yes	No
No	No	No	No	CIS/PA	Yes	No
No	Yes	No	No	Help Point	No	No
No	Yes	Toilet	Yes	CIS/PA	No	No
Approach Staff	Yes		?	CIS/PA	No	Yes
No	Yes	Toilet	Yes	CIS/PA	No	No
Ticket Office	No		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
No	Yes		No	CIS/PA	Yes	No

Key:  Accessible

CIS - Customer Information System | PA - Public Address |
NLC - National Location Code

Station	Operator	NLC	Assistance Staff available	Step Free Access	Ticket Office Height Adjusted
Egham	SWR	EGH	None	Full	No
Epsom	Southern	EPS	Full Time	Full	Yes
Esher	SWR	ESH	None	Part	Yes
Ewell West	SWR	EWW	None	Part	No
Exeter Central	GWR	EXC	Full Time	Full	Yes
Exeter St Davids	GWR	EXD	Full Time	Full	Yes
Fareham	SWR	FRM	Full Time	Full	Yes
Farnborough	SWR	FNB	Part Time	Full	Yes
Farncombe	SWR	FNC	None	Full	Yes
Farnham	SWR	FNH	Part	Full	No
Feltham	SWR	FEL	Full Time	Full	Yes
Feniton	SWR	FNT	None	Full	No
Fleet	SWR	FLE	None	Full	No
Fratton	SWR	FTN	Full Time	Full	Yes
Frimley	SWR	FML	None	Part	No

Note: Stations detailed as full step free access have step free access onto every platform but not always between platforms.

Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
No	Yes		Yes	CIS/PA	Yes	Yes
Approach Staff	Yes	Toilet	?	CIS/PA	Yes	Yes
No	Yes	Toilet	Yes	CIS/PA	No	Yes
No	Yes		Yes	CIS/PA	Yes	No
Approach Staff	Yes		Yes	CIS/PA	Yes	Yes
Approach Staff	Yes		Yes	CIS/PA	Yes	Yes
Gateline	Yes		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		Yes	CIS/PA	No	Yes
No	Yes	No	Yes	CIS/PA	Yes	Yes
No	Yes		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes	No	No	CIS/PA	Yes	No
No	Yes		Yes	CIS/PA	Yes	Yes
Passenger Assistance Office	Yes		Yes	CIS/PA	Yes	Yes
No	Yes	No	No	CIS/PA	No	No

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Station	Operator	NLC	Assistance Staff available	Step Free Access	Ticket Office Height Adjusted
Frome	GWR	FRO	Part Time	Full	No
Fulwell	SWR	FLW	None	None	Yes
Gillingham (Dorset)	SWR	GIL	None	Part	No
Godalming	SWR	GOD	Part	Full	No
Grateley	SWR	GRT	None	Full	Yes
Guildford	NR	GLD	Full Time	Full	Yes
Hamble	SWR	HME	None	Full	N/A
Hampton	SWR	HMP	None	Full	No
Hampton Court	SWR	HMC	None	Full	No
Hampton Wick	SWR	HMW	None	None	No
Hamworthy	SWR	HAM	None	Part	No
Haslemere	SWR	HSL	Full Time	Full	Yes
Havant	SWR	HAV	Part Time	Full	Yes
Hedge End	SWR	HDE	None	Part	No
Hersham	SWR	HER	None	None	No

Note: Stations detailed as full step free access have step free access onto every platform but not always between platforms.

Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
Approach Staff	No		No	CIS/PA	No	No
No	No	No	Yes	CIS/PA	Yes	No
No	Yes	Toilet	Yes	CIS/PA	No	Yes
No	Yes		Yes	CIS/PA	Yes	Yes
No	Yes	No	No	CIS/PA	No	No
Gateline	Yes		Yes	CIS/PA	Yes	Yes
No	No	No	No	CIS/PA	No	No
No	Yes		Yes	CIS/PA	Yes	Yes
No	Yes		Yes	CIS/PA	Yes	Yes
No	Yes	No	Yes	CIS/PA	Yes	No
No	No	No	No	CIS/PA	No	No
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
Gateline	Yes		Yes	CIS/PA	Yes	Yes
No	Yes	No	Yes	CIS/PA	No	No
No	No	No	Yes	CIS/PA	Yes	No

Key:  Accessible

CIS - Customer Information System | PA - Public Address |
NLC - National Location Code

Station	Operator	NLC	Assistance Staff available	Step Free Access	Ticket Office Height Adjusted
Hilsea	SWR	HLS	None	Full	N/A
Hinchley Wood	SWR	HYW	None	None	Yes
Hinton Admiral	SWR	HNA	None	Full	No
Holton Heath	SWR	HOL	None	Part	N/A
Honiton	SWR	HON	None	Full	Yes
Hook	SWR	HOK	None	Full	No
Horsley	SWR	HSY	None	Part	Yes
Hounslow	SWR	HOU	None	Full	Yes
Isleworth	SWR	ISL	None	None	N/A
Kempton Park	SWR	KMP	None	Part	N/A
Kew Bridge	SWR	KWB	None	None	N/A
Keynsham	GWR	KYN	Part Time	Full	No
Kingston on Thames	SWR	KNG	Full Time	Full	No
Lake	SWR	LKE	None	Full	N/A
Leatherhead	Southern	LHD	Part Time	Full	Yes

Note: Stations detailed as full step free access have step free access onto every platform but not always between platforms.

Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
No	No	No	No	CIS/PA	No	No
No	No	No	Yes	CIS/PA	Yes	No
No	Yes	Toilet	No	CIS/PA	Yes	No
No	No	No	No	CIS/PA	No	No
No	Yes		Yes	CIS/PA	Yes	No
No	Yes		Yes	CIS/PA	No	No
No	Yes	Toilet	Yes	CIS/PA	Yes	No
No	Yes		Yes	CIS/PA	Yes	Yes
No	Yes	No	Yes	CIS/PA	Yes	No
No	No	No	No	CIS/PA	Yes	No
No	No	No	Yes	CIS/PA	Yes	No
Approach Staff	Yes	No	Yes	CIS/Help Point	No	No
Ticket Office	No	Toilet	Yes	CIS/PA	Yes	Yes
No	No	No	No	Help Point	No	No
Approach Staff	Yes		?	CIS/PA	No	Yes

Key:  Accessible

CIS - Customer Information System | PA - Public Address |
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Station	Operator	NLC	Assistance Staff available	Step Free Access	Ticket Office Height Adjusted
Liphook	SWR	LIP	None	None	Yes
Liss	SWR	LIS	None	Full	No
London Road (Guildford)	SWR	LRD	None	Part	No
London Waterloo	Network Rail	WAT	Full Time	Full	Yes
Longcross	SWR	LNG	None	Part	N/A
Lymington Pier	SWR	LYP	None	Full	N/A
Lymington Town	SWR	LYT	None	Full	No
Malden Manor	SWR	MAL	None	None	No
Martins Heron	SWR	MAO	None	Full	No
Micheldever	SWR	MIC	None	None	No
Milford (Surrey)	SWR	MLF	None	Full	Yes
Millbrook (Hants)	SWR	MBK	None	None	N/A
Moreton (Dorset)	SWR	MTN	None	Full	N/A
Mortlake	SWR	MTL	None	Full	No
Motspur Park	SWR	MOT	None	None	No

Note: Stations detailed as full step free access have step free access onto every platform but not always between platforms.

Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
No	Yes		Yes	CIS/PA	Yes	No
No	Yes	Toilet	No	CIS/PA	No	No
No	Yes	Toilet	Yes	CIS/PA	Yes	No
Rail Information Desk	Yes		Yes	CIS/PA	Yes	Yes
No	No	No	No	Help Point	No	No
No	No	No	No	CIS/PA	Yes	No
Ticket Office	Yes	Toilet	No	CIS/PA	Yes	No
No	Yes	No	Yes	CIS/PA	No	Yes
No	No	No	Yes	CIS/PA	No	No
No	Yes	No	No	CIS/PA	Yes	No
No	Yes	Toilet	No	CIS/PA	No	Yes
No	No	No	No	CIS/PA	No	No
No	Yes	No	No	CIS/PA	No	No
No	Yes		Yes	CIS/PA	Yes	No
No	No	No	Yes	CIS/PA	Yes	Yes

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Station	Operator	NLC	Assistance Staff available	Step Free Access	Ticket Office Height Adjusted
Mottisfont and Dunbridge	GWR	DBG	None	Full	No
Netley	SWR	NTL	None	Full	No
New Malden	SWR	NEM	None	Full	Yes
New Milton	SWR	NWM	None	Full	No
Norbiton	SWR	NBT	None	Full	Yes
North Sheen	SWR	NSH	None	None	No
Oldfield Park	GWR	OLF	Part Time	Full	Yes
Overton	SWR	OVR	None	Part	No
Oxshott	SWR	OXS	None	Part	Yes
Parkstone (Dorset)	SWR	PKS	None	Part	No
Petersfield	SWR	PTR	Part Time	Full	Yes
Pinhoe	SWR	PIN	None	Full	N/A
Pokesdown	SWR	POK	None	None	No
Poole	SWR	POO	Full Time	Full	Yes
Portchester	SWR	PTC	None	Part	No

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Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
No	Yes	No	Yes	CIS/PA	Yes	No
No	Yes	No	No	CIS/PA	No	No
No	Yes		Yes	CIS/PA	Yes	Yes
No	Yes		Yes	CIS/PA	Yes	No
No	Yes	Toilet	Yes	CIS/PA	Yes	Yes
No	No	No	No	CIS/PA	Yes	No
Approach Staff	No	No	Yes	CIS/PA	No	No
No	Yes		No	CIS/PA	Yes	No
No	Yes		Yes	CIS/PA	Yes	Yes
No	Yes	No	No	CIS/PA	Yes	No
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
No	No	No	No	CIS/PA	Yes	No
No	No	No	No	CIS/PA	Yes	No
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
No	No	No	No	CIS/PA	No	No

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Portsmouth & Southsea	SWR	PMS	Full Time	Full	Yes
Portsmouth Harbour	SWR	PMH	Full Time	Full	No
Putney	SWR	PUT	Full Time	Full (lifts)	Yes
Queenstown Road (Battersea)	SWR	QRB	None	None	N/A
Raynes Park	SWR	RAY	Full Time	Part	Yes
Reading	GWR	RDG	Full Time	Full	Yes
Redbridge	SWR	RDB	None	Part	N/A
Richmond (Greater London)	SWR	RMD	Full Time	Full	Yes
Romsey	GWR	ROM	Part Time	Full	No
Rowlands Castle	SWR	RLN	None	Part	No
Ryde Esplanade	SWR	RYD	Part Time	Full	No
Ryde Pier Head	SWR	RYP	None	Full	N/A
Ryde St. Johns Road	SWR	RYR	None	Part	N/A
Salisbury	SWR	SAL	Full Time	Full	Yes

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Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
Gateline	Yes		Yes	CIS/PA	Yes	Yes
Meeting Point	No		Yes	CIS/PA	Yes	Yes
Ticket Office	No		Yes	CIS/PA	Yes	Yes
No	No	No	Yes	CIS/PA	Yes	Yes
Ticket Office	No		Yes	CIS/PA	No	Yes
Approach Staff	Yes		Yes	CIS/PA	Yes	Yes
No	No	No	No	CIS/PA	Yes	No
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
Approach Staff	Yes	Yes	No	CIS/PA	No	Yes
No	Yes	No	No	CIS/PA	No	No
Ticket Office	No		No	CIS/Help Point	Yes	Yes
No	Yes		No	CIS/Help Point	Yes	Yes
No	Yes	No	No	Help Point	Yes	No
Gateline	Yes		Yes	CIS/PA	Yes	Yes

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Station	Operator	NLC	Assistance Staff available	Step Free Access	Ticket Office Height Adjusted
Salisbury	SWR	SAL	Full Time	Full	Yes
Sandown	SWR	SAN	None	Part	N/A
Shanklin	SWR	SHN	Part Time	Full	No
Shawford	SWR	SHW	None	None	N/A
Shepperton	SWR	SHP	None	Full	Yes
Sherborne	SWR	SHE	Part Time	Full	No
Sholing	SWR	SHO	None	Part	N/A
Smallbrook Junction	SWR	SAB	None	Part	N/A
Southampton Airport Pkway	SWR	SOA	Part Time	Full	Yes
Southampton Central	SWR	SOU	Full Time	Full	Yes
St Denys	SWR	SDN	None	Part	No
St Margarets (Gt London)	SWR	SMG	None	None	No
Staines	SWR	SNS	Full Time	Full	Yes
Stoneleigh	SWR	SNL	None	None	No
Strawberry Hill	SWR	STW	None	Full	No

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Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
Gateline	Yes		Yes	CIS/PA	Yes	Yes
No	Yes		No	Help Point	Yes	No
Ticket Office	Yes		No	Help Point	Yes	Yes
No	Yes	No	No	CIS/PA	No	No
No	Yes	No	Yes	CIS/PA	Yes	No
Ticket Office	Yes		No	CIS/PA	No	Yes
No	No	No	No	CIS/PA	Yes	No
No	No	No	No	Help Point	Yes	No
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
Gateline	Yes		Yes	CIS/PA	Yes	Yes
No	No	Toilet	No	CIS/PA	Yes	No
No	No	No	Yes	CIS/PA	Yes	Yes
Passenger Assistance Office	Yes		Yes	CIS/PA	Yes	Yes
No	No	No	Yes	CIS/PA	Yes	No
No	No	No	Yes	CIS/PA	Yes	Yes

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Station	Operator	NLC	Assistance Staff available	Step Free Access	Ticket Office Height Adjusted
Sunbury	SWR	SUU	None	Full	Yes
Sunningdale	SWR	SNG	None	Full	No
Sunnymeads	SWR	SNY	None	None	N/A
Surbiton	SWR	SUR	Full Time	Full	Yes
Swanwick	SWR	SNW	Part Time	Part	Yes
Sway	SWR	SWY	Part Time	Full	No
Swaythling	SWR	SWG	None	Part	No
Syon Lane	SWR	SYL	None	Part	N/A
Teddington	SWR	TED	None	Full	Yes
Templecombe	SWR	TMC	None	Full	Yes
Thames Ditton	SWR	THD	None	None	No
Tisbury	SWR	TIS	Part Time	Full	No
Tolworth	SWR	TOL	None	None	Yes
Totton	SWR	TTN	None	Part	No
Trowbridge	GWR	TRO	Part Time	Full	Yes
Twickenham	SWR	TWI	Part Time	Full	Yes

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Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
No	Yes	No	Yes	CIS/PA	Yes	Yes
No	Yes	Toilet	Yes	CIS/PA	Yes	No
No	No	No	No	CIS/PA	Yes	No
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		No	CIS/PA	Yes	No
No	Yes	No	No	CIS/PA	Yes	No
No	No	No	Yes	CIS/PA	Yes	No
No	No		Yes	CIS/PA	Yes	Yes
No	Yes		No	CIS/PA	No	No
No	No	No	Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		No	CIS/PA	No	No
No	Yes	No	Yes	CIS/PA	Yes	Yes
No	Yes	No	No	CIS/PA	No	No
Approach Staff	Yes	Toilet	Yes	CIS/PA	No	No
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes

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Upper Halliford	SWR	UPH	None	Part	Yes
Upwey	SWR	UPW	None	Part	N/A
Vauxhall (London)	SWR	VXH	Full Time	Full	Yes
Virginia Water	SWR	VIR	Part Time	Full	No
Walton-On-Thames	SWR	WAL	None	Full	Yes
Wanborough	SWR	WAN	None	Part	N/A
Wandsworth Town	SWR	WNT	None	None	No
Wareham	SWR	WRM	None	Full	No
Warminster	GWR	WMN	Part Time	Full	Yes
West Byfleet	SWR	WBY	None	Full	Yes
Westbury	GWR	WSB	Full Time	Full	Yes
Weybridge	SWR	WYB	Full Time	Full	Yes
Weymouth	SWR	WEY	Full Time	Full	Yes
Whimple	SWR	WHM	None	Full	N/A
Whitchurch (Hants.)	SWR	WCH	None	Part	No
Whitton	SWR	WTN	None	Full	Yes

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Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
No	No	No	No	CIS/PA	Yes	No
No	Yes	No	No	CIS/PA	No	No
Gateline	No	No	Yes	CIS/PA	Yes	Yes
Ticket Office	Yes	Toilet	Yes	CIS/PA	Yes	Yes
No	Yes		Yes	CIS/PA	Yes	Yes
No	No	No	No	CIS/PA	No	No
No	No	No	Yes	CIS/PA	Yes	No
No	Yes	Toilet	No	CIS/PA	Yes	No
Approach Staff	Yes	Toilet	Yes	CIS/PA	No	Yes
No	Yes		Yes	CIS/PA	Yes	Yes
Approach Staff	Yes		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
Passenger Assistance Office	Yes		Yes	CIS/PA	Yes	Yes
No	Yes	No	No	CIS/PA	No	No
No	Yes	No	No	CIS/PA	Yes	No
No	No		Yes	CIS/PA	Yes	Yes

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Wimbledon	SWR	WIM	Full Time	Full	Yes
Winchester	SWR	WIN	Part Time	Full	Yes
Winchfield	SWR	WNF	None	Full	No
Windsor & Eton Riverside	SWR	WNR	None	Part	No
Winnersh	SWR	WNS	None	Part	No
Winnersh Triangle	SWR	WTI	None	None	No
Witley	SWR	WTY	None	Full	Yes
Woking	SWR	WOK	Full Time	Full	Yes
Wokingham	SWR	WKM	Full Time	Full	No
Wool	SWR	WOO	None	Full	No
Woolston	SWR	WLS	None	Part	No
Worcester Park	SWR	WCP	None	Full	No
Worplesdon	SWR	WPL	None	Part	No
Wraysbury	SWR	WRY	None	Full	N/A
Yeovil Junction	SWR	YVJ	Part Time	Part	No
Yeovil Pen Mill	GWR	YVP	Part Time	Part	Yes

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Designated Meeting Point	Blue Badge Parking	Toilet	Secure Station Accreditation	CIS	Compliant Seating	Catering
Gateline	Yes		Yes	CIS/PA	Yes	Yes
Gateline	Yes		Yes	CIS/PA	Yes	Yes
No	Yes		No	CIS/PA	No	Yes
No	Yes		Yes	CIS/PA	Yes	Yes
No	No	No	Yes	CIS/PA	Yes	Yes
No	No	No	No	CIS/PA	No	Yes
No	Yes	Toilet	No	CIS/PA	Yes	Yes
Gateline	Yes		Yes	CIS/PA	Yes	Yes
Ticket Office	Yes		Yes	CIS/PA	Yes	Yes
No	Yes	Toilet	No	CIS/PA	Yes	Yes
No	Yes	No	No	CIS/PA	Yes	Yes
No	Yes	Toilet	Yes	CIS/PA	Yes	Yes
No	Yes	Toilet	No	CIS/PA	Yes	Yes
No	Yes	No	No	CIS/PA	Yes	Yes
Ticket Office	Yes	Toilet	No	CIS/PA	No	Yes
Approach Staff	Yes	Toilet	Yes	CIS/PA	No	Yes

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