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02 June 2016

Jamie Luke  
Customer Travel Experience Manager  
c2c

Dear Jamie

**Review of NXET Trains Limited (trading as c2c) 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 requirement for passengers to give only 4 hours' notice for assistance bookings when travelling on c2c services;
- Your commitment to apologise and to provide compensation of twice the cost of a passengers' ticket for their journey, if you fail to provide assistance booked through the Passenger Assist service;
- Your commitment to provide Turn Up and Go assistance where assistance has not been booked in advance; and
- The c2c Live app which allows passengers to book assistance in advance and notify the assisted travel team when they have arrived at the station.

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.

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



- **Passenger assist:** The guidance states that operators are expected to provide sufficient resource to maintain Passenger Assist and improve performance. You have now clarified in your document that you are committed to providing the resource needed to maintain and improve this service.
- **Passenger information:** The guidance states that operators must commit to update information within 24 hours' of any change and nominate one or more specific posts with responsibility for this. You have now confirmed that your Head of Customer Relationships has the responsibility for ensuring that this information is updated.
- **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.
- **Ticket machines:** The guidance states that where ticket vending machines are provided at stations they must have the facility to issue reduced rate tickets to a DPRC holder and their companion. You have now confirmed that all c2c ticket vending machines now have the facility to issue tickets with the Disabled Persons Railcard discount.

You have also committed to undertake a review of the information, readability, language and page navigation on your website to ensure that customers who require assistance are able to easily access the information that they need. You have told us this is intended to improve the readability of the current information, ensure that copy is always in plain English, and to make sure the navigation is intuitive. We believe this is a positive step. Please inform us when this work has been completed, and in any case within three months of the date of this letter.

Yours sincerely,



Annette Egginton



# Making Rail Accessible:

Helping Older and  
Disabled Passengers



**c2c**

**Valid from May 2016**

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subsidiary of National Express plc.

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## Introduction

Welcome to Making rail accessible: helping older and disabled passengers. This guide provides information to help older or disabled passengers plan their journey with c2c, and makes up one half of our Disabled People's Protection Policy (DPPP). The other half is called Making rail accessible: guide to policies and practices, which sets out c2c's policies and strategies relating to accessibility.

You can find Making rail accessible: helping older and disabled passengers in leaflet racks at all c2c stations, at the ticket office at other stations where c2c trains call, and on our website (in both PDF and Word formats). You can request a copy of either document from our Customer Relations team, who will send one within seven working days.

## About our services

c2c operate passenger trains between London Fenchurch Street and Shoeburyness, calling at intermediate stations via Basildon, Tilbury Town and Grays. We also operate some trains to London Liverpool Street via Stratford at weekends.

We manage 25 of the stations along our route. West Ham, London Liverpool Street and Stratford stations are managed by other train operators.



## Policy Summary

We recognise the needs and challenges that older or disabled passengers may face when using public transport and are committed to delivering improvements that help make our services accessible to all customers .

Our planned enhancements include:

- Providing step-free access between platforms and the street
- Making it easier to get from the platform to the train
- Providing new lifts
- Installing tactile paving
- Improving station entrances
- Improving pedestrian crossings
- Providing additional disabled parking bays
- Installing hearing induction loops

The specific access improvements that we plan to carry out each year will be published in our document Making rail accessible: guide to policies and procedures.

In addition to physical improvements, we will continue to maintain and improve the services that we provide for older and disabled customers, including:

- A dedicated accessibility helpline available 24 hours a day
- Customer service training that includes a focus on disability awareness, hearing and visual impairments
- Ability to book assistance only four hours before travel and a commitment to assist as soon as possible even where assistance has not been booked
- Assistance booking and information provision through the c2c Live App

Working in partnership with stakeholders, we will continue to identify and, wherever possible, meet the needs of disabled and older passengers. We are committed to including the needs of people with disabilities when planning projects for station improvements on our network, and review our policies annually; considering all opportunities to use feedback from passengers and stakeholders to improve the services we provide.

## Passenger Assistance

All companies that make up the National Rail network use a common booking system for passenger assistance. This system is called Passenger Assist and allows you to book assistance for your entire journey, no matter which rail company you are travelling with. c2c is committed to providing the resource needed to maintain and improve this service.

Through Passenger Assist you can book assistance:

- For your entire rail journey, even if it involves other train operators
- To help you on and off trains, whether you need a ramp, or just a helping hand
- To meet you when you arrive at the station
- To help you buy a ticket
- To guide you through the station and to your train
- To help with your luggage

We know that everyone's individual needs are different, so please contact us to discuss your requirements and we will let you know what we can do to help.

If you would like to book assistance for your journey with c2c this must be done at least four hours before you travel. If your journey involves travelling with another train company you must book 24 hours in advance.

To book assistance you can call Passenger Assist on **03457 44 44 22**. You can use the same number when using textphone. Lines are open 24 hours a day every day (except Christmas Day) and calls are charged at a local rate. If you prefer, you can also book assistance by emailing [passengerassistance@c2crail.co.uk](mailto:passengerassistance@c2crail.co.uk), by filling in our online form on the c2c website, or using the c2c Live App.

When you book in advance through Passenger Assist we will provide assistance at any station during the hours that trains are scheduled to call there. We will ensure that the calling times of trains are published on the Knowledgebase (which populates passenger information sources such as National Rail Enquiries).

If you book assistance for a journey that takes place entirely on the c2c network and we fail to provide that assistance we will apologise and refund you twice the cost of your ticket for the journey.

If you have booked assistance in advance we will assist you off a train at its final destination as quickly as possible, and within five minutes wherever this is reasonably practicable. This will be confirmed to you during the booking process.

## Turn Up and Go

All c2c stations are staffed from before the first train runs in the morning until after the last train has departed at night. We will, therefore, provide assistance at any of our stations, even if this has not been booked in advance. Please be aware that this assistance may not be available immediately (due to staff undertaking other duties), and so you are advised to book ahead if you require a specific train or connection. We will always try to provide assistance as soon as reasonably possible, and will give you a clear reason for any delay.

## Ramps

Ramps are available at all of our stations to assist you getting on or off the train. Ramps can only be put in place by trained employees so please book ahead, or speak to a member of staff, if you would like to use one to board or alight the train.

## Journeys with multiple operators

If your journey involves changes or connections to other train operator's services we will work with these operators to co-ordinate the organisation of any assistance that you require. To make this process as easy as possible for you it is only necessary to make one booking for your entire journey through the Passenger Assist service.

## Changes to facilities

Sometimes changes are made to our network that may temporarily or permanently impact on accessibility. Though we will always try to avoid any change that has a negative impact on any passenger (especially disabled customers), where this does occur we commit to passing on information about these changes. We do this by promptly updating the Knowledgebase (which populates passenger information sources such as National Rail Enquiries and the Stations Made Easy guide, which can be accessed online at [www.nationalrail.co.uk/stations](http://www.nationalrail.co.uk/stations)) so that you can be made aware of any limitations and/or temporary restrictions when you book assistance.

Examples of times we do this include:

- Where stations have a physical constraint that prevents some disabled people from using it
- Where there are changes to stations that would make them temporarily inaccessible (e.g. when facilities such as lifts and toilets at stations are out of order)
- Where facilities on trains which materially affect disabled passengers' journeys are unavailable, including the use of inaccessible rolling stock on routes where stock is normally accessible, as far as this is reasonably practicable

Where any short-term or unplanned changes are likely to have a significant impact on your ability to complete your journey we will update the Knowledgebase directly.

## Alternative accessible transport

Where any of our stations are inaccessible to you due to the nature of your disability we will provide, without extra charge, an appropriate alternative accessible service to take you to the nearest (or most convenient) alternative accessible station from where you can continue your journey.

If we need to provide substitute transport (such as buses) because of engineering work, we will always try to make this accessible. If we cannot do this, and the substitute transport is not accessible to you because of your disability, we will provide you with alternative accessible transport.

If significant short-notice disruption prevents you from completing your journey on c2c services we will also provide substitute transport, and if this is not accessible to you because of your disability we will provide alternative accessible transport.

We will always try to help you make as much of your journey by train where possible.

## Passenger Information

We will ensure that up-to-date information about the accessibility of our station facilities and services is provided on [www.c2c-online.co.uk](http://www.c2c-online.co.uk), as well as the National Rail website (including the Stations Made Easy guide, which can be found at [www.nationalrail.co.uk/stations](http://www.nationalrail.co.uk/stations)). Our Head of Customer Experience will update this information within 24 hours of notification of any changes. Information is also available from staff at our stations, so please ask if you need any help or guidance.

Where we provide accessibility information in printed form (such as in this booklet), we will update this information as often as practicable where changes occur, and at least annually as part of our policy review.

## Tickets and fares

If you have a disability that makes travel by train difficult you can use a Disabled Persons Railcard to purchase reduced price tickets for yourself and a companion. The Disabled Persons Railcard can be used to buy tickets anywhere on the National Rail network, including c2c.

Even if you do not have a Disabled Persons Railcard you may still be entitled to a discount on your ticket; for instance if you are blind or visually impaired and are travelling with a companion, or if you are using a wheelchair throughout your journey. You can get further information on these discounts from the 'Rail Travel Made Easy' guide (which is available at major stations), or online at [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk) (click 'Other Concessionary Discounts').

If, due to your disability, you have not been able to buy a ticket before your journey, you will be able to buy one from a member of staff on the train, or at your destination station. Any discounts applicable to you will still be available should this occur.

## At our stations

c2c manages 25 stations. A summary of the key facilities at these stations is included in the Appendix at the end of this booklet. You can view full details of all facilities at these stations on our website, on the c2c Live App, or at [www.nationalrail.co.uk/stations](http://www.nationalrail.co.uk/stations).

### Station Entrance

We will not permanently close any entrance at our stations if this will lead to a reduction in accessibility for disabled passengers to any platform or facility without first consulting with Transport Focus, London TravelWatch (where appropriate) and local access groups, and ensuring that the changes have been approved by the Department for Transport.

We will consider the needs of disabled people if we need to restrict or temporarily close access points at a station (for example during refurbishment works).

### Aural and visual information

All of our stations are fitted with public address systems and information screens which are used to provide service messages, departure details and other relevant notifications. We will always aim to provide clear and consistent information, particularly in times of disruption. We plan to make further improvements to the information equipment at stations before the end of November 2017.

In addition to the electronic equipment at stations, we also use posters to communicate with customers. Wherever possible we aim to display posters in a way that they are easily readable by customers who are using a wheelchair or are unable to bend down.

## Information points and displays

An Information Point is available at London Fenchurch Street, located on the main concourse of the station. The information point acts as a meeting place for disabled people who have booked assistance. At our other stations the ticket office acts as this meeting point.

The information point or ticket office can provide information on the facilities, services and accessibility of all stations, as well as information on timetables, fares, connections and confirmation of assistance bookings. You can also find information on station facilities and services by calling Passenger Assist, looking on the c2c or National Rail website, or using a Help Point on the station. Staff at the information point can provide you with accessibility and other information regarding the services of other operators in the area. Where they don't have the information to hand they will assist where they can or direct you to another source of information.

Information about train services that is on display at the station will also be available at the information point. Wherever possible we will display timetables, posters, information leaflets and other materials such that they are easily reachable by people using a wheelchair, or people who are unable to bend.

We provide real-time information at stations as soon as reasonably practicable to keep you informed of any delays, diversions or other events which may affect your journey.

## Ticket machines

There are self-service ticket machines at every c2c station, every machine is able to issue reduced-rate tickets for holders of Disabled Persons Railcards or Senior Railcards



## Ticket Gates

We have automatic ticket gates at all of our stations. Every gateline has at least one wide gate for people using a wheelchair, or with luggage, prams etc. These wide gates may be manual (operated by a member of staff), or automatic (operated by you using your ticket, smartcard or contactless payment). Under normal operation the ticket gates will always be in operation and supervised by a member of staff, however, if a member of staff cannot be in attendance the gates will always be left open.

Step-free access to the Southend-bound platform at Benfleet and the London-bound platform at Rainham is via a remote-controlled gate which is operated by ticket office staff on request.

## Luggage

We know that it can be difficult for many older or disabled passengers to manage their luggage. If you need help with luggage please tell us when you book assistance and we'll make sure that someone is available to assist.

We can generally provide help with your luggage when assisting you between the train and the station entrance, or from one train to another. There is no charge for this service.

Please bear in mind, however, that the amount of luggage you are allowed to take on a train is limited to what one person can reasonably carry. Specifically, the National Rail Conditions of Carriage set a maximum luggage allowance of two large items (not exceeding 30 x 70 x 90 cm) plus one small item of hand luggage. We cannot provide assistance with anything in excess of this, or with any item exceeding 23kg.

## Left Luggage

We have no left luggage facilities at any of our stations.

## Ramps for boarding and alighting trains

We have portable ramps at all of our stations that we can use to assist you on and off the train if you require (for example if you are using a wheelchair or are unable to step between the train and the platform). Our station staff are trained in how to correctly use the ramps, and so only they are able to operate them.

If you book through Passenger Assist at least four hours before you travel we will make sure that we have staff available to assist you. We will still assist even if you haven't made a booking, though this assistance may not be immediate if all members of staff are engaged in other activities.

## Facilities provided by third parties

We seek to ensure that facilities and services provided by third parties on our stations are as accessible as reasonably possible, and will highlight any issues or concerns that have been brought to our attention.

## On our trains

### Aural and visual information

All of our trains have a public address system and visual displays in each coach which clearly announce service information on the approach to each station. In the event of disruption the automatic displays and announcements are supplemented by manual announcements by the driver. We make sure that information regarding the next stop is given in sufficient time for all passengers, and especially those with disabilities, to prepare to leave the train.

### Seats on our trains

Although seats cannot be reserved on c2c services, we make every reasonable effort to ensure disabled passengers can obtain a seat. We have priority seats on all of our trains for disabled customers or those less able to stand. These seats are located close to the doors of the carriage and are clearly signed so that they can be easily located by those customers who need them. Signage requests that these seats are made available to disabled passengers, or other passengers that may be less able to stand.

### Wheelchairs and Scooters

Standard manual or powered wheelchairs not exceeding 70cm wide and 120cm long, and with a combined weight of passenger and wheelchair of less than 250kg, can be carried on all c2c trains. These standard dimensions are in accordance with Interoperability PRM – TSI, 2014 guidelines, with the maximum weight determined by the safe working load of the ramp to the train.

There are dedicated wheelchair spaces on all c2c trains. These are clearly identified by signage on the exterior of the train.

For safety reasons, you are not permitted to travel in the door vestibule whilst using a wheelchair.

Powered scooters are generally not designed for use on public transport due to their size, weight and manoeuvrability. We will, however, permit the carriage of lightweight 3-wheeled travel scooters on c2c trains in line with our policy on wheelchairs. The scooter, therefore, must not exceed 70cm in width or 120cm in length, and the combined weight of the scooter and passenger must not exceed 250kg. Larger or heavier scooters cannot be accommodated safely and so cannot be taken on board our trains.

On the recommendation of scooter manufacturers, you are advised to transfer to a seat on the train to travel. For safety reasons, you are not permitted to travel in the door vestibule whilst seated on a mobility scooter.

Where alternative transport is provided in times of disruption we will make arrangements to provide you with transport which is able to accommodate your scooter. It is likely that you will be required to transfer to a seat when using this alternative transport.

### Information about our trains

All trains in the c2c fleet are modern electric trains with wide doors and grab-rails to make boarding, alighting and moving around the train easy. Each individual train is formed of four carriages permanently coupled together, though these four-carriage trains can be attached to each other, meaning that some of our services run with eight or twelve carriages. Each four carriage train contains one accessible toilet and two dedicated spaces for people using a wheelchair.

## Making Connections

### Connections with other train services

We can provide you with assistance if you are changing from one train to another at one of our stations, even if those trains are operated by another operator. We will always provide as much notice as possible if the platform your train departs from changes, and will assist you getting from one platform to another.

Please note that there is no step-free access to Platform 6 at Upminster, where the London Overground service departs towards Romford. If your journey involves changing between c2c and London Overground at Upminster but you are unable to access the platform, please let us know when booking assistance and we will arrange alternative accessible transport.

### Intermodal connections

At our stations where you can change onto other forms of transport (such as London Underground) we will provide assistance within the station. At stations where we have staff other than those in ticket offices we can assist you to a bus stop or taxi rank if this is in the immediate station vicinity. Please let us know of your requirements when you book assistance (if you do not book assistance in advance we may not be able to provide this assistance immediately).

When you book assistance we can provide information on the availability of accessible transport from the station (such as accessible taxis).

### Disruption to facilities and services

We understand that disruption to services and facilities can significantly impact on all passengers, especially those with disabilities. We will always do everything that we can to minimise disruption so that you are able to continue your journey by train.

At stations you should check the passenger information displays and listen for announcements from the public address system which give details of disruption to services. We will make announcements if changes are made to the platforms that trains are departing from at short notice and will assist you in changing platforms where you have requested assistance.

Where disruption is significant and replacement transport is provided we will always try to make sure that this is accessible to disabled customers. We will ensure that clear audio or visual announcements are made to direct you to any replacement transport, but please speak to a member of staff if you need help. If you are unable to use the replacement transport provided due to a disability we will provide you with alternative accessible transport, as set out in Section 3.

Where you have booked assistance and we have advance notice of disruption that means your booking is no longer valid our Customer Relations team will contact you to inform you and give you the option of re-booking the assistance for another time. If disruption occurs with no advance warning our station staff will provide assistance to allow you to use an alternative service or any replacement transport that is provided.

Where one of our accessible facilities is temporarily out of order and we cannot provide a reasonable replacement facility we will, as soon as practicable, advertise and update this on both National Rail Enquiries and our website.

All of our staff are trained and briefed on action to take during an emergency situation, including how to assist disabled passengers. Please follow any instructions from staff or station announcements.

If you encounter any problems on your journey, during disruption or at any other time, please let us know by speaking to a member of staff or using a Help Point at stations.

## Contact us

We welcome comments on accessibility issues and any suggestions for improvements to the services we provide.

You can contact us by:

- Completing and returning a Comments and Complaints Form, available from all c2c stations
- Completing the Contact Form on our website
- Emailing us at [contact@c2crail.co.uk](mailto:contact@c2crail.co.uk)
- Telephoning our Customer Relations Team on 03457 44 44 22 (option 3)
- Writing to us at:

Customer Relations,  
c2c Rail,  
FREEPOST ADM3978,  
Southend,  
SS1 1ZS

Day to day responsibility for the documents **Making rail accessible: helping older and disabled passengers** and **Making rail accessible: guide to policies and practices**, lies with our Head of Customer Experience. Copies of both documents, including in alternative formats such as large print and Braille, can be requested through our Customer Relations team, who will be happy to send one within seven working days. You can also contact our Head of Customer Experience through the Customer Relations team should you wish to make any comments, suggestions or enquiries regarding either of the documents.

# Appendix

## Station accessibility and key features

This table shows a general summary of the facilities and accessibility of each station on the c2c route. Please note that this information is subject to change, and the most up-to-date information can be found on [www.c2c-online.co.uk](http://www.c2c-online.co.uk), [www.nationalrail.co.uk/stations](http://www.nationalrail.co.uk/stations), or by calling Passenger Assist.

|   | Staffing  | Ticket office hours - Weekdays | Ticket office hours - Saturdays | Ticket office hours - Sundays | Meeting point     | Step free access - to London | Step free access - from London | Lift access to platforms | Step free between platforms |
|---|-----------|--------------------------------|---------------------------------|-------------------------------|-------------------|------------------------------|--------------------------------|--------------------------|-----------------------------|
| <b>Barking</b>                                      | Full time | 05-15 to 23-30                 | 05-15 to 23-30                  | 06-15 to 23-30                | Ticket Office     | Yes                          | Yes                            | Yes                      | Yes                         |
| <b>Basildon</b>                                     | Full time | 05-15 to 22-00                 | 05-15 to 21-30                  | 06-15 to 22-00                | Ticket Office     | Yes                          | Yes                            | Yes                      | Yes                         |
| <b>Benfleet</b><br>See note 5                       | Full time | 05-15 to 22-00                 | 05-15 to 22-00                  | 06-15 to 22-00                | Ticket Office     | Yes                          | Yes                            |                          | Yes                         |
| <b>Chafford Hundred</b>                             | Full time | 05-45 to 22-00                 | 06-45 to 21-30                  | 07-15 to 16-30                | Ticket Office     | Yes                          | Yes                            |                          | N/A                         |
| <b>Chalkwell</b>                                    | Full time | 05-15 to 20-00                 | 08-15 to 17-40                  | 06-45 to 16-10                | Ticket Office     |                              |                                |                          |                             |
| <b>Dagenham Dock</b> See note 5                     | Full time | 06-15 to 13-40                 | 08-15 to 15-40                  | Closed                        | Ticket Office     | Yes                          | Yes                            |                          | Yes                         |
| <b>East Tilbury</b>                                 | Full time | 06-15 to 13-34                 | 06-15 to 15-40                  | 09-15 to 16-30                | Ticket Office     | Yes                          | Yes                            |                          | Yes                         |
| <b>Grays</b>  | Full time | 05-20 to 22-00                 | 07-15 to 22-10                  | 07-15 to 22-00                | Ticket Office     | Yes                          | Yes                            |                          | Yes                         |
| <b>Laindon</b>                                      | Full time | 05-15 to 22-00                 | 06-15 to 21-00                  | 06-15 to 21-00                | Ticket Office     | Yes                          | Yes                            | Yes                      | Yes                         |
| <b>Leigh-On-Sea</b>                                 | Full time | 05-15 to 22-00                 | 06-15 to 20-00                  | 06-45 to 19-40                | Ticket Office     | Yes                          | Yes                            | Yes                      | Yes                         |
| <b>Limehouse</b>                                    | Full time | 06-15 to 21-00                 | 07-00 to 17-00                  | Closed                        | Ticket Office     | Yes                          | Yes                            | Yes                      | Yes                         |
| <b>London Fenchurch St.</b>                         | Full time | 05-45 to 21-40                 | 05-45 to 21-40                  | 07-15 to 21-40                | Information Point | Yes                          | Yes                            | Yes                      | Yes                         |
| <b>Ockendon</b>                                     | Full time | 05-45 to 20-30                 | 07-15 to 16-30                  | 08-15 to 15-40                | Ticket Office     | Off Peak Only                | Yes                            |                          |                             |
| <b>Pitsea</b>                                       | Full time | 05-15 to 22-00                 | 06-15 to 22-00                  | 07-15 to 22-00                | Ticket Office     | Yes                          | Yes                            | Yes                      | Yes                         |
| <b>Purfleet</b>                                     | Full time | 06-15 to 13-40                 | 06-15 to 13-40                  | Closed                        | Ticket Office     | Yes                          | Yes                            |                          | Yes                         |
| <b>Rainham Essex</b>                                | Full time | 06-15 to 22-00                 | 06-45 to 16-00                  | 09-15 to 16-40                | Ticket Office     | Yes                          | Yes                            |                          | Yes                         |
| <b>Shoeburyness</b>                                 | Full time | 06-15 to 22-00                 | 08-15 to 17-40                  | 07-15 to 18-40                | Ticket Office     | Yes                          | Yes                            |                          | Yes                         |
| <b>Southend Central</b><br>See note 3<br>See note 5 | Full time | 05-45 to 22-00                 | 06-15 to 22-00                  | 07-15 to 22-00                | Ticket Office     | Yes                          | Yes                            |                          | Yes                         |
| <b>Southend East</b><br>See note 2                  | Full time | 05-15 to 20-30                 | 06-15 to 15-40                  | 06-15 to 15-40                | Ticket Office     | Yes                          |                                |                          |                             |
| <b>Stanford Le Hope</b>                             | Full time | 05-30 to 20-30                 | 06-15 to 20-30                  | 06-45 to 16-00                | Ticket Office     | Yes                          | Yes                            |                          | Yes                         |
| <b>Thorpe Bay</b>                                   | Full time | 05-15 to 20-30                 | 06-15 to 15-40                  | 06-45 to 16-00                | Ticket Office     | Yes                          | Yes                            |                          |                             |
| <b>Tilbury Town</b>                                 | Full time | 05-45 to 20-30                 | 06-15 to 20-30                  | 07-15 to 16-30                | Ticket Office     | Yes                          | Yes                            | Yes                      | Yes                         |
| <b>Upminster</b><br>See note 1                      | Full time | 05-15 to 22-00                 | 06-15 to 22-00                  | 06-45 to 22-00                | Ticket Office     | Yes                          | Yes                            | Plat 1-5                 | Plat 1-5                    |
| <b>West Horndon</b>                                 | Full time | 06-15 to 20-30                 | 08-15 to 17-40                  | Closed                        | Ticket Office     |                              | Yes                            |                          |                             |
| <b>Westcliff</b>                                    | Full time | 05-45 to 22-00                 | 06-15 to 15-40                  | 06-15 to 15-40                | Ticket Office     | Yes                          | Yes                            |                          |                             |
| <b>West Ham</b><br>Operated by LUL                  | Full time | No ticket office               |                                 |                               | N/A               | Yes                          | Yes                            | Yes                      | Yes                         |

Notes:

- 1) There is no step free or lift access to platform 6 at Upminster station for connecting services to Romford.  
2) Southend East station car park is off-street parking.

3) Southend Central station car park is operated by NCP.

4) Many of our car parks are very busy and are full by 09:30 on weekday mornings.

5) Step-free access between platforms requires leaving the station

|   | Accessible seating on all platforms | Disabled accessible toilet | Visual train service information system | Audio information system | Secure station accreditation | Number of disabled designated parking bays | Taxis available | Catering or food outlet on the station / forecourt * | Tactile Paving to all platforms | Tactile Paving to some platforms | No Tactile Paving        |
|---|-------------------------------------|----------------------------|---|--------------------------|------------------------------|--|-----------------|--|---------------------------------|----------------------------------|--------------------------|
| <b>Barking</b>                                      | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          |  | Yes             | Yes  | √                               |                                  |                          |
| <b>Basildon</b>                                     | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          |  | Yes             | Yes  | √                               |                                  |                          |
| <b>Benfleet</b><br>See note 5                       | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 3  | Yes             | Yes  | √                               |                                  |                          |
| <b>Chafford Hundred</b>                             | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 7  |                 | Yes  | √                               |                                  |                          |
| <b>Chalkwell</b>                                    |                                     | Yes                        | Yes                                     | Yes                      | Yes                          |  | Yes             | Yes  |                                 |                                  | √                        |
| <b>Dagenham Dock</b> See note 5                     | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 2  |                 |  |                                 |                                  | √                        |
| <b>East Tilbury</b>                                 | Yes                                 |                            | Yes                                     | Yes                      | Yes                          |  |                 |  | √                               |                                  |                          |
| <b>Grays</b>  | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 3  | Yes             | Yes  | Platforms 2 and 3 √             | √                                | Not on Platform 1        |
| <b>Laindon</b>                                      | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 2  | Yes             | Yes  | √                               |                                  |                          |
| <b>Leigh-On-Sea</b>                                 | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 2  | Yes             | Yes  | Platform 1 √                    | √                                | Not on Platforms 2 and 3 |
| <b>Limehouse</b>                                    | Yes                                 |                            | Yes                                     | Yes                      | Yes                          |  | Yes             |  | √                               |                                  |                          |
| <b>London Fenchurch St.</b>                         | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          |  | Yes             | Yes  |                                 |                                  | √                        |
| <b>Ockendon</b>                                     |                                     | Yes                        | Yes                                     | Yes                      | Yes                          | 5  | Yes             | Yes  |                                 |                                  | √                        |
| <b>Pitsea</b>                                       | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 3  | Yes             | Yes  | √                               |                                  |                          |
| <b>Purfleet</b>                                     | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 2  |                 | Yes  |                                 |                                  | √                        |
| <b>Rainham Essex</b>                                | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 4  |                 | Yes  | √                               |                                  |                          |
| <b>Shoeburyness</b>                                 | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 2  |                 |  | √                               |                                  |                          |
| <b>Southend Central</b><br>See note 3<br>See note 5 | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 2  | Yes             | Yes  | Platforms 3 and 4 √             | √                                | Not on Platforms 1 and 2 |
| <b>Southend East</b><br>See note 2                  | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 0  |                 | Yes  | √                               |                                  |                          |
| <b>Stanford Le Hope</b>                             | Yes                                 |                            | Yes                                     | Yes                      | Yes                          | 3  | Yes             |  | √                               |                                  |                          |
| <b>Thorpe Bay</b>                                   | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 3  | Yes             | Yes  | √                               |                                  |                          |
| <b>Tilbury Town</b>                                 | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          |  |                 |  | √                               |                                  |                          |
| <b>Upminster</b><br>See note 1                      | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 9  | Yes             | Yes  | √                               |                                  |                          |
| <b>West Horndon</b>                                 | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 6  | Yes             |  |                                 |                                  | √                        |
| <b>Westcliff</b>                                    | Yes                                 | Yes                        | Yes                                     | Yes                      | Yes                          | 3  | Yes             | Yes  | √                               |                                  |                          |
| <b>West Ham</b><br>Operated by LUL                  | Yes                                 |                            | Yes                                     | Yes                      | Yes                          |  |                 |  | √                               |                                  |                          |

\*Some outlets limit their opening times to the morning peak

# Route Map



**Key**

- Limited Service
- Grays Service
- Southend Central via Grays Service
- Shoeburyness via Southend and Basildon Service

② Number of Off-Peak Trains Per Hour.  
More services run during peak hours from selected stations

♿ Step Free Access – (Street to Platform)

Essex Wildlife Trust    South Essex College

**Connections with**

- London Underground
- London Overground
- DLR
- National Rail
- PlusBus
- Transport for London
- Ferry
- Bus

We really want to hear your views to include them in future planning and as feedback to staff, so please do tell us what you think on any subject involving c2c.

@ contact@c2crail.co.uk

0345 744 4422

c2c Customer Relations,  
FREEPOST ADM3968, Southend, SS1 1ZS

@c2c\_Rail    c2c Rail



# Making Rail Accessible:

Guide to Policies and Practices



c2c

Valid from May 2016  
c2c Rail Limited is a wholly owned  
subsidiary of National Express plc.

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# Introduction

Welcome to 'Making rail accessible: guide to policies and practices', which together with our other publication 'Making Rail Accessible: helping older and disabled passengers', comprises c2c's Disabled People's Protection Policy (DPPP).

The content of this document is based on guidance in the following:

- 'Accessible Train Station Design for Disabled Passengers – A Code of Practice', issued by the Department for Transport (DfT).
- 'How to Write Your Disabled People's Protection Policy, published by the DfT in November 2009.

These documents set out the way in which we are meeting the needs of passengers with disabilities or those who may need assistance when using our network. They also set out our customer service commitments and the measures that we are taking to comply with the Equality Act 2010. Both documents set out how we will help disabled passengers and those who need assistance to get the best access to our services.

- This booklet is the '**Policy Document**', which gives you information on our management arrangements and strategy. Printed copies and copies in other formats are available on request from our Customer Relations Team.
- The other booklet is the '**Passenger Document**', which provides all the information you need to plan and make a journey. It is available on request at all stations.

Both documents are available for download from our website in both PDF and Word formats and we can provide copies in other formats where necessary.

Our DPPP is subject to consultation with Transport Focus, London TravelWatch and the Disabled Persons Transport Advisory Committee, and the final agreed policy is approved by the Office of Rail and Road.

We welcome your comments and feedback, which we take into account when we review our DPPP.

We review and update our station accessibility information on the National Rail website to ensure that passengers and other train companies have the most accurate information to plan a journey.

The National Rail network presents particular challenges as most of the infrastructure was designed and built when the needs of disabled people were not taken into account.

Our commitment is to make continuous improvements to station access, station facilities and the provision of information to make our services more accessible to our customers. These improvements are particularly aimed at helping disabled customers and others who may need assistance (for example older passengers or parents with prams) to travel independently.

We have made significant improvements in this area during the last c2c franchise and will continue this over the life of our new franchise.

# 1. Our Strategy

We are committed to putting customers at the heart of our business. We recognise the needs and concerns of disabled people when using public transport and are working towards making our services accessible to all customers.

Our goal is to develop the accessibility of our trains and stations and make reasonable adjustments where possible to help disabled customers use our services.

Our planned enhancements include:

- Increasing step-free access between platforms and the street.
- Making it easier to get from the platform to the train.
- Providing new lifts
- Installing tactile paving
- Improving station entrances
- Improving pedestrian crossings
- Providing additional disabled parking bays
- Installing Hearing Induction Loops

When planning projects on our network we are committed to taking the needs of older people and those with disabilities into consideration. We do this by engaging with a wide variety of statutory and public bodies and disabled rail user groups.

Working in partnership with stakeholders, we will meet the needs of disabled and older passengers wherever we can. Working with other train operators through the Association of Train Operating Companies (ATOC) we will maintain the Journey Planner on the National Rail Enquiries (NRE) website [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

Called 'Stations Made Easy', it gives passengers

- access to station information,
- diagrams of the station, and
- photographs of key installations.

This facility enables passengers to view station facilities and to plan their journeys according to their disability. We maintain up to date information on this website by notifying National Rail Enquiries of any temporary or permanent changes to station facilities. Information about temporary changes to our facilities is provided to customers when a passenger assistance booking is made.

We continue to maintain and support the use of the national Passenger Assist system.

All our services are operated by modern electric trains which have priority seats, wheelchair accessible toilets and designated spaces which can accommodate wheelchairs or mobility scooters up to 120cm x 70cm.

We provide portable access ramps and assistance to board and alight at all of our stations. We arrange assistance for customers who need help to get on or off our trains, which can be booked up to a minimum of four hours before travel. We will also assist where a booking has not been made as soon as reasonably possible.

If the station to which the disabled passenger wishes to travel to or from is inaccessible (for example due to a temporary lift failure) we will arrange suitable alternative means of travel to that station.

We require 24 hours notice for assistance bookings if the journey involves travelling on another train operator's service.

Our customer service training material will include relevant disability training to our frontline and management staff as appropriate. We will monitor all aspects of our policies to make sure that they are current and relevant to the needs of disabled customers.

## 2. Management Arrangements

Our management arrangements ensure that the needs of our disabled passengers are fully integrated into our business processes.

Our Head of Customer Experience (HoCE) is responsible for the company's DPPP. The HoCE represents the requirements of disabled people within the DPPP and ensures their needs are considered in c2c business plans and improvement projects.

The HoCE is responsible for ensuring that accessibility issues are taken into account in the design and development of station improvement projects. Relevant accessibility issues are raised at the quarterly Customer Strategy Steering Group, which consists of senior managers from various departments, so that any required actions can be taken by the relevant department, or information can be disseminated to the appropriate teams.

Our HoCE also has responsibility for the day to day aspects associated with our disability policies, the review of the DPPP, the production and updating of training material based on feedback from customers and stakeholders, and issuing staff and management briefings where appropriate.

Our Head of Human Resources is responsible for ensuring the delivery of Customer Services training to all staff. We also require agency staff to have appropriate customer service training which includes disability training.

Investment in accessibility improvements is designed to meet the latest regulations and address comments or concerns from passengers and stakeholder groups. We take a pragmatic approach to investment to ensure the greatest benefit to passengers is attained from the funds available. Investment decisions regarding accessibility improvements are therefore made on the basis of how great a benefit the investment will have on passengers, and not on any calculated return on investment.

## 3. Monitoring and Evaluation

We welcome feedback from all passengers who have booked assistance with us in writing, email, telephone, face to face or by filling in our 'Comments Forms'.

As a key performance indicator we monitor the number of complaints and instances where we have failed to provide booked assistance. The number of failed assistances is reported periodically to the c2c executive board. We also monitor trends in the number of booked assistances, though are aware that many customers take advantage of the ability to 'turn-up-and-go' across our network.

We seek feedback from our Passenger Panel, which is a bi-monthly meeting between our customers and c2c's senior management team. We also seek feedback from user groups such as the Options for Independent Living (Essex County Council rail accessibility transport group) and Transport for All on the services that we provide.

We encourage and support user groups who wish to carry out accessibility audits at our stations and use any recommendations received to inform the development of improvement plans.

Feedback from these sources is reported to our HoCE and where necessary adjustments to our services or training are made to ensure that any persistent service failures is addressed.

As part of our governance arrangements, a periodic report showing the range of customer experience issues and customer engagement activities is reviewed by our Executive and Group Board of Directors.

## 4. Access Improvements

When making improvements to our facilities and services we are committed to adopting the service standards and guidance contained in the current version of DfT's 'Accessible Train Station Design for Disabled People - A Code of Practice', the Technical Specifications for Interoperability: Persons with Reduced Mobility 20014 (PRM/TSI) and ATOC's Good Practice Guide when installing or refurbishing facilities at our stations and on our rolling stock.

We will also comply with other legislation relating to disabled people and transport, including:

- Railways Act 1993
- The Equality Act 2010 which incorporates Disability Discrimination Act 1995 (as amended)
- The Railways (Interoperability) Regulations 2006 (SI 2006/397)
- The Rail Vehicle Accessibility (Non Interoperable Rail System) Regulations 2010 ("RVAR 2010")

We will always seek to comply with the Code of Practice or legislation, and only where we cannot comply will we consult with the DfT as part of seeking dispensation against the Code of Practice or derogation against PRM/TSI.

### Investment in access since November 2014

c2c are committed to delivering projects that will improve the accessibility of our services. Since our current franchise began in November 2014 we have delivered improvements at the following stations:

- **Shoeburyness** – Improvements to pedestrian access, including delivery of step-free access
- **Thorpe Bay** – replaced handrails on stairs to overbridge
- **Southend Central** – replaced handrails and installed non-slip treads on stairs to subway
- **Westcliff** – replaced handrails on stairs to overbridge and installed non-slip stair treads
- **Leigh on Sea** – replaced handrails on stairs
- **Benfleet** – replaced handrails on stairs
- **Pitsea** – replaced handrails on stairs (5 staircases out of 6)
- **Laindon** – replaced handrails on stairs and installed non-slip stair treads
- **Upminster** – replaced handrails on stairs from booking hall to platforms 1 & 2, installed non-slip stair treads, improved wayfinding signage
- **West Ham** – replaced handrails on stairs
- **Ockendon** – replaced handrails on stairs
- **Stanford-le-Hope** – replaced handrails on stairs to overbridge, installed non-slip stair treads
- **West Horndon** – replaced handrails on stairs to overbridge and improvements to walking routes at entrance
- **Grays** – installed non-slip stair treads to subway
- **Limehouse** – installed lift for access to Platform 2
- **Dagenham Dock** – brought lift into service
- **Chalkwell** – Tactile pavement on platforms
- **Leigh-on-Sea** – Tactile pavement on platforms

Further to the above, Hearing Induction Loops have been installed at Fenchurch Street, Barking, Westcliff, Upminster, Grays, Benfleet, Basildon, Southend Central Chafford Hundred, Leigh-on-Sea, Laindon, Chalkwell and Limehouse, all Help Points have been replaced with the standardised 'round' type, and 113 platform graphics to assist safe placement of wheelchairs adjacent to the doors of disabled carriages have been installed.

## Planned Access Improvements

We plan to deliver the following improvements before the end of March 2017:

- **Tilbury Town** – handrails on stairs
- **Purfleet** – handrails on stairs
- **Rainham** – handrails on stairs
- **Southend Central** – handrails on stairs at entrances
- **Upminster** – handrails on stairs from booking hall to platforms 4, 5 and 6.
- Further Hearing Induction loops to be installed at Shoeburyness, Thorpe Bay, Southend East, Westcliff, Chalkwell, Leigh-on-Sea, Pitsea, Laindon, West Horndon, Upminster, Limehouse, Fenchurch Street, Stanford-le-Hope, East Tilbury, Tilbury Town, Ockendon, Purfleet, Rainham and Dagenham Dock.

## 5. Working with Others

We recognise the importance of working in partnership with others in order to make continuous improvements to the accessibility of our stations and trains. Organisations we consult with on these issues include:

- Department for Transport
- Transport Focus
- London TravelWatch
- Local Access Groups and advocacy groups\*
- Local Authorities
- Disabled Persons Transport Advisory Committee
- Association of Train Operating Companies
- c2c Passenger Panel

\* Including Options for Independent Living in Essex, City of London Access Group, and Transport for All.

## 6. Staff Training

We are committed, through the provision of appropriate training material, to ensuring all of our managers and staff (who deal directly with passengers) understand our responsibilities and commitment to help disabled and older passengers when using c2c services.

Our front line staff are given disability awareness training at induction. Further training in the safe deployment of platform-to-train access ramps is provided locally as part of ongoing coaching and mentoring by local managers.

Key managers are briefed on appointment regarding the main aspects of our DPPP and their associated responsibilities within the company.

The staff guide is also used to communicate our policy to agency staff and key contractors staff.

Our customer relations staff are briefed on our DPPP and trained to deal with disabled people who contact c2c via that department. Any operational issues raised are brought to the attention of our HoCE and the c2c Executive Group.

We produce management briefings on planned operational changes, station improvements, changes to legislation and other matters which are highlighted to staff on the staff intranet.

## 7. Emergency Procedures

All of our station and operational staff are trained in evacuation and safety procedures to ensure the needs of all customers are considered at all times and particularly at times of emergencies.

Our policy is not to evacuate disabled passengers without help from the emergency services unless they are in a life threatening position. Our policy applies to both our station and train environments.

## 8. Communications Strategy

We are committed to ensuring that the needs of our disabled customers are considered across the range of our communication channels.

As part of our ongoing communication strategy, both the **Policy Document** and the **Passenger Document** are available for download from our website in both PDF and Word formats and can be obtained by writing to us at:

**Customer Relations**

**c2c Rail Limited**

**FREEPOST ADM3968**

**Southend SS1 1ZS**

**Telephone 03457 44 44 22 (option 3)**

**Email [contact@c2crail.co.uk](mailto:contact@c2crail.co.uk)**

Both documents can be made available in other formats such as Large Print and Easy Read on request within seven working days from the date we receive the request.

We work with local authorities across the c2c network and will provide hard copies of our DPPP for display in local libraries and community facilities where local authorities are willing to display them. We also work with various access groups and will provide hard copies of the DPPP to these groups for distribution to their members.

### 8.1 Telephone

We provide a free telephone and 'Text Relay Service' number for customers with hearing impairments to contact us to arrange their travel, including making requests for assistance in advance. These numbers may also be used to give us feedback, make enquiries on accessibility of stations, arrange onward travel with other train operators, or to obtain a copy of our policy and customer documents.

When customers call us on our dedicated Customer Relations telephone number we provide a recorded message which includes a menu of options. We are committed to ensuring that the information in this message is clear. The selection of any option in this menu will result in a connection to a human operator during times at which call centres are staffed. Outside of these hours a clear message will inform the caller of the opening hours, and provide the option of leaving a message should they desire.

### 8.2 Email and Twitter messaging services

We provide our customers with the option of joining our Email and/or Twitter messaging service which provides an alert to customers when we suffer any significant form of service disruption. This can be accessed through our website.

## 8.3 Website

As part of our ongoing strategy, we will ensure that our website continues to meet industry recognised W3C standards. We will also review our website from time to time to ensure that our customer and accessible information is easy to find.

We will maintain and update the accessibility and station facilities information on our website, see the 'Stations and Route Map' link at [www.c2c-online.co.uk](http://www.c2c-online.co.uk). We are committed to supporting ATOC in the provision of information on the National Rail website [www.nationalrail.co.uk](http://www.nationalrail.co.uk) including the 'Stations Made Easy' facility and will work with ATOC and other train operators to ensure accuracy and consistency.

## 8.4 Signage

We are committed to working with local authorities to ensure that stations within their areas are clearly signposted.

# 9. Car Parking

We offer free car parking to disabled passengers who display an International Blue Badge Holders permit in the car windscreen. We ensure that parking for Blue Badge holders is in accessible locations as close to the station as is practical and that spaces are of the correct size. We monitor the use of these spaces to ensure that they are sufficient to meet demand, and to discourage non-Blue Badge holders from parking in them.

We are satisfied that the present number of spaces for Blue Badge holders meets the current demand at all of our car parks. However, we will continue to monitor this situation and where the demand justifies it, we will increase the provision of designated spaces when the scope of our station improvement plans permits.

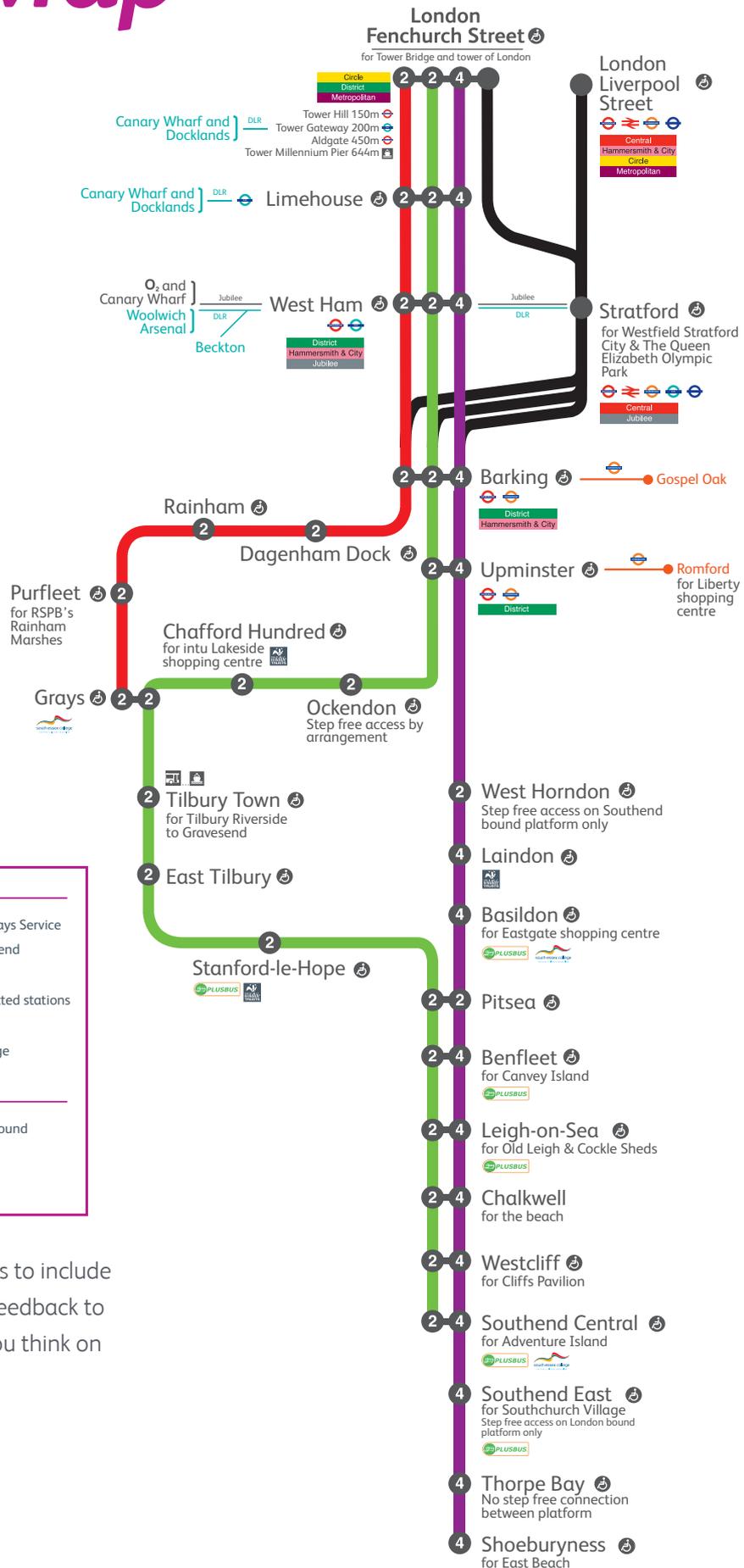
If designated parking spaces are unavailable for any reason, Blue Badge holders may park for free in our pay and display car parks.

Most of our car parks have local closed circuit television (CCTV) as a deterrent to crime and to enable us to monitor the use of our car parks.

The provision of pick-up and set-down points for cars and taxis is continuously reviewed, to ensure they are as close to our station entrances as is reasonably practicable.

Our car park contractor enforces car park regulations and monitors the use or abuse of blue badge spaces.

# Route Map



**Key**

- Limited Service
- Grays Service
- Southend Central via Grays Service
- Shoeburyness via Southend and Basildon Service

② Number of Off-Peak Trains Per Hour. More services run during peak hours from selected stations

♿ Step Free Access – (Street to Platform)

Essex Wildlife Trust South Essex College

**Connections with**

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