

John Larkinson
Telephone 0207 282 2122

john.larkinson@orr.gsi.gov.uk

3 July 2014

Alan Hobson
Customer Services Project Manager
London Overground Rail Operations Ltd



Dear Alan

Approval of LOROL Disabled peoples protection policy (Condition 5 of your Station Licence and GB Passenger Statement of National Regulatory Conditions)

Thank you for your emails of 14th and 15th May 2014, in which you provided updated versions of your Disabled peoples protection policy (DPPP). 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” and approve it as meeting the requirements of Condition 5 of your Station Licence and GB Passenger Statement of National Regulatory Conditions (SNRP).

Your DPPP was originally submitted to ORR on 23 October 2013 and we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance. We have also been developing our approach to monitoring and enforcement during this period.

We note that LOROL has introduced a ‘Turn Up and Go’ service for assisting disabled and older passengers. You have explained that all of your stations are staffed while trains are running and passengers do not need to book in order to benefit from the assistance that is available. This is a very positive development which I am sure will be welcomed by many people.

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

- Booking passenger assistance: You have now added an email address that passengers can use to book assistance electronically.
- Alternative Accessible Transport: Your DPPP previously stated that assistance was only available to wheelchair users. This has now been clarified to reflect that the

service is available to all older and disabled people, where a station is not accessible to them.

You have also clarified the assistance that will be offered to passengers when they are making connections and also how they will be assisted during disruption to normal services.

During the review process you asked that LOROL be permitted to use the title "Making Rail Accessible: A guide for less mobile customers", for the passenger facing document. We are sympathetic to this request and consider the current title of the passenger document ("Making Rail Accessible: Helping older and disabled passengers") is, for a number of reasons, not ideal. However, there is a great deal of benefit, in terms of passenger recognition, for all train and station operators to use the same title for this document. We will though discuss this with stakeholders and the other train and station operators with a view to reaching an agreement on how to re-title the passenger document so that it can be seen in the best light and reach the widest audience.

We will be publishing a Regulatory Statement on our future approach to DPPP's later in July and will send a copy to you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'John Larkinson', written in a cursive style.

John Larkinson

Making rail accessible: helping older and disabled customers

May 2014

Contents

Our commitment to you	page 3
Policy summary	page 3
Assistance for customers	page 4
Alternative accessible transport	page 5
Customer information	page 5
Tickets and fares	page 6
At the station	page 8
On the train	page 9
Making connections	page 9
Accessible onward transport	page 10
Disruption to facilities and services	page 10
Contact us	page 11
Station accessibility information	page 12
Contact information	back page

Our commitment to you

London Overground is managed by Transport for London (TfL) and operated by London Overground Rail Operations Limited (LOROL).

At London Overground, we are committed to providing you with a safe, reliable and friendly service. We want to make sure that you can use our services safely and comfortably. We have recently invested in new trains and have improved our stations to provide a better journey experience.

This document is intended to show how we are working to improve the services we provide. You can obtain a full version of our Disabled Person's Protection Policy entitled 'Making rail accessible: guide to policies and practices' from our Customer Services Team or at www.lorol.co.uk/accessibility-information

We welcome your feedback on the service we provide and any suggestions you may have for any improvements. Our contact details are shown on the back page of this leaflet.

Policy summary

London Overground is committed to helping less able customers travel more easily by offering the following services:

- Assistance at stations and on trains when using our services or making connections
- Alternative accessible transport when our stations or trains are inaccessible
- Clear, consistent and up-to-date customer information
- A range of discounts to reduce the cost of the journey

London Overground is committed to working with TfL, Network Rail, and the Department for Transport (DfT) to support the delivery and development of Access for All schemes.

Aside from upgrades to stations and trains, we regularly review our arrangements as part of our wider Equality and Inclusion agenda.

This document, along with our policy document 'Making rail accessible: guide to policies and practices', is reviewed annually.

Assistance for customers

We have staff at all our London Overground managed stations during train operating hours who will provide the following assistance services:

- Assistance with boarding and alighting, including luggage assistance
- Assistance with transferring between trains or other modes of onward transport calling at our stations
- Wheelchair assistance including wheelchair ramps at all accessible stations

London Overground operates a Turn Up and Go system for customers requiring assistance. All stations are manned while trains are running. To request assistance please speak to a member of staff who will be happy to help. They will also make sure that staff at your destination are ready to help you alight.

Although we aim to help customers board or alight from trains as quickly as possible, there may be a delay of up to five minutes at terminating stations. You will be informed of any possible delay at the time of booking and you are recommended to allow extra time to make any connections.

London Overground offers a service for customers to pre-book assistance 24 hours in advance, and this may be necessary for journeys which involve travel on trains or stations operated by another company.

London Overground participates in and fully supports the Passenger Assist system to ensure that our customers can book assistance for their entire journey, regardless of which Train Operating Company runs the other train services or stations involved.

If you need assistance for your journey, please contact our Customer Services Team by phone on 0343 222 1234* or email overgroundinfo@tfl.gov.uk giving where possible at least 24 hours' notice, especially when your journey continues beyond London Overground. For customers who are deaf or hard of hearing, booking assistance is possible by Minicom textphone on 020 3031 9331.

Although seats cannot be reserved on London Overground services, we will make every effort to ensure that wheelchair spaces are kept free for wheelchair users and that disabled customers can obtain a seat on the train. We have priority seats on all our trains for use by disabled customers or those less able to stand.

We are committed to keeping industry databases updated with any changes to the accessibility of facilities and services at our stations to ensure that information on the National Rail Enquiries and TfL websites are up to date.

* Service and network changes may apply. See tfl.gov.uk/terms for details.

The 'Stations made easy' pages on the National Rail Enquiries website provide more information regarding the accessibility of facilities and services and will be updated whenever there is a change to accessibility as follows:

- Any physical constraints preventing disabled customers from using the station
- Any significant temporary work affecting station accessibility
- Any changes to stations that would make them temporarily inaccessible, e.g. lifts and toilets out of order
- Any facilities on trains being unavailable if this would have a material impact on a disabled customer's journey, including the temporary use of inaccessible trains

Alternative accessible transport for older and disabled customers

Where our stations are not accessible, we will provide alternative transport at no additional cost. This will include those occasions when a station becomes temporarily inaccessible, e.g. when a lift is out of order and you are unable to manage the stairs, or when any replacement service during service disruption is inaccessible.

When you arrive at the station, we will ensure that alternative transport is arranged to take you between:

- Your station of origin and the nearest or most convenient accessible station and/or
- Your destination station and the nearest or most convenient accessible station

We only provide alternative transport services to and from London Overground stations. Customers using alternative accessible transport are required to hold a valid ticket for the journey they wish to make.

Customer information

We aim to provide clear and consistent information regarding train departures and we work closely with other train companies to ensure that our information provision is in line with industry good practice. Our staff are available at all times to provide up to date information, there are also passenger help points on all stations.

We are committed to ensuring that up-to-date information about our facilities, services and the accessibility of our stations and trains is available on the National Rail Enquiries website at www.nationalrail.co.uk. The Station Team Support Manager and Customer Service Controllers are responsible for ensuring that our industry databases are updated with any changes to the services we provide within 24 hours.

You can also obtain full details of the services that we offer from our Customer Services Team or any member of station staff. Our station staff have access to the National Rail Enquiries website and the 'Stations made easy' pages and can provide information about our facilities, services and

the accessibility of our stations and trains.

The following is also available from tfl.gov.uk

- **Audio Tube map**

A guide to Tube, Docklands Light Railway (DLR) and London Overground lines with information on Tube and DLR station facilities

- **Large print (colour and black and white) Tube maps**

These include Tube, DLR and London Overground lines and are produced for visually impaired / colour-blind customers; available at tfl.gov.uk/maps

- **Getting around London – Your guide to accessibility**

This provides help with planning journeys using Tube, DLR, buses, taxis and private hire vehicles, trains,

trams and riverboats; available in large print and Braille at tfl.gov.uk/gettingaround

- **Step-free Tube guide**

This identifies and gives further details on step-free access at London Underground and London Overground stations at tfl.gov.uk/gettingaround

- **Tube toilet map**

The locations of toilet and baby changing facilities on the Tube, DLR and London Overground network at tfl.gov.uk/gettingaround

Tickets and fares

If you are unable to buy a ticket at a station before your journey because our facilities are inaccessible or unavailable, you may buy a ticket without penalty at your destination.

Local borough councils provide Freedom Passes to give older and disabled Londoners free travel on almost all public transport in London. Freedom Pass holders may travel free on Tube, DLR, London Overground, bus, tram and National Rail services. Although time restrictions apply on some National Rail services, Freedom Pass holders may travel on London Overground services at any time. For more information on applying for a Freedom Pass, you should contact your local council, call 020 7934 9633 or visit www.freedompass.org

If you hold a Disabled Persons Railcard, please remember to show it when purchasing your ticket at a ticket office. Railcard discounts are also available from ticket vending machines. Visually impaired customers without a Railcard should present their Certificate of Visual Impairment (CVI) or BD8 certificate.

Additionally, details on the 60+ London Oyster photocard are available at tfl.gov.uk. Please note: this is not available for those who are eligible for an older or disabled persons Freedom Pass.

More information on tickets and fares can be found at tfl.gov.uk/fares and at www.disability-onboard.co.uk

Tickets and fares (continued)

The following discounts are available for travel on London Overground and other National Rail journeys:

	Adult	Child
Disabled Persons Railcard holder	34% discount on most National Rail single or return fares	Standard child rate applies (where a child holds a Disabled Persons Railcard a 34% discount is available to an adult companion on most National Rail fares)
Companion to a Disabled Persons Railcard holder	As above	The standard child rate applies to a child travelling as a companion
Wheelchair users and one companion, or wheelchair user travelling alone	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class) 50% discount available on National Rail Anytime day return fares	75% discount available on most National Rail Anytime day single and return fares (34% discount available for accompanying adult on most National Rail fares, and 50% discount available for National Rail Anytime day return)
Visually impaired customers when travelling with a companion (no discount if travelling alone)	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class) 50% discount available on National Rail Anytime day return fares	Standard child rate applies

Oyster PAYG (pay as you go): Discounted off-peak fares are available for customers who hold a Disabled Persons Railcard.

Freedom Pass holder: Free travel on TfL services, which includes travel on London Overground at any time. Free travel is also available on most National Rail services in London Fare Zones 1-9 after 09:30 Monday to Friday, and at weekends. Please check Freedom Pass terms and conditions for further information.

At the station

London Overground is committed to maintaining the accessibility of our stations and will not permanently close any station or gate if this will lead to a reduction in accessibility for disabled customers. A programme of refurbishment has taken place at our stations, which has delivered a number of accessibility improvements.

With the completion of our station enhancement works, we have now equipped all of our stations with PA systems and clearer electronic displays for communicating customer information. We aim to ensure that all information regarding train departures is kept up to date, especially during service disruption.

We provide timetable leaflets, posters and information at all our stations and members of staff are available during all train running hours if you require any further assistance or information.

We place timetables, posters and information leaflets where they are accessible to disabled customers wherever possible. Where third parties provide facilities, we work closely with them to ensure that these facilities are as accessible as possible.

All of our ticket machines are able to offer discounts to Disabled Persons Railcard holders. Where our stations have automatic ticket gates, these are staffed when in operation. If for any reason we are unable to supervise ticket gates we will switch them to the 'open' position.

We offer assistance at all of our stations and you can find more information in the 'Assistance for customers' section of this leaflet. We provide all assistance, including luggage assistance for disabled customers, free of charge and train boarding ramps are available, especially for customers who use wheelchairs, at all of our accessible stations. However, we are unable to provide facilities for left luggage at any of our stations except **the accessible facility** at Euston.

You can find more information regarding accessibility, facilities and services at our stations in the 'Station accessibility information' section of this leaflet.

On the train

The new London Overground trains make your journey more comfortable and provide more space, CCTV for greater security, dedicated wheelchair bays, more prominent priority seating as well as visual and audio information in each carriage. Each of our trains has two designated wheelchair bays located close to each other in the same carriage. The train doors closest to the designated wheelchair spaces are highlighted on the exterior of the train by the standard disabled symbol .

To ensure that customers have sufficient time to prepare to leave the train, we make an announcement and display information about the next stop after departure from the previous station. We aim to ensure that we keep you regularly informed of how the train is running, especially during service disruption.

Our trains have priority seats for disabled customers or those less able to stand. These seats are clearly signed and have a lighter colour fabric to help our customers find them more easily.

When providing assistance, our staff will make every effort to ensure that you can obtain a seat or use the wheelchair spaces provided by assisting you when you board the train into the correct space/seat.

You can use mobility scooters on our trains. We can carry scooters and wheelchairs up to 700mm wide and 1200mm long with a maximum weight of 300kg (including your weight). Customers may remain in scooters and wheelchairs when travelling and can use the dedicated wheelchair bays.

We cannot carry scooters or wheelchairs in excess of these sizes and weight restrictions because of the limited space in train carriages and the size of train doorways.

Making connections

We are happy to provide assistance to any customer making connections to other train services or other modes of onward transport calling at our stations. This includes providing help with boarding and alighting as well as luggage assistance.

Where customers identify themselves to our staff on arrival at the station, we will ensure that assistance is available if there is a change of platform at short notice.

While we operate a Turn Up and Go service at our stations, customers wishing to book assistance in advance should contact our Customer Services Team to book their assistance, allowing extra time to make their connections.

You can find more information regarding the assistance services we offer in the 'Assistance for

customers' section of this document or by getting in contact with us.

Accessible onward transport

London Buses operate all services, except heritage routes 9 and 15, with low-floor vehicles with wheelchair ramps, enabling all customers to get on and off easily. The Docklands Light Railway (DLR) and Trams are all fully accessible. All licensed taxis (black cabs) are accessible to people using wheelchairs.

At Barking, Canada Water, Clapham Junction, Crystal Palace, Denmark Hill, Euston, Forest Hill, Harrow & Wealdstone, Richmond, Stratford, Watford Junction, Wembley Central, West Croydon and Willesden Junction there is step-free access between London Overground and other operators' services.

Disruption to facilities and services

During service disruption, we will make regular announcements and ensure that we update our information screens regularly to keep you informed. If there is a change of platform at short notice, we will ensure that we provide customers who identify themselves to our staff ~~on arrival~~ at the station with assistance to change platforms. Our station staff are trained to look for any customers who require assistance in these circumstances.

Where you have booked assistance in advance, we will make every effort to contact you to make alternative arrangements. If it is likely that any rail replacement service will be inaccessible we will arrange to take you to the nearest most convenient accessible station from where you can continue your journey without additional charge.

During planned engineering works, we will provide clear information at our stations to advise customers of replacement transport options. All replacement bus services run on behalf of London Overground during planned engineering works are fully accessible.

When our facilities and services are not available or are not accessible, we will make every effort to provide alternative facilities.

The Station Team Support Manager and Customer Service Controllers are responsible for ensuring that any changes to accessibility are updated on the National Rail Enquiries website within 24 hours. This information will include details of:

- Any physical constraints preventing disabled people from using the station
- Significant temporary work affecting station accessibility
- Changes to stations that would make them temporarily inaccessible
- On-train facilities being unavailable when this would affect disabled customers' journeys

Contact us

Our Customer Services Team is available for you to find out more about our services or provide feedback on the services and facilities that we provide.

We recommend that all requests for assistance are made by phone or **by email to overgroundinfo@tfl.gov.uk** to ensure that we can process your bookings as soon as possible. You can find details on how to contact us on the back page of this leaflet.

You can obtain the latest version and further copies of this document and our guide to policies and practices from our Customer Services Team or at tfl.gov.uk/tfl/gettingaround/accessibility-guides. A large print version of this document is available upon request.

LOROL's Customer Service Director is responsible for this policy and for making sure that we take the needs of disabled customers into consideration.

For any comments relating to the content of this leaflet please refer to the Customer Services Team contact details on the back page.

Station accessibility information

Notes below refer to 'Step-free access' columns on pages 13-18.

1. Station with multiple entrances

Step-free access may not be available at all entrances to the station – please check before you travel.

There is no step-free access for customers changing platforms.

2. Station with step-free access to some lines

Step-free access is available for London Overground or National Rail services. There is no step-free

access for customers wishing to use London Underground.

3. Station with step-free access to London Overground services

Step-free access is available for London Overground services. There is no step-free access for

customers wishing to use London Underground or National Rail.

The station accessibility information is correct as at xxx

Additional notes:

- At London Underground managed stations, wheelchair users should check before they travel to ensure that they will be able to manage the journey they intend to make. Staff may not be able to assist customers using wheelchairs to get on and off the train.
- This station accessibility information is reviewed every three months and updated on the TfL website as required. Updates on station accessibility can also be found on the National Rail Enquiries website.

Station accessibility information (continued)

	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible * or standard ✓)
Acton Central	✓	✓	✓	✓		✓	✓	✓	see note 1	
Anerley	✓	✓				✓	✓	✓	see note 1	
Barking [c2c]	✓	✓	✓	✓		✓	✓	✓	✓	✓*
Battersea Park [SN]		✓				✓	✓	✓		✓
Blackhorse Road [LU]		✓		✓	✓	✓	✓	✓		
Brockley	✓	✓	✓	✓		✓	✓	✓	platform 2 only	
Brondesbury	✓	✓				✓	✓	✓		
Brondesbury Park	✓	✓				✓	✓	✓		
Bushey	✓	✓		✓	✓	✓	✓	✓		
Caledonian Road & Barnsbury	✓	✓	✓			✓	✓	✓	✓	
Camden Road	✓	✓	✓	✓		✓	✓	✓	✓	
Canada Water [LU]	✓	✓	✓	✓		✓	✓	✓	✓	
Canonbury	✓	✓	✓	✓		✓	✓	✓	✓	
Carpenders Park	✓	✓		✓		✓	✓	✓	✓	
Clapham High Street	✓	✓	N/A			✓	✓	✓		
Clapham Junction [SWT]	✓	✓	✓	✓		✓	✓	✓	✓	✓*
Crouch Hill	✓	✓	N/A			✓	✓	✓		

Station accessibility information (continued)

	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible * or standard ✓)
Crystal Palace	Partial	✓	✓	✓	✓	✓	✓	✓	✓	✓*
Dalston Junction	✓	✓	✓			✓	✓	✓	✓	*
Dalston Kingsland	✓	✓				✓	✓	✓		
Denmark Hill [SE]	✓	✓				✓	✓	✓	✓	
Euston [NR]	✓	✓	✓	✓	✓	✓	✓	✓	see note 2	✓*
Finchley Road & Frognal	✓	✓				✓	✓	✓		
Forest Hill	✓	✓	✓	✓	✓	✓	✓	✓	see note 1	
Gospel Oak	✓	✓		✓		✓	✓	✓	✓	✓*
Gunnersbury [LU]		✓				✓	✓	✓		
Hackney Central	✓	✓	✓	✓		✓	✓	✓	✓	
Hackney Wick	✓	✓	✓			✓	✓	✓	see note 1	
Haggerston	✓	✓	✓			✓	✓	✓	✓	*
Hampstead Heath	✓	✓		✓		✓	✓	✓		
Harlesden [LU]		✓				✓	✓	✓		
Harringay Green Lanes	✓	✓	N/A	✓		✓	✓	✓	see note 1	

Station accessibility information (continued)

	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible * or standard ✓)
Harrow & Wealdstone [LU]		✓		✓	✓	✓	✓	✓	✓	✓*
Hatch End	✓	✓			✓	✓	✓	✓	platform 2 only	
Headstone Lane	✓	✓				✓	✓	✓	platform 2 only	
Highbury & Islington [LU]	✓	✓	✓			✓	✓	✓	see note 3	
Homerton	✓	✓	✓			✓	✓	✓	✓	
Honor Oak Park	✓	✓	✓	✓		✓	✓	✓		
Hoxton	✓	✓	✓			✓	✓	✓	✓	*
Imperial Wharf	✓	✓	✓			✓	✓	✓	✓	
Kensal Green [LU]		✓				✓	✓	✓		
Kensal Rise	✓	✓	✓			✓	✓	✓	platform 1 only	
Kensington (Olympia)	✓	✓	✓	✓	✓	✓	✓	✓	see note 1	✓*
Kentish Town West	✓	✓				✓	✓	✓		
Kenton [LU]		✓				✓	✓	✓		
Kew Gardens [LU]		✓	✓	✓	✓	✓	✓	✓	see note 1	

Station accessibility information (continued)

	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible * or standard ✓)
Kilburn High Road	✓	✓	✓			✓	✓	✓		
Leyton Midland Road	✓	✓	N/A			✓	✓	✓		
Leytonstone High Road	✓	✓	N/A			✓	✓	✓		
New Cross [SE]		✓	✓	✓		✓	✓	✓	platforms C and D only	✓*
New Cross Gate	✓	✓	✓	✓		✓	✓	✓		
North Wembley [LU]		✓				✓	✓	✓		
Norwood Junction	✓	✓	✓	✓	✓	✓	✓	✓	platform 1 only	✓*
Peckham Rye [SN]		✓		✓		✓	✓	✓		✓
Penge West	✓	✓			✓	✓	✓	✓	platform 1 only	✓
Queen's Park [LU]		✓	✓	✓		✓	✓	✓		
Queens Road Peckham [SN]		✓				✓	✓	✓		
Richmond [SWT]	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓*
Rotherhithe		✓	✓			✓	✓	✓		
Shadwell	✓	✓	✓			✓	✓	✓		
Shepherd's Bush	✓	✓	✓	✓		✓	✓	✓	✓	
Shoreditch High Street	✓	✓	✓	✓		✓	✓	✓	✓	*

Station accessibility information (continued)

	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible * or standard ✓)
South Acton	✓	✓	✓			✓	✓	✓	see note 1	
South Hampstead	✓	✓				✓	✓	✓		
South Kenton [LU]		✓				✓	✓	✓		
South Tottenham	✓	✓	N/A			✓	✓	✓		
Stonebridge Park [LU]		✓				✓	✓	✓		
Stratford [GA]	✓	✓	✓	✓		✓	✓	✓	✓	✓*
Surrey Quays	✓	✓	✓			✓	✓	✓		
Sydenham	✓	✓	✓	✓		✓	✓	✓	see note 1	
Upper Holloway	✓	✓	N/A			✓	✓	✓	see note 1	
Walthamstow Queen's Road	✓	✓	N/A			✓	✓	✓	✓	
Wandsworth Road	✓	✓	N/A			✓	✓	✓		
Wanstead Park	✓	✓	N/A			✓	✓	✓		
Watford High Street	✓	✓		✓		✓	✓	✓		
Watford Junction [LM]		✓	✓	✓	✓	✓	✓	✓	✓	✓*
Wapping		✓	✓			✓	✓	✓		
Wembley Central [LU]		✓	✓			✓	✓	✓	✓	✓*
West Brompton [LU]	✓	✓	✓			✓	✓	✓	platforms 2, 3 and 4 only	
West Croydon	✓	✓		✓		✓	✓	✓	see note 1	

Station accessibility information (continued)

	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible * or standard ✓)
West Hampstead	✓	✓	✓	✓		✓	✓	✓		
Whitechapel [LU]	✓	✓				✓	✓	✓		
Willesden Junction	✓	✓	✓	✓		✓	✓	✓	✓	✓*
Woodgrange Park	✓	✓	N/A			✓	✓	✓		

- c2c Managed by c2c
- GA Managed by Greater Anglia
- LM Managed by London Midland
- LU Managed by London Underground
- NR Managed by Network Rail
- SE Managed by Southeastern
- SN Managed by Southern
- SWT Managed by South West Trains

Contact information

London Overground Customer Services Team

Phone: 0343 222 1234*

Textphone: 020 3031 9331

(09:00 to 17:00 Monday to Friday, except bank holidays for customer enquiries and comments. Available 08:00 to 20:00 daily for assistance requests.)

Write to us: Freepost RSTY-TJRK-JRUG

London Overground
Customer Services Team
125 Finchley Road
London NW3 6HY

Email: overgroundinfo@tfl.gov.uk

If after contacting us you wish to take your comments further, please write to the independent statutory watchdog for transport users in and around London.

London TravelWatch
Dexter House, 2 Royal Mint Court
London, EC3N 4QN
www.londontravelwatch.org.uk

The information within this leaflet is available in large print from the Customer Services Team and is downloadable from tfl.gov.uk/overground

Information correct as at **xxx**



tfl.gov.uk



24 hour travel information

0343 222 1234*



Sign up for email updates

tfl.gov.uk/emailupdates



@LDNOverground



National Rail Enquiries

08457 48 49 50

*Service and network charges may apply. See tfl.gov.uk/terms for details.

**Making rail accessible:
guide to policies and
practices**

Contents

Our strategy	page 3
Management arrangements	page 4
Monitoring and evaluation	page 5
Access improvements	page 5
Working with others	page 8
Staff training	page 8
Emergency procedures	page 9
Communications strategy	page 9
Car parking	page 10
Contact information	back page

Our strategy

London Overground is managed by Transport for London (TfL) and operated by London Overground Rail Operations Limited (LOROL).

We have recently completed a programme of transformation on the London Overground network. The key elements of this programme and changes made over the last 4 years include:

- New fleets of class 378 electric trains and class 172 diesel trains introduced across the whole of the London Overground network
- The East London line, opened in 2010, linking north and south London, which included the opening of four new fully accessible stations. In early 2011 this route was extended linking Highbury & Islington to New Cross, Crystal Palace and West Croydon.
- Completion of London Overground's orbital route with the opening of the Surrey Quays to Clapham Junction extension of the East London Line route in December 2012.
- An extensive station refurbishment programme has been completed which includes the installation of dual height warm-to-touch handrails; visually contrasting stairways; tactile platform surfaces; new public address systems; better lighting; clearer electronic customer information displays; and help point systems at many locations
- A customer service transformation, with the staffing of all stations managed by LOROL
- Higher frequency of services on many routes

LOROL maintains a fund for minor accessibility improvements and is committed to working with Network Rail, TfL and the Department of Transport (DfT) to support the delivery and development of Access for All schemes.

Aside from physical adjustments to stations and trains, we regularly review our arrangements as part of our wider Equality and Inclusion agenda.

Management arrangements

The Customer Service Director is responsible for our Disabled Persons Protection Policy (DPPP) which is comprised of this policy document and a separate customer information leaflet.

These are titled as follows:

- Making rail accessible: guide to policies and practices (this policy document)
- Making rail accessible: helping older and disabled customers (customer information leaflet, available from stations and online)

Our Customer Service Director ensures that both these documents are reviewed on a regular basis.

Our team of Customer Service Managers and Station Delivery Managers are responsible for frontline delivery, and for ensuring the arrangements described in our DPPP are delivered at stations and on trains.

Through our governance arrangements, this policy has been approved by the Directors of the business and signed off by the Managing Director.

We have a number of processes and systems in place to communicate the requirements of this policy to frontline staff. Our team briefing process provides a high-level brief to all employees of the company regardless of their role and this is supported by face to face briefing by line managers.

All frontline staff who are likely to have a direct role in the delivery of the arrangements described in this policy have attended an 'Equality & Inclusion and Disability Awareness Training' course. Separately, all new entrants to the business (regardless of role) receive a five hour session as part of the company induction training arrangements. As a result of these arrangements, all staff (including managers) have received specific training in responding to the accessibility needs of our customers, including disabled persons.

We have run a customer service training programme called 'All About You' which includes a refresher on providing excellent customer service to all our customers including disabled persons. A follow-on customer service training programme is planned to be delivered in 2014.

To ensure that the business and senior managers receive feedback on the effective delivery of the arrangements described in this policy, frontline staff are required to report any issues encountered by disabled customers when using our network to our Control Room. These issues are reviewed by the Directors of the business on a daily basis. In addition, our Customer Services Team monitors all customer

complaints and comments relating to the services we provide to disabled customers.

Management arrangements (continued)

Our Head of People Engagement has been appointed to review our DPPP every six months, the results of which will be formally considered by the Directors of the business. If necessary, they will ensure that the relevant directors implement corrective action if any deficiencies in our arrangements are identified. Additionally our DPPP will be reviewed annually with the DfT.

We recognise the importance of working to ensure that any special arrangements requested by our customers are seamless. In order to achieve this we maintain regular contact with others within the rail industry and our Control and Customer Services teams liaise with their counterparts to make arrangements for assistance for an entire journey, including where this starts or finishes beyond the London Overground network.

At a policy level LOROL is a member of the Association of Train Operating Companies (ATOC) and participates in all relevant ATOC initiatives associated with improving access to railway services as well as following guidelines set by TfL.

Monitoring and evaluation

In addition to our routine reviews, our Head of People Engagement will undertake a review of our performance on a six-monthly basis.

- The number of assistance requests received, and the number of complaints regarding the arrangements that we make
- The number of complaints regarding our services to disabled customers
- The number of customer service staff having completed the necessary training

The data collected as part of the review will be formally considered by the Directors of our business in order to evaluate the effectiveness of our policy and ensure that any deficiencies in our arrangements are identified and resolved.

Access improvements

LOROL is committed to making every possible effort to meet the standards of the DfT's Code of Practice. **In additions LOROL complies with the European technical specification for interoperability relating to persons with reduced mobility.** Wherever possible LOROL will adopt a best-practice approach to access for disabled

customers.

Access improvements continued

However, there may occasionally be circumstances where LOROL is unable to comply fully with the Code regarding:

- New or enhanced station facilities
- Refurbishment of existing trains
- Station or on-train services

In this case, LOROL will approach the DfT to seek dispensation from the relevant section of the Code at the earliest possible stage after all possible options have been considered.

A number of access improvement schemes have been completed since 2012 which include:

- The installation of lifts, enabling wheelchair access to all platforms at Camden Road, Gospel Oak, Hackney Central and Crystal Palace
- Accessible toilets at Crystal Palace and Gospel Oak
- Installation of induction loops for hearing impaired customers at the ticket offices at Hatch End, South Hampstead, Sydenham and at the platform information point at West Croydon
- Accessible ticket office windows have been installed at Camden Road, Forest Hill, Hackney Wick, Kensal Rise, Kensington (Olympia), New Cross Gate and Sydenham
- New wide aisle wheelchair accessible automatic gates at Brockley, Camden Road and Kensington (Olympia)
- Accessible waiting shelters at Shepherd's Bush and Willesden Junction
- Additional entrance to the ticket hall at Sydenham station
- Automatic doors to platforms 4 and 5 at Willesden Junction

Lift installation at Camden Road, Gospel Oak, Hackney Central and Crystal Palace was funded under the DfT's Access for All programme, and improvements detailed above for Hackney Wick, Hatch End, New Cross Gate, South Hampstead, Shepherds Bush, and Willesden Junction were funded under the DfT's Access for All Small Schemes fund.

Work is currently in progress to install lifts funded through the DfT's Access for All

programme at Brockley, Honor Oak Park, and New Cross Gate (in partnership with Network Rail) as well as at Kensal Rise, Hampstead Heath and South Tottenham (in partnership with TfL). These improvements are expected to be completed in 2014.

Additionally the new fleets of trains introduced since 2009 across our whole network are fully accessible to disabled customers and include designated wheelchair spaces, priority seating, wider gangways and improved customer information systems.

Working with others

We maintain regular contact with key stakeholders on key issues affecting our network. These include: London TravelWatch; Passenger Focus; Disabled Persons Transport Advisory Committee (DPTAC); relevant London Boroughs; Campaign for Better Transport (CBT); Railfuture and the British Transport Police (BTP).

We consult on the content of our minor improvements programmes and maintain a regular dialogue with local user groups and local councils. We endeavour to attend the majority of user group, and local transport liaison meetings, local authority mobility forums, and industry related accessibility meetings.

Staff training

All new staff receive disability training as part of their company induction, whilst existing staff receive regular updates. Our training provides delegates with information on our legal obligations to customers and staff and covers the following areas:

- Disability and discrimination, including in relation to the Equality Act 2010
- The Social Model of Disability
- The Rail Vehicle Regulations
- The effects of different types of disability
- Disabled customers using the London Overground network
- Communication with disabled customers and colleagues

We include in our training a number of simulated and practical activities, including:

- Methods of leading the visually impaired
- Assisting a wheelchair user on and off the train

Members of staff in customer facing roles are provided with specific training to assist them when speaking to the public, which focuses in particular on the clarity of speech, intonation, emphasis, timeliness and language. This training is designed to raise awareness of potential communication issues and emphasise how ineffective communication can impact upon disabled customers.

A new training programme is being developed for 2014, aimed at frontline station staff, the objective of which is to refresh customer service skills including how to provide excellent customer service to disabled customers.

Emergency procedures

Every station managed by LOROL has a local emergency plan which details the actions that station staff must take in an emergency. It includes the detailed evacuation arrangements and takes into account the needs of disabled customers. All station staff are fully trained in their responsibilities for the emergency plan and evacuation exercises are held annually at all stations.

Should our emergency procedures have to be applied at a station that does not have step-free access, wheelchair users may have to be taken to a place of safety, such as a safety refuge, until the emergency services arrive with suitable aid and support to evacuate the wheelchair user.

Also, all our on-train staff have been trained in the emergency and evacuation procedures for our trains. Particular assistance will be given to disabled people, young children or senior citizens when evacuating a train.

Communications strategy

We follow TfL's design standards, where possible, to ensure that all our printed information (including timetables and publicity leaflets) is designed to meet the needs of disabled customers. We work with London Boroughs and other relevant organisations to make publicity and information available within the community, for example: at libraries, community centres and local travel hubs.

We also work with local authorities to ensure stations are consistently signposted within the local area. Another initiative includes the provision of signage from our stations to nearby bus stops to help customers when rail replacement bus services are running. Within our stations, our station enhancement programme has renewed the majority of station signage in line with TfL branding guidelines. This permanent signage meets the requirements of the DfT's Code of Practice. This enhancement programme has also equipped all our stations with modern customer information, PA and help point systems. All audio based systems are equipped with induction loops.

For customers who wish to contact our Customer Services Team, a Minicom textphone service is available which supplements the existing email and standard telephone communication channels.

Online information about London Overground's services can be accessed via the TfL website. This website has been carefully designed to meet the needs of all users.

Car parking

LOROL manage car parks at Bushey, Crystal Palace, Forest Hill, Hatch End and Norwood Junction. The designated disabled parking spaces at our station car parks are monitored jointly by our CCTV network (with direct access to our Control Room) and by our car parking contractor, Meteor.

Enforcement of our parking scheme is undertaken by Meteor, and it is our policy to prosecute persons who infringe the regulations that apply to our car parks.

While we only have a small number of stations with car parks, we view our car parks as part of the entire journey experience. We regularly review the demand for car parking and commit to providing to the DfT the usage figures for Blue Badge spaces where the number of designated disabled parking spaces is less than five per cent of the total number of parking spaces available.

Contact information

London Overground Customer Services Team

Phone: **0343 222 1234***

Textphone: 020 3031 9331

(09:00 to 17:00 Monday to Friday, except public holidays, for customer enquiries and comments. Available 08:00 to 20:00 daily for assistance requests, except on 25 December).

Write to us: London Overground
Customer Services Team
125 Finchley Road
London NW3 6HY

Email: overgroundinfo@tfl.gov.uk

If after contacting us you wish to take your comments further, please write to the independent statutory watchdog for transport users in and around London.

London TravelWatch
Dexter House
2 Royal Mint Court
London EC3N 4QN
www.londontravelwatch.org.uk

The information within this booklet is available to download from tfl.gov.uk/overground

Information correct as at **March 2014**.