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22 April 2016

Justin Ryan
Accessibility and Inclusion Manager
Southeastern

Dear Justin

Review of London and Southeastern Railway Limited (trading as Southeastern) 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 12 hours' notice for assistance bookings when travelling on Southeastern services;
- The use of the 'Recite Me' app on your website, that gives better access to the information by including a screen reader as well as the ability to increase the font size and change the background colours to suit the users requirements;
- Your priority seat card initiative to allow disabled passengers to find seats on your services;
- Your offer of a refund for passengers if assistance booked with 12 hours' notice is not provided; and
- The mystery shopping research you carry out to assess your assisted travel service.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance. We also sought views on your policies from Transport



Focus, London TravelWatch and the Disabled Persons Transport Advisory Committee (DPTAC).

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

- **Passenger 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 always ensure there is sufficient resource to maintain the Passenger Assist system and that you will work with ATOC to improve the system.
- **Provide assistance when booked in advance:** The guidance states that operators are expected to provide assistance, when booked in advance, at any station during the hours that trains are scheduled to serve that station. The assistance that TOCs provide will be dependent upon the needs of the passenger, and may include alternatives to providing staff (such as accessible taxis), if this is acceptable to the passenger. In this context TOCs should also note section C3 of the guidance and be mindful of allowing passengers to make as much of their journey by rail as possible. You have clarified that if a station is unstaffed when a passenger requiring assistance wishes to use it, you will discuss with the passenger what help they require and provide either alternative transport or, in special circumstances, a member of staff to provide assistance at the unstaffed station.
- **Alternative accessible transport:** The guidance states that operators must commit to providing alternative accessible transport for passengers to the nearest or most convenient accessible station in the case that;
 - a disabled passenger is unable to travel from a station because the station is inaccessible to them (e.g. because of a physical constraint);
 - substitute transport is provided to replace rail services (e.g. because of planned engineering works) that is inaccessible to disabled passengers;
 - there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.


You have confirmed that you will provide assistance in these circumstances to the nearest or most convenient accessible station and that you will discuss the passenger's individual needs with them when arranging assistance.

- **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.
- **Luggage:** The guidance states that operators must ensure that luggage assistance is provided when booked in advance. You have clarified your policy on luggage assistance and committed to providing assistance where booked in advance.
- **Facilities provided by third parties:** The guidance states that operators should state what actions they will take to ensure that services and facilities provided by third parties are as accessible as possible. You have clarified that you work with



third parties to ensure facilities are accessible to passengers and that consideration to important elements like level access has been made. You also stated that when refurbishing stations you ensure that proposed catering facilities are accessible.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Annette Egginton', with a stylized flourish at the end.

Annette Egginton



Making Rail Accessible

Helping older
and disabled
passengers



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Policy summary

Whether travelling independently or with our assistance, we want to make it easier for disabled and older passengers to make journeys on our trains.

We are constantly looking for ways to improve the accessibility of our stations and trains to give as many people as possible the opportunity to use our service. We want you to be confident in the services we offer, both now and in the future.

We have made changes to improve things and we'll continue to look at how we can make things even better. New initiatives like our Priority Seat Card, and continued improvements of station facilities will benefit all passengers including those with hidden disabilities, those carrying luggage, elderly people and those with young children and pushchairs as well as those people with mobility problems.

Since 2006 we've made sure that 20 of our busiest stations have step free access. Thanks to the Department for Transport's (DfT) Access for All programmes – part of the Railways for All Strategy – we have been able to reduce the barriers to travel for disabled and elderly people across our network. Now many of our stations have step free access, and we'll continue to work closely with Network Rail to further improve accessibility.

Our policy is to ensure that all stations have facilities appropriate to how busy they are, that make them easier to access for disabled people whatever their disability. For example we have installed lifts at Lewisham, Orpington and Bromley South and used third party funding to make Deptford, Greenhithe, Paddock Wood and Bearsted station's step free. We know there is more to do, and we will continue to apply for funding to make more physical station improvements happen.

Through our Minor Works Fund we invest over £300,000 in to improving our stations every year. Our plans for 2016-2018 are to continue improving the safety and accessibility of steps at our stations. This year we shall install more tactile paving, highlighted stair nosings and handrails at stations where it is most needed. We will also

trial the installation of mobility scooter boxes at stations; these will enable users to check whether their scooter is suitable for on train use.

Working with our partners Network Rail we help ensure that funds assigned to the Department for Transport's (DfT) Railway's for All fund are spent effectively. Chatham, Petts Wood, Canterbury East, St Mary Cray, Plumstead, Shortlands, Hither Green and Bexley will all benefit from investment as part of this fund and become step free. The work required at these stations will benefit many people, including those for whom step free access is essential and those with luggage, pushchairs and small children. The investment in each station is over £2 million, so work will happen over a number of years, but should be complete by 2024.

Larger improvements, such as improving the forecourt, car park or access to a station, are made possible through the DfT's National Station Improvement Programme (NSIP). Projects are funded on a case by case basis and as with all schemes funding is limited. Improvement work through these schemes are always used as an opportunity to improve facilities for disabled passengers. Recent examples include the work at Canterbury West, Orpington and Tonbridge stations. Many of these schemes represent another significant investment with the planned spend during this franchise of many millions of pounds.

Stations aren't the only place we can make positive changes for accessibility. Over the years we have replaced our older trains and introduced newer trains, such as the 29 six car Hitachi trains used on our high speed service into St Pancras. Our newer trains are thoroughly modern and equipped for all passengers to travel in comfort. These trains have aural and visual train running information, wheelchair spaces, accessible toilets as well as priority seating, highlighted grab rails, tactile surfaces, automatic doors and clearer signage.

By 2020 all of our trains will be more accessible to disabled people as we are investing millions of pounds in improving access in over 150 of our metro trains.

Assistance for passengers

Our focus is also on ensuring all of our front line employees are well trained, continually briefed and updated on how to assist disabled and elderly people. Their induction training gives them guidance on assisting people with mobility problems as well as helping them recognise hidden disabilities and providing the appropriate assistance. We believe that by empowering our employees we will give you much more confidence in us and in how you travel.

In the last few years we have explored a number of ways we can capture the feedback of all passengers, particularly those with disabilities, who make both booked and unbooked assisted journeys. Until we have developed a more robust way of capturing feedback we will continue to make calls to passengers who have booked assistance. This gives us an opportunity to understand what we need to improve and what we're doing well. We will also continue to employ disabled mystery shoppers to undertake journeys where they need assistance on our services and use their reports to inform employees and managers.

Behind the scenes we are making many other changes. We are currently developing an app to help employees more successfully monitor assisted travel journeys.

Although we realise these improvements will not make it possible for everyone to make independent train journeys, we are confident that they will make the railway accessible for more people and that the number of people who can independently access our stations and trains will increase every year. We will continue to monitor and improve our assisted travel service and do all we can to ensure passengers who will need the assistance of employees to complete their journeys receive it.

By 2018 all of our larger projects – whether physical improvements, changes to working practices or operational changes – will include a Diversity Impact Assessment. This will ensure the impact on disabled people, and others protected under the Equality Act, is taken into account and opportunities are taken to improve the service we offer.

Assisted travel service

We provide an Assisted travel service which enables disabled and older people to arrange in advance the assistance they require at key points on their journey should they need it, like getting on or off trains or making their way to or from station entrances.

The assistance that we can provide includes:

- ramps to assist disabled passengers to get on and off trains
- an employee to provide a helping hand with getting on or off the train or climbing stairs
- an employee to provide guidance to a blind or visually impaired passenger
- a wheelchair to help with transfer between the station entrance and the train
- depending on the level of assistance or physical access required we can provide a taxi for disabled passengers travelling from an inaccessible station to one accessible to them
- assisting a disabled person with luggage (when pre booked)
- assisting with making train connections at interchange stations

If the assistance required is not listed above please contact our Assisted Travel service. While there are limits to the service we can offer, they will do as much as they can to help.

Please be advised we are unable to:

- accompany passengers throughout their entire journey
- provide personal care, such as help with eating and drinking, taking medication or using the toilet
- carry heavy or excessive amounts of luggage
- provide assistance outside of our stations areas, i.e. into high streets or across roads

Our Assisted travel service enables you to book the help you need to travel on our services, whether that's a taxi from a station which is inaccessible to you or a member of staff to help you onto a train, we can organise the

support you need. But we understand that sometimes you may want to turn up and travel without planning ahead. If this happens then just let us know when you arrive and if our employees are available, they'll help you. Priority will be given to those who have booked assistance and we recommend booking wherever possible, but we'll do everything we can to make your journey possible.

We will always ensure there is sufficient resource to maintain the Passenger Assist system which all train operating companies use and we will continue to work with Atoc to improve the system.

Booking assistance

If you prefer to book assistance, we have recently reduced to 12 hours the notice required for travel on our services only (we would still recommend 24 hours' notice for travel on another operators service).

Assistance can be arranged:

- by calling our 24 hour Assisted travel service free phone number 0800 783 4524 (except Christmas day)
- online at southeasternrailway.co.uk
- by using textphone 0800 783 4548

When you arrive at the station, if it is a staffed station please find a member of staff and let them know and they will help you, which will include confirming with your destination station so they know you are travelling and which coach you will be in.

If it is unstaffed please follow the instructions given when you booked.

When booked in advance assistance is available at all of our stations during scheduled train times. Out of hours assistance may be provided by alternative means or via alternative transport if employees are not available to assist. In special circumstances where there is no viable alternative we may consider sending a member of staff to assist you where it is both reasonable and practical to do so.

If you wish to travel to or from a station that is inaccessible to you, or one that is unstaffed when you need to use it, we will discuss what help we can offer when you call us to book your assistance.

If you've booked assistance for help getting off one of our trains at a station where your train terminates please be assured one of the station team will arrive no later than five minutes after your arrival to assist you.

It is not possible to book a wheelchair space or reserve a priority seat on our services and availability is subject to demand. However Priority Seat Card holders are able to show this pass to other passengers to help them obtain a seat without having to explain why. An application form for a Priority Seat Card can be picked up at any of our staffed stations, downloaded from our website or requested from customer services.

We can arrange bookings for assisted travel on the entire network including journeys when connections with other train companies are at major or interchange stations on National rail services.

If you book assistance, once the booking is confirmed in the national system, you will be sent a reference by email.

If you need to cancel a booking, even last minute, please phone assisted travel so they can let the stations know you are not travelling, as they will be waiting for you.

Train tickets can be purchased at the time of booking assisted travel, please allow 72 hours for posted tickets to arrive. Where possible tickets can also be purchased and collected at the station through a self-service ticket vending machine. Please call ahead to check if this service is available.

Alternative accessible transport

Ticket refund

While we aim to ensure our assisted travel is delivered without a hitch, there are times when things go wrong, and the service we provide cannot be delivered to the standard we would like.

If assistance at one of our stations is booked at least 12 hours in advance but is not provided, we will offer compensation on the following basis:

- If your ticket is single, we will give you compensation of 100% of the value
- If your ticket is return, we will give you compensation of 50% of the value.

To make a claim please contact our Customer Services team quoting the Passenger assistance reference number that you were given when you booked.

Alternative accessible transport can be provided to help disabled passengers travel between stations that they are not able to access for the following reasons:

- where a disabled passenger is unable to travel from a station because the station is inaccessible to them (e.g. because of a physical constraint);
- where, for whatever reason, substitute transport is provided to replace rail services (e.g. because of planned engineering works) that is inaccessible to disabled passengers;
- where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers. (e.g. a lift is not working)

We will discuss your needs with you and the assistance we can offer. If alternative transport is required this will normally be a taxi which can be arranged to take you to the nearest or most convenient, accessible and staffed station to complete your journey, where possible, by train.

This will be provided at no extra charge however you do need to hold or at the earliest opportunity, buy an appropriate ticket for your entire journey. Tickets can be bought once at your destination.

Replacement bus services used during planned engineering works are now almost all wheelchair accessible. Our aim is to be able to offer completely wheelchair accessible buses by 2017.

Passenger information

Information about the accessibility of all our stations is available

- in the appendix to this document
- in our station access guide map, available from staffed stations
- at southeasternrailway.co.uk
- from employees at our stations

This information will be updated regularly

Additional information is available here.

- at nationalrail.co.uk
- or by calling 03457 484 950

If facilities become unavailable at our stations the National Rail website will be updated within 24 hours, except when the restriction will last less than 24 hours.

If you have any concerns about a journey planned online via National Rail please call our freephone assisted travel service.

Tickets and fares

Buying a ticket

- Rail tickets can be purchased at any staffed station ticket office, from our self-service ticket machines or online at southeasternrailway.co.uk
- Disabled passengers booking assistance can also purchase train tickets from our assisted travel service 0800 783 4524 or Textphone 0800 783 4548

Penalty fares

Southeastern is committed to ensuring that every passenger pays for their journey because fraudulent travel is not fair on passengers who do pay. Our employees check tickets on trains and at stations and we operate a Penalty fares scheme across our network as one of a range of approaches to minimise ticketless travel.

Where possible, you must purchase a ticket before boarding a train. Tickets can be purchased from ticket offices or ticket vending machines. If you are disabled and have not been able to purchase a ticket before travelling, for a reason related to your disability, you will not be subject to a penalty fare and will be able to purchase the full range of tickets available to you, including any appropriate discount that applies either onboard the train or at your destination.

Disabled persons railcard

The disabled persons railcard (DPRC) gives holders a third off a range of rail fares for themselves and one accompanying adult. An application form for the Disabled persons railcard is available from all staffed stations along with a leaflet containing further information and full details of discounts available when using this card.

For further information, including details of postal and online application for the DPRC (which is not available at stations), please contact:

- Disabled persons railcard office on 0345 605 0525 or Textphone 0345 601 0132 or disabledpersons-railcard.co.uk

- Southeastern customer services on 0345 322 7021
Southeastern assisted travel on 0800 783 4524 (text phone 0800 783 4548)

Discounts are available to blind or visually impaired passengers travelling with a companion and for those people who remain seated in their own wheelchair for a rail journey and do not have a railcard. These tickets cannot be bought from a ticket machine but have to be bought at a ticket office or from on train staff.

For those people registered as blind or visually impaired, a document from a recognised institution such as Social services, the Royal National Institute of Blind people (RNIB), Blind Veterans UK or a local authority confirming the individual's disability must be shown when buying a ticket and travelling, The discount applies to them and a companion but individuals travelling alone do not receive the discount.

Discounts also apply for passengers staying in their own wheelchair during a train journey whether travelling alone or with a companion. These may not always be the cheapest ticket available to you, please check with ticket office staff.

- Concessionary fares ticket type discount
 - First class/standard anytime singles or returns 34% off
 - First class/standard anytime day single 34% off
 - First class/standard anytime day return 50% off

Season tickets

For those registered as blind or visually impaired an adult season ticket can be purchased that enables an accompanying companion to travel at no extra cost. It doesn't have to be the same person travelling on every journey. Evidence of your visual impairment will be needed to prove your eligibility. Tickets can be purchased from staffed stations.

No discounts apply to season tickets for disabled people.

Oystercard

The Disabled Persons Railcard (DPRC) discount can be pre-loaded onto an Oystercard (via Transport for London). This requires a photo ID to be included on card.

Credit can then be loaded onto the card at Southeastern stations self-service ticket machines within the London travelcard zones 1-6.

If the DPRC card is not pre-loaded passengers will be charged the full cost of a journey.

At the station

Station entrances

Where possible we will ensure the most accessible station entrance is open to all disabled passengers travelling with us. Where this isn't possible alternative arrangements will be made to ensure access is not unduly affected.

We will not permanently close station entrances without first consulting with local groups, passenger representatives and the Department for Transport, who would also make the final decision.

Aural and visual information

Many of our stations have both visual and aural information about train running details. However for full details of what method is available please refer to the station information matrix in this booklet.

Information points and displays

Information is available on posters, leaflets and online (at southeasternrailway.co.uk). Some of this information is available in leaflets and is particularly aimed at disabled people (this guide, station access map, DPRC leaflets) will be found near to the bottom of leaflet racks at stations.

All of our stations (even those with employees) have help points – these are large, white, round devices and are often placed on the wall, near to station entrances or on the platforms, that connect you directly to the National Rail call centre where operators can provide the latest train running information.

Ticket offices at staffed stations are able to provide information about timetables, fares, connections, station and train accessibility and check for assisted travel booking details (although they can't book assistance).

These are marked either with the word 'Information' or the universal symbol for information, an 'i'. At large stations dedicated Help desks can be found where employees will be able to provide the same information about our products, station accessibility and train services.

Any of this information is also available over the phone by contacting our assisted travel service on 0800 783 4524.

Ticket vending machines

Self service ticket machines have been installed at many stations and the buttons and controls are now all within reach of wheelchair users. They sell a wide range of tickets and are able to apply disabled persons railcard discounts to holders and their companions.

Ticket gates

Where automatic gates are installed, they include automatic wide aisle gates suitable for use by disabled passengers. The gates will be left open when there are no employees available to attend to them.

Luggage

Although we do not generally offer a porter service for luggage, we will assist disabled passengers with luggage free of charge, when this has been agreed in advance with our Assisted travel service. As a guide you may take up to two items of luggage which should not exceed 30 x 70 x 90cm in size and a single item of hand luggage that must be capable of being held in your lap. It is recommended to have pull along cases and follow airline recommendations of not exceeding 23kg per bag.

There are left luggage facilities available at St Pancras International and London Victoria stations which have level access.

Lifts

Some stations have lifts to enable step free access to platforms. To deter vandalism, we install remotely operated and monitored closed circuit television (CCTV) in our newly replaced lifts. Where lifts have remote emergency phone links we aim to ensure these are available during train running times. There are times when, due to maintenance or vandalism, lifts are unavailable. Therefore we suggest all passengers check with customer services before travelling to confirm that lifts are available.

On the train

Barrow crossings

Barrow crossings are pedestrian crossings positioned at the end of the platforms at track level to facilitate step free access between platforms. In order to travel across these permission must be granted by a Network Rail signaller. Passengers can only cross when accompanied by a station employee and only when no trains are passing through. Barrow crossings are in use at Canterbury East and Maidstone West station.

Toilets

Many stations have accessible toilets, please see the station information index at the back of this leaflet for details. These include either door entry systems or RADAR locks for added security. Sometimes toilets are locked to prevent misuse, but employees will unlock them for passengers on request.

Ramps

Ramps ensure those needing step free assistance can get on and off our trains. Many of our trains have ramps on board and we provide ramps at all of our step free access staffed stations. All staffed trains have an on board ramp so they can help you get on or off trains at unstaffed stations.

Station catering facilities

We do not manage the provision of station catering facilities but we work closely with third parties to provide refreshment facilities where possible. We also work with tenants to ensure the facilities they provide are accessible to disabled passengers and that consideration to important elements like level access has been made. When refurbishing stations we ensure that proposed catering facilities are accessible.

Our mainline and high speed trains connect London with Kent with mainline trains additionally serving East Sussex. Our metro trains operate in the South East London area.

Our modern trains have been constructed in accordance with the Rail Vehicle Access Regulations (RVAR). Future trains introduced will be constructed or refurbished in line with the Persons Reduced Mobility Technical Standards for Interoperability (PRM TSI) as these replaced RVAR in 2008.

Both of these standards ensure trains are now accessible for many more disabled people.

We are currently refurbishing our metro trains which will ensure they have wheelchair accessible toilets, wheelchair spaces and priority seating.

Aural and visual information

We update our newest trains to provide automatic visual and aural information including announcing the stopping pattern of the route and 'next' station announcements. Automatic announcements now mean we can tell you when the train divides en route, including coach numbers so you are able to check which part of the train you are in. Our onboard employees are also trained to make announcements relating to stations, delays and operational difficulties. Details of what is available on the different types of train are listed under train facilities.

Seats on trains

Our newest trains include priority seating, which have extra legroom and can be identified by stickers above and on the back of the seat, and on the window.

We will provide assistance where possible to help passengers in to a seat or wheelchair space. Booking assistance cannot guarantee a seat and spaces will be subject to availability, especially on busy commuter services.

Priority Seat Card

We have recently introduced a Priority Seat Card which assists disabled passengers in obtaining a seat by removing the need for them to explain why they need a seat. Application forms for these can be found at ticket offices, by calling our assisted travel service or online at southeasternrailway.co.uk/your-journey/assisted-travel/priority-seating/

On board toilets

Our mainline Class 375 and high speed Class 395 trains, have two toilets, both with baby changing fold-down tables, one of which is wheelchair accessible.

Our metro Class 465/9, 465/0 and 466 trains also have toilets with fold down baby changing facilities, but these are not wheelchair accessible.

These units are going through a refurbishment programme and will all have accessible toilets when this is complete in 2020.

Metro service Class 376 trains do not have toilets on board.

Wheelchairs

Many of our trains now have dedicated wheelchair accommodation, located near to the accessible toilet and identified by the wheelchair symbol for wheelchair space on the nearest door to the spaces.

We welcome all wheelchair users on our trains. Where possible, we recommend travelling in the designated wheelchair space, but appreciate that some passengers may prefer to transfer to one of the fold down seats available in this area.

Our wheelchair accessible trains are designed to accommodate wheelchairs up to 1200mm long and 700mm wide.

Those wishing to travel in a coach that doesn't have a wheelchair space, because they intend to transfer to a seat, should inform an employee if assistance is needed.

As a matter of course employees are instructed to assist wheelchair users onto the train and into the wheelchair space, so the accessible toilet is in reach.

Wheelchairs are the responsibility of the owner when on our trains and it may need to be moved if it is blocking a door or walkway. It may be easier to remain in your wheelchair than have to move it during your journey. You will not need to move your wheelchair if it is in the designated space.

Employees know that wheelchair users have priority to occupy the wheelchair space and will ensure that they are able to make their journey.

Scooters

Scooters are welcome on many of our services but on some of our trains there are restrictions in terms of size, weight and type of scooter.

Our metro Class 376, 465 and 466 trains can only accept scooters up to 1000mm (40") in length and up to 700mm (28") wide (including any attachments).

When on metro Class 376 trains, the scooter must be left in the wheelchair area which is directly behind the driver's cab. Class 465 and 466 trains do not have wheelchair spaces (but will do by 2020), so scooters need be parked in the door vestibule allowing access to the walkway.

Our high speed 395 and our mainline Class 375 and 465/9 trains accept scooters that are no longer than 1200mm (48") and no wider than 700mm (28") (including any attachments). The scooter must be left in the wheelchair space.

Folding/collapsible scooters that can be stored as luggage, in luggage racks, can be carried on any train type.

To help prevent scooters tipping back whilst going up the ramp please ensure that any shopping bags and similar are removed. For safety, scooter users are advised to transfer to a seat whilst on board the train.

Please note that during times of service disruption or engineering work, the operators of replacement transport services such as buses, coaches and taxis may be unable to accommodate scooters.

Alterations due to planned engineering work are publicised 12 weeks in advance, see nationalrail.co.uk for more information.

If your service is unexpectedly terminated and your journey has to be completed by road, we will ensure you reach your destination and arrangements are made for storage of scooters until they can be collected.

Please note there is a combined weight restriction of 300kg for mobility aids and the passenger on our ramps.

We are gradually introducing boxes marked on the ground to help people assess whether their scooter meets the dimensions above with the aim that all staffed stations will have these by 2018.

Train facilities

Mainline and high speed

Mainline Class 375 trains and our high speed Class 395 trains run services between London and the Kent and East Sussex coast. They have

- conductors or on board managers
- portable ramps for enabling wheelchair access
- automatic aural and visual passenger information displays within each coach
- two wheelchair spaces with low level passenger communication equipment
- colour contrasting fittings
- priority seating
- tactile surfaces
- door operation warning sound and light
- braille and tactile signage
- extra grab handles
- wheelchair accessible toilets
- wide doorways with sliding doors

Mainline class 465/9 trains run between coastal stations (Ramsgate via Chatham, Ashford International, Canterbury West, Folkestone Central and Hastings via Tunbridge Wells) and London. They're not wholly RVAR compliant (but will be by 2020) however they do have

- a conductor on board
- visual passenger information displays
- portable ramps for enabling wheelchair access
- two wheelchair spaces with low level passenger communication devices
- braille and tactile signage
- tactile surfaces
- standard size toilet
- colour contrasting fittings
- extra grab handles
- wide doorways with sliding doors

Metro

Metro Class 376 trains operate services in south east London out to Dartford, Hayes, Sevenoaks/Orpington via Grove Park and a limited number of services to Gravesend.

They have

- portable ramps for enabling wheelchair access
- automatic aural and visual passenger information displays
- two wheelchair spaces with low level passenger communication equipment
- colour contrasting fittings
- tactile surfaces
- priority seating
- door operation warning sound and light
- braille and tactile signage
- extra grab handles
- wide doorways with sliding doors
- no toilets

Making connections

Metro Class 465/466 trains run services between Gillingham, Gravesend, Dartford, Orpington, Sevenoaks, Swanley, Hayes and London. They also operate between Sheerness on Sea and Sittingbourne and between Paddock Wood and Strood. These trains currently do not have wheelchair spaces and the toilets are not wheelchair accessible, but they are going through a refurbishment programme and will have when this is complete in 2020.

However, they do have wide sliding doors, visual passenger information displays and manual announcements.

Trains can be identified by the first three or four digits on the front or back of the train. E.g. 375001, 376001, 395001, 465001, 466001, 465901.

Oxygen cylinders

If essential, small, portable oxygen cylinders can be carried on our trains.

We can provide the assistance needed to travel between train companies who use the same stations, such as St Pancras (including to Kings Cross), Victoria, London Bridge, Waterloo East and Waterloo Main stations. When you book your assisted travel we will liaise with other train companies and Network Rail to ensure that you get the support you need.

While we advise you book in advance it is not essential and employees at staffed stations will assist all passengers where transfers between train companies occur at the same station. Please be aware that if you do not book your assistance for an onward journey you may have to wait to board a suitable train whilst booked passengers take priority.

Connections to other transport modes (buses, trams, taxis)

Our employees will provide assistance in and around the station between platforms and the station entrance as well as to other facilities on the station which may include a bus stop or a taxi rank. However they are not able to provide assistance to other services outside of the immediate area.

Many stations have taxi ranks and in London all black cabs are wheelchair accessible. Accessible taxis are becoming more common outside of London but it is always advisable to check availability and book before travelling if one is required. For contact details of taxi companies including those providing wheelchair accessible taxis please visit traintaxi.co.uk

If a journey involves a transfer using a bus, taxi, tram or tube train (for example where this is a cross London transfer) our employees will not always be able to fully assist. They will make sure you meet your taxi or the representative from your connecting service operator, but often can't leave the immediate area and cannot assist you onto the onward transport. Please contact our Assisted travel booking service for further details.

For information regarding the assistance that Transport for London can provide (on trams, DLR, London Underground) contact them direct on 0843 222 1234 or via tfl.gov.uk

Disruption to facilities and services

We'll keep passengers informed if:

- there are delays over five minutes
- station stops are cancelled or altered
- the train is being taken out of service before it reaches its final destination

Sometimes the departing platform can change at short notice, if this happens we'll allow time for disabled passengers to get to the new platform. You are advised to inform a member of the team if you need help getting to the new platform as soon as you are aware the platform has changed.

Where you have booked assistance and there's major ongoing disruption, we will make all reasonable efforts to contact you to make alternative arrangements.

Most of our replacement buses are wheelchair accessible, but if there's disruption to the train service and a non-accessible replacement bus transport is used. Then a taxi will be provided to take you to the nearest or most convenient accessible station to complete your journey, where possible, by train. Taxis will be free of charge to you as long as you hold or buy the correct ticket for your entire journey.

If facilities become unavailable we'll do all we can to make other facilities available. Should lifts, toilets or other amenities be unavailable we'll publish the information on our website and through National Rail Enquiries as well as at the station.

Information on dealing with emergency situations is available in our document titled 'Making Rail Accessible – a Guide to policies and practices'.

Contact us

For information, advice or comment on our service, please contact us:

Southeastern Customer Services
PO Box 10422
Unit 16 Coalfield Way
Ashby-de-la-Zouch
LE65 9EL

Or by phone (24 hours a day seven days a week excluding Christmas day)

General enquiries 0345 322 7021

Fax 0800 783 4548

To book assistance 0800 783 4524 (freephone)

Textphone 0800 783 4548 (freephone)

Or through the comments page on our website at southeasternrailway.co.uk

For other train company information including timetable enquiries please contact National Rail Enquiries on 03457 484 950 or via their website nationalrail.co.uk

Alternative formats

This document is available in the following formats:

- Printed copy
- Large Print
- Easy Read
- Audio
- All of these versions can be downloaded from our website or sent within seven days by post if required.

Station Accessibility Information and map

We publish a guide to facilities which can be found at the stations that we manage, including a map which shows our network with a symbol for each station showing its step free status. The information contained is correct at the time of printing and will be updated.

Up to date information can be accessed through our and National Rail's website.

Policy guide

We also produce a guide to our policies and practices which is available as a download from our website or on request from our customer services. Together these documents form our Disabled Peoples Protection Policy (DPPP).

Feedback

We employ an Accessibility and Inclusion Manager to ensure that we meet our commitments laid out in our Disabled Persons Protection Policy (DPPP).

As part of this policy we will survey a selection of passengers who have booked assistance (and agree to a feedback call) with us to gain a better understanding of how they felt the service was provided.

We would like to hear from passengers with any comments on the service that we offer disabled people or any other feedback concerning our facilities or procedures for disabled people.

If you want your reply to be sent in a particular format then please let us know. e.g. font size, colour of background, typeface, audio etc.

You can email suggestions for improvements to the service we offer disabled people or for improvements at stations or on trains that would have a positive impact on disabled people, directly to the Accessibility Manager on accessibility@southeasternrailway.co.uk. Please place any comments you require a direct response to here southeasternrailway.co.uk/contact-us/contact-us-form/

Station	Step free access	Car park	Accessible parking spaces	Range of seating	Adjustable or dual height ticket counters	Accessible ticket machines	Customer information PA and LED	Meeting Point for booked assisted travel during staffing hours	Secure station accreditation*	Buffet/Shop	Toilet	Accessible toilet	Staffing	Help points	Comments
Abbey Wood	all	no	no	yes	yes	yes	PA and LED	Booking Office	yes	yes	no	yes	Part	yes	There will be major work occurring at Abbeywood stations until 2018 as a new station is built to accommodate the extra Crossrail services. This means that although services will continue through the station, routes around the station, accessing the station from the road and platforms used for services will change. Please contact Customer Services before travel for the latest information or use alternative stations.
Adisham	all	no	no	no	unstaffed	no	LED	unstaffed	no	no	no	no	none	yes	Access to London bound platform via unmade path. No step free interchange between platforms.
Albany Park	none	no	no	yes	no	yes	PA and LED	Booking Office	yes	yes	no	yes	Part	yes	Steps to all platforms.
Ashford International	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Access to all platforms and interchange via lifts.
Aylesford	part	yes	yes	no	unstaffed	no	Help point	unstaffed	no	no	no	no	none	yes	Step free access to platform for services to Strood. No step free interchange between platforms.
Aylesham	part	no	no	no	no	yes	LED	Booking Office	no	no	no	no	Part	yes	Step free access to platform for services to London. No step free interchange between platforms.
Barming	part	yes	yes	yes	no	no	LED	Booking Office	no	no	no	no	Part	yes	Step free access to platform for services away from London.
Barnehurst	all	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	no	Part	yes	Step free access to platform for services to London via path from ticket office. Step free access for services away from London via car park. No step free interchange between platforms.
Bat & Ball	part	yes	yes	no	unstaffed	no	Help point	unstaffed	no	no	no	no	none	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Battle	part	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	no	Part	yes	Step free access to platform for services to London. No step free interchange between platforms.
Bearsted	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	yes	yes	yes	Part	yes	Access to all platforms and interchange via lifts.
Beckenham Junction	all	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	yes	full	yes	Access to platforms 1 & 2 via booking hall for services to London and Crystal Palace. Access to platforms 3 & 4 via Waitrose car park and ramped side gate located on platform 4 for services away from London. Step free route between platforms in excess of 400 metres.
Bekesbourne	all	yes	yes	no	unstaffed	no	Help point	unstaffed	no	no	no	no	none	yes	No step free interchange between platforms.
Beltring	all	no	no	no	unstaffed	no	Help point	unstaffed	no	no	no	no	none	yes	Step free access between platforms is via level crossing.

Station	Step free access	Car park	Accessible parking spaces	Range of seating	Adjustable or dual height ticket counters	Accessible ticket machines	Customer information PA and LED	Meeting Point for booked assisted travel during staffing hours	Secure station accreditation*	Buffet/Shop	Toilet	Accessible toilet	Staffing	Help points	Comments
Belvedere	all	no	no	yes	no	yes	PA and LED	Booking Office	yes	no	no	no	part	yes	No step free interchange between platforms.
Bexley	part	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	no	yes	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Bexleyheath	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	no	part	yes	Access to all platforms and interchange via lifts
Bickley	none	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	no	no	part	yes	Steps to all platforms.
Birchington-on-sea	all	yes	yes	yes	no	yes	PA and LED	Booking Office	no	no	yes	no	part	yes	Step free interchange via road and steep paths in excess of 250 metres.
Blackheath	all (including interchange)	no	no	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	yes	part	yes	Step free access to platform 1 via lift, to platform 2 via ramp.
Borough Green & Wrotham	all	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	yes	yes	yes	part	yes	Step free interchange via road in excess of 400 metres.
Brixton	none	no	no	no	yes	no	PA and LED	Booking Office	yes	no	no	no	part	yes	Steps to all platforms.
Broadstairs	all	yes	yes	yes	no	yes	PA and LED	Booking Office	no	no	yes	yes	part	yes	Step free interchange between platforms via road and steep paths in excess of 400 metres.
Bromley North	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	yes	no	yes	part	yes	No other stations on this branch line have step free access.
Bromley South	all (including interchange)	no	no	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Step free access to all platforms via lifts accessible from the booking hall.
Canterbury East	all	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Staff assistance required for step free access to services to London and for interchange between platforms via railway foot crossing. Alternatively there is a ramp and gate for disabled passengers who wish to access services to London which is via Gordon Rd, this entrance is in excess of 800m from the ticket office via steep paths. There is no parking there but it is possible to pick people up and drop them off here.
Canterbury West	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	part	yes	Access to all platforms and interchange via lifts.
Catford Bridge	all	no	no	yes	yes	yes	PA and LED	Booking Office	yes	no	no	yes	part	yes	Step free interchange via road and steep paths is in excess of 250 metres.
Charing	part	yes	yes	yes	no	no	PA and LED	Booking Office	no	no	yes	no	part	yes	Step free access to platform for services away from London.

Station	Step free access	Car park	Accessible parking spaces	Range of seating	Adjustable or dual height ticket counters	Accessible ticket machines	Customer information PA and LED	Meeting Point for booked assisted travel during staffing hours	Secure station accreditation*	Buffet/Shop	Toilet	Accessible toilet	Staffing	Help points	Comments
Charlton	all	no	no	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	yes	part	yes	Lift access to platform 1 for services to London, ramped access to platform 2 for services away from London. Step free interchange via road is in excess of 250 metres.
Chartham	all	no	no	no	unstaffed	no	LED	unstaffed	no	no	no	no	none	yes	Step Free Interchange between platforms via level crossing.
Chatham	all	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Step free interchange via road and steep paths is in excess of 250 metres.
Chelsfield	all	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	no	part	yes	Step free interchange via road and steep paths is in excess of 400metres.
Chestfield & Swalecliffe	none	no	no	no	no	no	PA and LED	Booking Office	no	no	no	no	part	yes	Steps to all platforms.
Chilham	part	yes	yes	no	unstaffed	no	LED	unstaffed	no	no	no	no	none	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Chislehurst	part	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	yes	no	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Clock House	part	no	no	yes	no	yes	PA and LED	Booking Office	yes	yes	no	yes	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Crayford	all	yes	yes	yes	no	yes	PA and LED	Gateline	yes	yes	no	yes	part	yes	Step free access to platform for services to London via ticket office. Step free access to platform for services to Dartford via side entrance. No step free interchange between platforms.
Crowhurst	part	yes	yes	yes	no	no	LED	Booking Office	yes	no	no	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.
Cuxton	all	no	no	no	unstaffed	no	Help point and PA	unstaffed	no	no	no	no	none	yes	Step free access to platform for services to Strood. Step free access for services to Paddock Wood via car park Step free interchange between platforms via level crossing.
Dartford	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Access to all platforms and interchange via lifts.
Deal	all	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	yes	yes	yes	part	yes	Step free interchange via road and steep paths is in excess of 400 metres.
Deptford	all (including interchange)	no	no	yes	yes	yes	PA and LED	Booking Office	yes	no	no	no	part	yes	Access to all platforms and interchange via lifts.
Dover Priory	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	yes	full	yes	Access to all platforms and interchange via lifts.
Dumpton Park	none	yes	yes	no	unstaffed	no	Help point	unstaffed	no	no	no	no	none	yes	Steps down to platforms, within the station level access between platforms.

Station	Step free access	Car park	Accessible parking spaces	Range of seating	Adjustable or dual height ticket counters	Accessible ticket machines	Customer information PA and LED	Meeting Point for booked assisted travel during staffing hours	Secure station accreditation*	Buffet/Shop	Toilet	Accessible toilet	Staffing	Help points	Comments
Dunton Green	part	yes	yes	no	unstaffed	no	LED	unstaffed	yes	no	no	no	none	yes	Step free access to platform for services to London. No step free interchange between platforms.
East Farleigh	part	yes	yes	no	unstaffed	no	Help point	unstaffed	no	no	no	no	none	yes	Step free access to platform for services to Strood. No step free interchange between platforms.
East Malling	none	no	no	no	unstaffed	no	LED	unstaffed	no	no	no	no	none	yes	Steps to all platforms.
Ebbsfleet	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Step free access from platform 5 & 6 (North Kent platforms) to main entrance and to interchange with South Kent platforms 2 & 3 involve using a steep ramp.
Eden Park	part	no	no	yes	no	yes	PA and LED	Booking Office	yes	no	no	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.
Elmers End	all	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	yes	yes	part	yes	Interchange between platforms via road (steep) is in excess of 600 metres.
Elmstead Woods	part	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	no	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Eltham	all	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	yes	part	yes	Step free interchange between platforms via steep ramps.
Erith	part	no	no	yes	no	yes	PA and LED	Booking Office	yes	yes	no	no	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Etchingham	all	yes	yes	yes	no	no	PA and LED	Booking Office	yes	no	no	no	part	yes	No step free interchange between platforms.
Eynsford	part	yes	yes	no	no	no	PA and LED	Station entrance	no	no	no	no	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Falconwood	none	no	no	yes	no	yes	PA and LED	Booking Office	yes	yes	yes	no	part	yes	Steps to all platforms.
Farningham Road	all	yes	yes	yes	no	yes	PA and LED	Station entrance	no	no	no	no	part	yes	Access to platform for services away from London is via unmade footpath. No step free interchange between platforms.
Faversham	all	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Step free access from subway to all platforms now available via lifts. Access from car park involves using a second lift and a steep slope. Access from ticket office side involves a steep ramp only.
Folkestone Central	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	yes	yes	yes	part	yes	Access via lift or steep ramps.
Folkestone West	all	yes	yes	yes	no	yes	LED	Booking Office	no	no	yes	no	part	yes	Step free interchange between platforms via steep roads in excess of 500 metres.

Station	Step free access	Car park	Accessible parking spaces	Range of seating	Adjustable or dual height ticket counters	Accessible ticket machines	Customer information PA and LED	Meeting Point for booked assisted travel during staffing hours	Secure station accreditation*	Buffet/Shop	Toilet	Accessible toilet	Staffing	Help points	Comments
Frant	part	yes	yes	yes	no	no	LED	Booking Office	yes	no	no	no	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Gillingham (Kent)	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Access to all platforms and interchange via lifts.
Gravesend	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Access to all platforms and interchange via lifts.
Greenhithe for Bluewater	all (including interchange)	no	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	yes	part	yes	Access to all platforms and interchange via lifts
Greenwich	all	no	no	yes	no	yes	PA and LED	Booking Office	yes	yes	no	yes	part	yes	Interchange via lift and subway.
Grove Park	part	no	no	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	yes	full	yes	Step free access to platform for services to and away from London. Unable to travel to Bromley North without using steps.
Halling	part	no	no	no	unstaffed	no	Help point and PA	unstaffed	no	no	no	no	none	yes	Step free access to platform for services to Strood. No step free interchange between platforms.
Harrietsham	part	yes	yes	no	no	no	LED	Station entrance	no	no	no	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.
Hastings	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Access to all platforms and interchange via lifts.
Hayes (Kent)	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	Yes	part	yes	Short ramp access from car park to station. Terminal platform so there is step free interchange between platforms.
Headcorn	part	yes	yes	yes	no	yes	PA and LED	Booking Office	no	yes	yes	yes	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Herne Bay	part	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	yes	yes	yes	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Herne Hill	all (including interchange)	no	no	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	yes	part	yes	Access to all platforms and interchange via lifts.
High Brooms	part	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	no	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.
Higham	part	yes	yes	no	no	no	PA and LED	Booking Office	yes	no	yes	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.
Hildenborough	part	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.

Station	Step free access	Car park	Accessible parking spaces	Range of seating	Adjustable or dual height ticket counters	Accessible ticket machines	Customer information PA and LED	Meeting Point for booked assisted travel during staffing hours	Secure station accreditation*	Buffet/Shop	Toilet	Accessible toilet	Staffing	Help points	Comments
Hither Green	part	no	no	yes	no	yes	PA and LED	Booking Office	yes	yes	yes	no	full	yes	Step free access to platforms 4 & 5 via steep ramps for some services to and from London. No step free interchange between platforms.
Hollingbourne	part	yes	yes	no	unstaffed	no	LED	unstaffed	no	no	no	no	none	yes	Step free access to platform for services to London. No step free interchange between platforms.
Kearsney	part	yes	yes	yes	no	no	Help point	Booking Office	no	no	no	no	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Kemsing	none	yes	yes	no	unstaffed	no	LED	unstaffed	no	no	no	no	none	yes	Steps to all platforms.
Kemsley	all	no	no	no	unstaffed	no	LED	unstaffed	no	no	no	no	none	yes	Step free interchange via road and steep paths is in excess of 200 metres.
Kent House	none	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	no	no	no	part	yes	Steps to all platforms.
Kidbrooke	all	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	no	yes	part	yes	Step free interchange between platforms via road bridge is in excess of 300 metres.
Knockholt	part	yes	yes	no	no	yes	PA and LED	Booking Office	yes	yes	no	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.
Ladywell	all	no	no	yes	yes	yes	PA and LED	Booking Office	yes	yes	no	no	part	yes	Step free interchange between platforms via road in excess of 400 metres.
Lee	all	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	no	yes	part	yes	Step free interchange via road and steep paths is in excess of 400 metres.
Lenham	part	yes	yes	yes	no	no	LED	Booking Office	no	no	no	no	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Lewisham	all (including interchange)	no	no	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Direct access via lift to platforms 1, 3 & 4 from subway. Step free access to platform 2 via booking hall and lift to platform 3.
London Blackfriars	all (including interchange)	no	no	yes	no	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Now accessible via lifts from both South and North entrances.
London Bridge	all	no	no	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	(This station is managed by Network Rail) Only platforms 1-3 will have Southeastern services until August 2016. This will then change to platforms 7-9 only until 2018 when all the platforms will reopen. Please check with Assisted Travel as to how this may affect your journey.
London Cannon Street	all (including interchange)	no	no	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	(This station is managed by Network Rail) Sloped entrance on the east side of the station.
London Charing cross	all (including interchange)	no	no	yes	no	yes	PA and LED	Helpdesk	yes	yes	yes	yes	full	yes	(This station is managed by Network Rail) Level access from street level.

Station	Step free access	Car park	Accessible parking spaces	Range of seating	Adjustable or dual height ticket counters	Accessible ticket machines	Customer information PA and LED	Meeting Point for booked assisted travel during staffing hours	Secure station accreditation*	Buffet/Shop	Toilet	Accessible toilet	Staffing	Help points	Comments
London Victoria	all (including interchange)	no	no	yes	no	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	(This station is managed by Network Rail). Only platforms 1-8 have Southeastern departures and arrivals. Level access from street level. Access to and from the underground is via steps. The Ticket office is staffed by Southern.
London Waterloo East	all	no	no	yes	n/a	yes	PA and LED	Help desk on over bridge	yes	yes	yes	yes	full	yes	Access to Waterloo East only through use of lift at Waterloo Main. Ramps access to the platforms is steep. There is no ticket office.
Longfield	all	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	no	yes	no	part	yes	Step free access for services to London, via ramp from Bramblefield Close, for services away from London via ramp on Station Road.
Lower Sydenham	all	no	no	yes	no	yes	PA and LED	Booking Office	yes	yes	no	no	part	yes	No step free interchange between platforms.
Maidstone Barracks	none	no	no	no	no	no	PA and LED	unstaffed	no	no	no	no	none	yes	Steps to all platforms.
Maidstone East	all	yes	yes	yes	no	yes	PA and LED	Platform 1	no	yes	yes	yes	full	yes	Step free interchange via road and steep paths in excess of 400 metres.
Maidstone West	part	yes	yes	yes	no	yes	PA and LED	Booking Office	no	no	yes	yes	part	yes	Step free access to platform for services to Paddock Wood. Staff assistance required to access platform for services to Strood (involves using a crossing to cross the railway tracks).
Marden	part	yes	yes	yes	no	no	LED	Booking Office	no	yes	no	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.
Margate	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	yes	yes	yes	full	yes	Access to all platforms and interchange via lifts.
Martin Mill	part	yes	yes	yes	no	no	LED	Booking Office	no	no	no	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.
Maze Hill	all	no	no	yes	yes	yes	PA and LED	Booking Office	yes	yes	no	yes	part	yes	No step free interchange between platforms.
Meopham	part	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	no	yes	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.
Minster	all	yes	yes	no	unstaffed	no	LED	unstaffed	no	no	no	no	none	yes	Direct step free access to platform for services away from London. Step free access to platform for services to London via railway foot crossing.
Mottingham	all	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	yes	yes	part	yes	No step free interchange between platforms.
New Beckenham	all	no	no	yes	no	yes	PA and LED	Booking Office	yes	yes	no	no	part	yes	No step free interchange between platforms.
New Cross	all (including interchange)	no	no	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	part	yes	Access to all platforms and interchange via lifts.

Station	Step free access	Car park	Accessible parking spaces	Range of seating	Adjustable or dual height ticket counters	Accessible ticket machines	Customer information PA and LED	Meeting Point for booked assisted travel during staffing hours	Secure station accreditation*	Buffet/Shop	Toilet	Accessible toilet	Staffing	Help points	Comments
New Eltham	all (including interchange)	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	no	yes	part	yes	Access to all platforms and interchange via lifts.
New Hythe	part	no	no	no	unstaffed	no	Help point	unstaffed	no	no	no	no	none	yes	Step free access to platform for services to Strood. No step free interchange between platforms.
Newington	part	yes	yes	yes	no	yes	PA and LED	Booking Office	no	no	no	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.
Northfleet	part	no	no	yes	no	no	PA and LED	Booking Office	no	no	no	no	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Orpington	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Access to all platforms and interchange via lifts.
Otford	all	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	yes	yes	no	part	yes	Step free Interchange between platforms in excess of 400 metres.
Paddock Wood	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	yes	yes	yes	part	yes	Access to all platforms and interchange via lifts.
Penge East	all	no	no	yes	yes	yes	PA and LED	Booking Office	yes	no	no	no	part	yes	No step free interchange between platforms.
Petts Wood	none	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	no	no	part	yes	Steps to all platforms.
Pluckley	part	yes	yes	yes	no	no	PA and LED	Booking Office	no	no	yes	no	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Plumstead	none	no	no	yes	no	yes	PA and LED	Booking Office	yes	yes	no	no	part	yes	Steps to all platforms.
Queenborough	all	yes	yes	yes	no	no	LED	Booking Office	no	no	no	no	part	yes	Step free interchange via road in excess of 200 metres.
Rainham (Kent)	all	yes	yes	yes	yes	yes	PA and LED	Gateline	no	yes	yes	yes	part	yes	Step free interchange via road and steep paths in excess of 250 metres.
Ramsgate	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	yes	yes	yes	full	yes	Access to all platforms and interchange via lifts.
Robertsbridge	all	yes	yes	yes	no	no	LED	Booking Office	yes	no	no	no	part	yes	Step free access between platforms is via level crossing.
Rochester	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	yes	part	yes	Access to all platforms and interchange via lifts.
Sandling	all	yes	yes	yes	no	no	LED	Booking Office	no	no	yes	no	part	yes	No step free interchange between platforms.

Station	Step free access	Car park	Accessible parking spaces	Range of seating	Adjustable or dual height ticket counters	Accessible ticket machines	Customer information PA and LED	Meeting Point for booked assisted travel during staffing hours	Secure station accreditation*	Buffet/Shop	Toilet	Accessible toilet	Staffing	Help points	Comments
Sandwich	all	yes	yes	yes	no	yes	LED	Booking Office	no	no	yes	no	part	yes	Step free interchange via level crossing in excess of 600 metres.
Selling	part	yes	yes	no	unstaffed	no	Help point	unstaffed	no	no	no	no	none	yes	Step free access to platform for services to London. No step free interchange between platforms.
Sevenoaks	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Access to all platforms and interchange via lifts.
Sheerness-on-Sea	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	yes	no	no	part	yes	Step free access available to all platforms.
Shepherds Well	all	yes	yes	yes	no	no	LED	Booking Office	no	no	yes	no	part	yes	No step free interchange between platforms.
Shoreham (Kent)	part	yes	yes	no	unstaffed	no	LED	unstaffed	no	no	no	no	none	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Shortlands	none	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	no	no	part	yes	Steps to all platforms.
Sidcup	all	yes	yes	yes	no	yes	PA and LED	Gateline	yes	yes	yes	yes	part	yes	Step free interchange via road and steep paths in excess of 400 metres.
Sittingbourne	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Gateline	no	yes	yes	yes	full	yes	Access to all platforms and interchange via lifts.
Slade Green	all	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	no	no	no	part	yes	No step free interchange between platforms.
Snodland	all	yes	yes	no	unstaffed	no	PA and Help point	unstaffed	no	no	no	no	none	yes	Step free interchange via level crossing.
Snowdown	none	no	no	no	unstaffed	no	Help point	unstaffed	no	no	no	no	none	yes	Steps to all platforms.
Sole Street	part	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	no	yes	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.
St Johns	none	no	no	yes	no	yes	PA and LED	Booking Office	yes	no	no	no	part	yes	Steps to all platforms.
St Leonards Warrior Square	all	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	no	no	yes	part	yes	No step free interchange between platforms.
St Mary Cray	none	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	yes	no	full	yes	Steps to all platforms.

Station	Step free access	Car park	Accessible parking spaces	Range of seating	Adjustable or dual height ticket counters	Accessible ticket machines	Customer information PA and LED	Meeting Point for booked assisted travel during staffing hours	Secure station accreditation*	Buffet/Shop	Toilet	Accessible toilet	Staffing	Help points	Comments
St Pancras	all (including interchange)	no	no	yes	N/A	yes	PA and LED	Platform 11/12/13 gateline	yes	yes	yes	yes	full	yes	Lifts and escalators to all platforms.
Staplehurst	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	yes	yes	yes	part	yes	Access to all platforms and interchange via lift.
Stone Crossing	none	no	no	no	no	no	LED	Booking Office	yes	no	no	no	part	yes	Steps to all platforms.
Stonegate	part	yes	yes	no	no	yes	LED	Booking Office	yes	no	no	no	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Stratford International	all (including interchange)	no	no	yes	Yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Step free access to all platforms via lifts. Pedestrian access to the international station from the regional station either via Westfield shopping centre or the roadway to the second entrance.
Strood	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	no	part	yes	Access to all platforms and interchange via lifts
Stury	all	yes	yes	yes	no	no	LED	Booking Office	no	no	no	no	part	yes	Platforms divided by main road. Level access to and between platforms.
Sundridge Park	part	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	no	no	no	part	yes	Steps to platform for services to Bromley North. Step free access available for services to Grove Park via gate from side path but Grove Park does not have step free access.
Swale	all	no	no	yes	unstaffed	no	Help point	unstaffed	no	no	no	no	none	yes	Ramp access to single platform.
Swanley	all (including interchange)	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	yes	yes	part	yes	Access to all platforms and interchange via lifts.
Swanscombe	none	no	no	yes	no	no	PA and LED	Station entrance	yes	no	no	no	part	yes	Steps to all platforms.
Sydenham Hill	none	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	no	no	no	part	yes	Steps to all platforms.
Teynham	all	yes	yes	yes	no	no	PA and LED	Booking Office	no	no	no	no	part	yes	Step free interchange via level crossing.
Tonbridge	all (including interchange)	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Access to all platforms and interchange via lifts.
Tunbridge Wells	all	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Step free interchange via steep path approximately 200 metres. Lift to access platform 2 from Mount Pleasant road for services away from London.
Wadhurst	part	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	yes	no	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.

Station	Step free access	Car park	Accessible parking spaces	Range of seating	Adjustable or dual height ticket counters	Accessible ticket machines	Customer information PA and LED	Meeting Point for booked assisted travel during staffing hours	Secure station accreditation*	Buffet/Shop	Toilet	Accessible toilet	Staffing	Help points	Comments
Walmer	all	yes	yes	yes	no	yes	LED	Booking Office	no	no	yes	no	part	yes	No step free interchange between platforms.
Wateringbury	part	yes	yes	yes	unstaffed	no	LED	unstaffed	no	no	no	no	none	yes	Step free access to platform for services to Strood. No step free interchange between platforms.
Welling	all	yes	yes	yes	yes	yes	PA and LED	Gateline	yes	yes	yes	yes	part	yes	No step free interchange between platforms.
West Dulwich	none	no	no	yes	no	yes	PA and LED	Booking Office	yes	yes	no	no	part	yes	Steps to all platforms.
West Malling	all	yes	yes	yes	yes	yes	PA and LED	Booking Office	yes	yes	yes	yes	part	yes	No step free interchange between platforms.
West St Leonards	part	yes	yes	no	no	yes	PA and LED	Booking Office	yes	no	no	no	part	yes	Step free access to platform for services to London. No step free interchange between platforms.
West Wickham	all	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	no	yes	part	yes	Step free interchange between platforms via road in excess of 400 metres.
Westcombe Park	all	yes	yes	yes	no	yes	PA and LED	Booking Office	yes	yes	no	yes	part	yes	No step free interchange between platforms.
Westenhanger	part	yes	yes	no	unstaffed	no	LED	unstaffed	no	no	no	no	none	yes	Step free access to platform for services to London. No step free interchange between platforms.
Westgate-on-Sea	all	no	no	yes	no	yes	PA and LED	Booking Office	no	no	no	no	part	yes	Step free interchange via road and steep paths in excess of 250 metres.
Whitstable	all	yes	yes	yes	yes	yes	PA and LED	Booking Office	no	no	yes	yes	part	yes	No step free interchange between platforms.
Woolwich Arsenal	all	yes	yes	yes	Yes	yes	PA and LED	Gateline	yes	yes	yes	yes	full	yes	Step free access to both platforms via lifts from new DLR station.
Woolwich Dockyard	part	no	no	yes	no	yes	PA and LED	Booking Office	yes	no	no	yes	part	yes	Step free access to platform for services away from London. No step free interchange between platforms.
Wye	all	no	no	yes	no	no	Help point	Booking Office	no	no	yes	no	part	yes	Step free interchange via level crossing.
Yalding	part	yes	yes	yes	unstaffed	no	LED	unstaffed	no	no	no	no	none	yes	Step free access to platform for services to Paddock Wood. No step free interchange between platforms.

These stations will become step free under the Access for All Programme by March 2024.

*Secure station accreditation is given by British Transport Police and the Department for Transport when a station achieves certain standards relating to the safety and security of employees and passengers.

Southeastern **Making rail** **accessible –** **guide to policies** **and practices**

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1.0 Disabled Peoples Protection Policy Guide

Whether travelling independently or with our assistance, we want to make it easier for disabled and older passengers to make journeys on our trains.

We are constantly looking for ways to improve the accessibility of our stations and trains to give as many people as possible the opportunity to use our service. We want you to be confident in the services we offer, both now and in the future.

We have made changes to improve things and we'll continue to look at how we can make things even better. New initiatives like our Priority seating card, and continued improvements of station facilities will benefit all passengers including those with hidden disabilities, those carrying luggage, elderly people and those with young children and pushchairs as well as those people with mobility problems.

Since 2006 we've made sure that 20 of our busiest stations have step free access. Thanks to the Department for Transport's (DfT) Access for All programme – part of the Railways for All Strategy – we have been able to reduce the barriers to travel for disabled and elderly people across our network. Now many of our stations have step free access, and we'll continue to work closely with Network Rail to further improve accessibility.

Our policy is to ensure that all stations have facilities appropriate to how busy they are, that make them easier to access for disabled people whatever their disability. For example we have installed lifts at Lewisham, Orpington and Bromley South and used third party funding to make Deptford, Greenhithe, Paddock Wood and Bearsted station's step free. We know there is more to do, and we will continue to apply for funding to make more physical station improvements happen.

Through our Minor Works Fund we invest over £300,000 in to improving our stations every year. Our plans for 2016 are to continue improving the safety and accessibility of steps at our stations. This year we shall install more tactile paving, highlighted stair nosings and handrails at stations where it is most needed. We will also trial the installation of mobility scooter boxes at stations; these will enable users to check whether their scooter is suitable for on train use.

Working with our partners Network Rail we help ensure that funds assigned to the Department for Transport's (DfT) Railway's for All fund are spent effectively. Chatham, Petts Wood, Canterbury East, St Mary Cray, Plumstead, Shortlands, Hither Green and Bexley will all benefit from investment as part of this fund and become step free. The work required at these stations will benefit a number of people, including those for whom step free access is essential and those with luggage, pushchairs and small children. The investment in each station is over £2 million, so work will happen over a number of years, but should be complete by 2024.

Larger improvements, such as improving the forecourt, car park or access to a station, are made possible through the DfT's National Station Improvement Programme (NSIP). Projects are funded on a case by case basis and as with all schemes funding is limited. Improvement work through these schemes are always used as an opportunity to improve facilities for disabled passengers.

Recent examples include the work at Canterbury West, Orpington and Tonbridge stations. Many of these schemes represent another significant investment with the planned spend during this franchise of many millions of pounds.

Stations aren't the only place we can make positive changes for accessibility. Over the years we have replaced our older trains and introduced newer trains, such as the 29 six car Hitachi trains used on our high speed service into St Pancras. Our newer trains are thoroughly modern and equipped for all passengers to travel in comfort. These trains have aural and visual train running information, wheelchair spaces, accessible toilets as well as priority seating, highlighted grab rails, tactile surfaces, automatic doors and clearer signage.

By 2020 all of our trains will be more accessible to disabled people as we are investing millions of pounds in improving access in over 150 of our metro trains.

Our focus is also on ensuring all of our front line employees are well trained, continually briefed and updated on how to assist disabled and elderly people. Their induction training gives them guidance on assisting people with mobility problems as well as helping them recognise hidden disabilities and providing the appropriate assistance. We believe that by empowering our employees we will give you much more confidence in us and in how you travel.

In the last few years we have explored a number of ways we can capture the feedback of all passengers, particularly those with disabilities, who make both booked and un-booked assisted journeys. Until we have developed a more robust way of capturing feedback we will continue to make calls to passengers who have booked assistance. This gives us an opportunity to understand what we need to improve and what we're doing well. We will also continue to employ disabled mystery shoppers to undertake journeys where they need assistance on our services and use their reports to inform employees and managers.

Behind the scenes we are making many other changes. We are currently developing an App to help employees more successfully monitor assisted travel journeys.

Although we realise these improvements will not make it possible for everyone to make independent train journeys, we are confident that they will make the railway accessible for more people and that the number of people who can independently access our stations and trains will increase every year. We will continue to monitor and improve our assisted travel service and do all we can to ensure passengers who will need the assistance of employees to complete their journeys receive it.

By 2018 all of our larger projects – whether physical improvements, changes to working practices or operational changes – will include a Diversity Impact Assessment. This will ensure the impact on disabled people, and others protected under the Equality Act, is taken into account and opportunities are taken to improve the service we offer.

2.0 Management Arrangements

The Passenger Services Director has overall responsibility for the DPPP and ensures its implementation by:

- Keeping the Executive Board informed of ongoing improvements such as the Priority seating card, refunds for failed assistance or the improvements planned at stations for disabled people.
- Ensuring all new front line members of employees receive disability equality training to ensure that they have the confidence and competence to assist disabled passengers.
- Employing an Accessibility Manager who is responsible for the briefing of management and employees on the latest developments of our DPPP.
- Putting in place a Facilities Approval Panel to check that all new proposed facilities meet the requirements of the DfT's Code of Practice.
- Making sure independent advice is sought from a consultant with disabilities, through maintaining the disabled mystery shopping programme.
- Maintaining membership of the Employers Forum on Disability.
- To introduce Diversity Impact Assessments for all major proposed physical and operational changes and ensure that all groups covered by the Equality Act are considered, do not lose out and where possible opportunities are taken to improve the service to them.

3.0 Monitoring and Evaluation

We monitor the service we offer disabled people in the following ways:

Call backs are made to people who have used the assisted travel service and their feedback evaluated to provide a performance measure. Any complaints raised are recorded and investigated by the relevant manager to find the root cause and take the necessary action to prevent a reoccurrence. We aim to call back at least 20% of those passengers who make a booking every month. From this we gain insight into the number of passengers who were satisfied, which we can then relate to the total number of customers who have booked assistance over the same period.

- All comments/complaints received are categorised as to the type of issue so that we can evaluate our performance against each type of complaint. Letters relating to incidents involving disabled people are similarly categorised then investigated by the relevant manager to find the root cause and take the necessary action to prevent a reoccurrence.
- We employ a company that provides mystery shoppers with disabilities to carry out 'mystery shops' of our assisted travel service. Their findings are evaluated in two ways; they firstly provide a quantitative score which enables us to track the performance of managers across the business and secondly offer us qualitative feedback which we use to inform performance reviews and employee briefings. We ensure we receive diverse feedback from mystery shoppers with various disabilities. We work with those who have visual

impairments and use white sticks or guide dogs to get around, to wheelchair and scooters users, to those with learning difficulties or other mobility impairments.

- We also record the amount of staff that have received disability awareness training per period as well as the amount of alternative transport we have provided during each period. This information, along with information about complaints concerning disability and the amount of assisted travel bookings is shared with the Office of Road and Rail and published on their website.

4.0 Access Improvements

Recent key actions we have undertaken to improve the service we offer disabled people include

- Introducing our Priority Seating card
- Investigating the use of roller ramps for accessing trains as it is believed they will benefit staff and improve confidence of passengers who use the ramps – evaluation is on going
- We have carried out a survey of all stations in our network to evaluate them against accessibility standards. This ensures that as funding becomes available we are able to target improvements at the stations that will directly benefit disabled passengers.
- We are ensuring that key improvements like handrails, highlighted stair nosings, tactiles to stairs and dropped kerbs are being undertaken as part of our minor works improvements.
- We are introducing a 'scooter box' to many of our stations as an easy guide for passengers and staff to use to ensure that the scooter they wish to use on our trains is suitable for on train use.
- We will be checking and updating all the photos currently shown on our station pages of the National Rail website to ensure they remain current.

We comply with the DfT's 'Design Standards for Accessible Railway Stations' – a code of practice through which the DfT ensures the implementation of the European Technical Standards for Interoperability for Persons of Reduced Mobility (PRM TSI).

On the rare occasion that we are unable to comply with this, we will apply for the appropriate derogation from these standards, but only when all avenues of compliance have been exhausted.

Access for All Programme

We will continue to work closely with Network Rail to deliver access improvements funded directly by the Department for Transport under Access for All schemes.

The following stations have recently been announced as benefiting from new lifts/bridges under a further phase of the DfT Access for All scheme with delivery of the schemes by 2024.

- Petts Wood
- Shortlands
- Chatham
- Canterbury East
- Hither Green
- Bexley
- St Mary Cray
- Plumstead

National Station Improvement Programme

Major improvements that will benefit both disabled and non disabled passengers will be completed through the National Station Improvement Programme. This work includes improvements such as new waiting shelters, refurbishing toilets and waiting accommodation, adding car park spaces and remodelling forecourts.

Rolling Stock improvements

Southeastern currently has 112 Class 375 mainline trains, 36 Class 376 metro trains and 29 Class 395 high speed trains that have all been manufactured to meet the requirements of the RVAR (Rail Vehicle Accessibility Regulations) making most of our trains accessible to the majority of passengers. They have wheelchair spaces, accessible toilets, tactile surfaces and priority seating.

Over the next 4 years it is planned to upgrade our remaining Metro services 465/466 trains, through a process called Targeted Compliance, which will ensure that all of our trains will be made more accessible to disabled people by 2020, to include accessible toilets, wheelchair spaces and priority seating.

5.0 Working with others

We are keen to hear from any individuals and/or groups that represent disabled people. We are keen to know what our disabled passengers want to see improved on our trains, in our stations and generally about the service that we provide. This can be done by writing to or phoning our customer services team, by completing a comment form and leaving at your local station and/or using the web comment option on our website or via twitter @SE_Railway

We work with and consult many outside agencies and stakeholders. This contact can vary from regular or ad hoc meetings to providing briefings or updates on service changes or improvements. Examples of this include:

We recently changed the message on our website about booking assisted travel after feedback from Transport for All.

We are working with Alzheimers to produce a code of practice for transport providers on how to ensure those with dementia can continue to use public transport.

We are working with various stakeholders including RSSB on a project to produce guidance for mobility scooter users on using trains

These organisations include:

- Local authorities
- Community Rail Partnerships
- Transport Focus
- London Travel Watch
- The Association of Train Operating Companies (ATOC) (through the Atoc Disability Group)
- Other train operating companies such as GTR, South West Trains, London Overground and London Midland
- User and charitable groups including Kent Association for the Blind, Alzheimer's Society, Skillnet, Kent Autistic Trust, Guide Dogs for the Blind, Arthritis Care, The Business Disability Forum.
- Transport For All
- MPs
- Network Rail
- London Underground
- Railway Safety and Standards Board (RSSB)

6.0 Employee Training

Our employees receive training to give them the skills to assist disabled passengers travelling with us. We train our employees to recognise, anticipate and do everything possible to remove difficulties encountered by disabled people when using our trains and stations.

- All passenger-facing employees have been given training with equipment that they are likely to operate, such as wheelchairs, ramps and induction loops. This is in addition to the training they receive to make them more aware and proactive when assisting disabled passengers.
- We will provide disability training and/or briefing to all relevant managers to ensure that the wider issues concerning disability, like policies and procedures are regularly reviewed with the aim of removing barriers.
- We have a training course for frontline employees to ensure that they are more proactive in their approach to passenger problems. This helps them identify the barriers that passengers with different needs have and enlighten them as to how to remove these barriers. It also helps them understand better what hidden disabilities are and what they can do to assist these passengers.
- Our call centre is managed under contract however all customer contact staff there have been through on line training in disability awareness and the correct procedure for booking assisted travel (if their role requires them to book assistance).

We recognise the importance of making all employees aware of the wider issues concerning disability and we will continue to keep employees updated on relevant changes in the law that affect the service that they provide to disabled people.

7.0 Emergency Procedures

Managers throughout the company are kept updated on the latest developments on equipment and procedures to assist with evacuating disabled people. This includes evacuation from trains, stations and offices and these plans include employees as well as passengers.

Design changes to buildings, stations or trains will be made with consideration of evacuation procedures for everyone, including those with disabilities. Portable platforms are available for non-emergency evacuation from trains to trains. These help people get from one train to another without the need to climb down off a train or walk on uneven surfaces.

Our managers will ensure that employees are briefed and updated on the contents of emergency plans, including the procedures to assist disabled people including Generic and Personal Emergency Evacuation Plans (GEEPs and PEEPs).

8.0 Communications Strategy

We use a number of channels to regularly communicate with our stakeholders and passengers through a variety of means. These include:

- Our managers engage directly with user groups, local authorities, local access groups and organisations that represent disabled people.
- Monthly meet the manager sessions, held at London Terminals and other major Kent and East Sussex stations.
- Updating the relevant Members of Parliament with the latest developments and changes from our network.
- Sending press releases to appropriate media when necessary.
- Regular updating our website and sections of the National Rail website concerning facilities.
- Placing information posters on display at our stations.
- Providing station employees with adequate and relevant information for them to direct passengers.
- Aural and Visual Announcements at stations and on trains
- Providing help points at all stations with direct access to National Rail Enquires 24/7.

We aim to provide our passengers with a real person to talk to should they have any issues with our services so they can be contacted 24 hours a day, seven days a week (excluding Christmas day) on 0345 3227021 and can answer most questions. If passengers require the use of a text phone this is available on 0800 783 4548

Those calling our assisted travel line will hear a recorded message before being put directly through to an operator. However, when contacting our Customer Services team please listen to the recorded message and select the correct option by key pad selection or holding for an operator.

We have improved access to our website and now include the 'Recite me' app as standard on the website that gives better access to the information by including a screen reader (so text is read out) as well as the ability to increase the font size and change the background colours to suit the users requirements. This doesn't need any additional software on the users computer and can be turned on and off as needed.

When changes are being made to the layout of roads around stations, we will work with local authorities to ensure that the necessary signage is in place, is legible and ensures that both motorists and pedestrians can both easily find the station particularly around stations forecourts and approach roads.

Customer Guide

We also produce a guide called 'Making rail accessible guide' which is available as a download from our website or on request from our customer services or can be picked up from staffed stations. Together these documents form our Disabled Peoples Protection Policy (DPPP).

9.0 Car Parking

Indigo Park Solutions manages the majority of station car parks on our behalf (with the exception of Ebbsfleet which is managed by CP Plus) and can be contacted on 0330 1235 247 or by visiting southeasternparking.co.uk

Blue badge holders can park free of charge at all of our managed car parks (with the exception of Ebbsfleet) when using our services. This applies to both accessible parking bays and standard bays (excluding premier parking bays marked in red). If travelling on our trains this would be free all day, for all other purposes it will be limited to a maximum of three hours.

Where car parks have specific marked spaces for disabled motorists, vehicles will be checked to ensure that only blue badge holders use the spaces and a Parking charge notice (PCN) will be issued to motorists who abuse these spaces.

We will monitor and review the provision of disabled motorists' parking spaces at our Indigo controlled car parks, with a view to adding additional spaces where there is demand.

Where we feel that there is a case for reducing the provision of blue badge parking spaces, especially during a refurbishment or enlargement of an existing car park, we will consult with stakeholders and apply for a dispensation from the DfT.