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Head of Consumer Policy
Directorate of Economics, Markets & Strategy
Office of Rail and Road



Mike Houghton
Managing Director
South Western Railway

04 February 2021

Dear Mike,

Approval of First MTR South Western Trains Limited (trading as South Western Railway) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting South Western Railway's (SWR) revised Accessible Travel Policy (ATP) for approval.

We have reviewed SWR's updated ATP policy document against the revised September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). I can confirm that SWR's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

When I wrote to your predecessor on 14 August 2020 confirming approval of SWR's previous ATP, I highlighted SWR's commitment to the roll out of Assisted Boarding Points across your network from autumn 2020. You have now clarified that due to the impact of the COVID-19 pandemic these will be rolled out by Spring 2021. I shall be grateful if you will provide an update on this at the planned ATP Quarterly meeting in April 2021.

Please provide a branded version of all ATP documents by 5 March 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

As you are aware, ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021.



Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Clements', is positioned below the closing text.

Marcus Clements



Accessible Travel Policy

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Commitments to providing assistance

South Western Railway (SWR) is operated by a joint venture between First Group and MTR. We provide a mixture of rail services across the South West running from Dorset, the South Coast and metro lines towards London Waterloo. Our services are divided into 3 main service groups:

Long Distance

Metro Outer suburban

Local and Island Line

This policy document has been designed alongside our customer leaflet – titled “Making Rail Accessible”. This Accessible Travel Policy is available on our website and our Making Rail Accessible customer leaflet can be found at all of our staffed stations as well as on our website. As all licensed train operators are required to do, this document explains our policies and our approach to providing assistance for customers with restricted mobility, a variety of disabilities and those requiring assistance, for example:

- Those with visual or auditory impairments or learning disabilities
- Those whose mobility is impaired as a result of arthritis or other temporary or long-term conditions
- Those with non-visible disabilities which may not be immediately apparent to others
- Older people
- Those accompanying disabled children in pushchairs or wheelchairs
- Disabled customers requiring assistance with luggage

The purpose of this document is to help you plan your journey when travelling with us, understand what services we offer and how we plan to meet your expectations when travelling with us. You will find information on a variety of areas including getting assistance with us and facilities that we have.

Booking and providing assistance

Our Assisted Travel team

Our Assisted Travel team is available 24 hours a day to help you book assistance with us and all Train Operating Companies in Great Britain, as well as to provide information on how your journey may be impacted due to changes such as engineering work. To book assistance or find our information about your journey, you can get in touch with the team by:

- Phone: 0800 52 82 100 (freephone)
- Text Relay: 18001 0800 52 82 100

Our team is available every day except Christmas Day and Boxing Day.

Passenger Assist System

a. We are part of Passenger Assist which is a national system that all train companies are part of. This system allows operators to make arrangements as required at all points along the journey for anyone who has a disability and requires assistance. We are committed to using this system and will provide assistance to anyone who books in advance. SWR staff will provide this assistance at all of our managed stations, and also at London Waterloo, Clapham Junction and Guildford stations, which are managed by Network Rail. At other stations, whether they be managed by another Train Operating Company or Network Rail, their staff will provide the same assistance.

Whether you are making a non-stop journey or one that involves changes, we will book the assistance for you in one transaction – even if your journey involves more than one train company. Our team will check the station accessibility information, which will also be available on the National Rail Enquiries station web pages, as well as arrange assistance to directly connecting modes of transport (e.g. buses, underground, metro and trams).

We will discuss your individual requirements when you get in touch to make sure we can provide assistance that best suits your needs. Once booked, we will give you a Passenger Assist reference number and confirmation email (or post on request when adequate time to send). Keep this with you when travelling so that staff on stations and trains can identify your booking.

When you book assistance we can also sell you tickets for your journey. We will redirect your call to the team who sell tickets and then we can book your assistance in line with your journey.

You can also book assistance on our website or the SWR app. There is a webform to book your assistance here: <https://www.southwesternrailway.com/travelling-with-us/assisted-travel>. The webform is located towards the bottom of the page. If you are requesting immediate assistance via our app for travel on another train operator we will do our best to pass your request on as quickly as possible. However, we would advise you to contact that train operator directly as they are better able to communicate with their front-line teams.

You can download the SWR App from the Google Play store or the iPhone App store. This is free to download.

When getting off the train, particularly at a terminus station, we will help you leave the train as soon as possible. Sometimes we cannot get to you immediately, but you will be assisted off the train within five minutes of the train's arrival time.

We are committed to improving our Assisted Travel provision and will review internal processes from time to time, as well as reporting the necessary data to the Regulator, the Office of Rail and Road.

Booking notice period

At the time of this document being published, assistance can be booked and guaranteed up to 4 hours in advance.

By April 2022 we will have further reduced that notice period to 2 hours before travel, in line with all other train operators as a national policy.

Our trains and stations can be very busy and we strongly encourage customers arrive in good time in order to be assisted. Although only a guide, we would recommend arriving at the station 20 minutes prior to your departure train, however, we would encourage customers to seek advice about their stations to ensure that they have enough time to get to the train. For example, customers requiring assistance at and through London Waterloo should leave more time to make their way through the station compared to a small station like Wareham.

Other train operators may have a different booking notice period to SWR. All train operators must guarantee any assistance booked by 10pm the night before travel, and from April 2021 this will further reduce to 6 hours before travel. This does not supersede SWR's 4 hour booking notice period.

Assistance without having pre-booked

We appreciate that it is not always possible to book assistance prior to travel. We will provide you with assistance if you turn up at the station without having pre-booked. There may be a wait as staff may have other safety critical duties to carry out, such as security checks around the station, however, we aim to provide you with the assistance you need with a minimal delay to your journey.

If the station you are travelling from is unstaffed, you can obtain assistance by:

- Pushing the help button located on the platform
- Calling our assistance travel number (24 hours) which can be found on posters by the station entrance
- Waiting on the platform and approaching the guard
- Request assistance via the SWR app on your smartphone or tablet

You can find out all the information you need to about our stations on our website or the National Rail Enquiries website.

Providing assistance at stations throughout the entirety of the train service

We will provide you with the assistance you need at all of our stations throughout the train service for the day. When pre-booking your assistance with our Assisted Travel team, we will ensure to make you aware of the accessibility information for both your departure and destination stations. This can be sent to you via email and post, however, if receiving information via this method, please allow 2-3 working days for this to arrive. If you have any other transport to connections to make, such as connecting train or bus services, our team will make sure to factor this into your booking with us.

Assistance at part-staffed or unstaffed stations

All SWR stations have help points which are answered by our control team, 24 hours a day. Our control team can pass on any information to our Assisted Travel team to enter into the Passenger Assist system. All stations also have an information poster, located by the main entrance to the station, which details the telephone number for our Assisted Travel team, again staffed 24 hours a day. At unstaffed stations, or stations where there are no assistance staff, our guards will assist you onto and off the train. If you require further help through the station, our Assisted Travel team will discuss the best options with you. As with any journey, we would encourage all customers to research their journey before they travel. You can access information about our stations either on our website, the National Rail Enquiries website, by calling our contact centre, or by speaking to any member of SWR staff. All contact details can be found at the end of this document.

Getting assistance information to our station staff

Our station staff will receive your assistance information in the early morning of the day of travel. They will ensure that they adhere to the ORR's handover protocol and each station has a dedicated assistance number which SWR and all other TOC colleagues will call to inform the station of any customer requiring assistance. In addition, and where appropriate, our guards will call ahead to staffed stations informing them of any passengers on board who require assistance when leaving the train. Station staff responsible for making and receiving calls for passenger assistance information include but are not limited to; Station Managers, Station Control Points and Platform Staff. These colleagues will make assistance information calls to both SWR managed and other TOC or Network Rail managed stations.

If you are travelling to an unstaffed station and require assistance between the train and the station exit, our colleagues will discuss the best options with you. If you are pre-booking assistance with us, our contact centre colleagues will discuss these options with you, or if you haven't booked assistance, our guard will discuss best options. It may be that you have to travel to an alternative station where station colleagues can find alternative transport for you, at no extra cost. If you only need assistance to board and leave the train, our guards are able to help you to do this, even when it's busy.

If you are travelling from another operator's network, their trains call at our staffed stations and our station colleagues are able to assist you on and off their trains.

Following the ORR's Handover protocol for Passenger Assistance

When travelling between staffed stations, our colleagues are able to follow the ORR's Handover protocol, ensuring that colleagues who are involved in providing assistance are made aware. An SWR member of station staff is responsible for answering the phone calls made between stations regarding passenger assistance for each stations, as per the terms for the Handover Protocol, and at all staffed stations we have a designated phone number to ensure assistance requests are passed on as efficiently as possible. For all passenger assists, whether booked or unbooked, we inform our guards to ensure that they can assist you at unstaffed stations and be ready to assist if station staff become unavailable at staffed stations. We record all assistance delivered in addition to the phone call, and look forward to the introduction of a new Staff App for the Passenger Assist system to ensure that

messages are passed to colleagues as quickly as possible, and that assistance provision becomes even more reliable.

We will continually monitor this and look for ways to improve our communication methods within SWR.

Ramps

If you require a ramp to board or leave the train, our guards and trained station staff will be able to assist you. Please make yourself known to staff at the station, or the guard and they will be able to assist you. At stations where we are unable to deploy the ramp, for instance, due to infrastructure obstacles such as support columns, colleagues will discuss the best options for you and we may need to take you to the nearest step-free station where arrangements will be made to get you to your destination station.

Changes in arrangements

When things change, such as during disruption, our staff will do everything they can to help you continue your journey. We will communicate news of any disruption, including (when known) information on alternative transport and where this can be found. They will look out for anyone that might need some additional support during disruption.

Our staff will help you transfer between platforms if the platform changes as soon as they can, taking into account other safety-critical duties such as train dispatch. If our staff are not able to help you, they will do their best to explain why and endeavour to find a colleague who can.

At unstaffed stations operated by other train companies, processes will be in place to help adapt your journey. Please see the relevant operator's Accessible Travel Policy for further detail on how this will be done.

Assistance with onward travel – trams, trains, tube, buses and taxis

We'll help you between trains and other modes of transport, such as trams, buses, metro trains, underground trains and taxis, within the boundaries of our stations.

We specify in our contracts with taxi and bus companies that provisions be made for disabled customers whenever possible, and we prioritise companies with accessible vehicles in our negotiations. In order to gain a taxi licence, taxi drivers must adhere to S51(2) Local Government (Miscellaneous provisions) Act 1976 – Part II BDBC Private Hire Driver (PHD) Licence Conditions where a driver will provide reasonable support with luggage into and from the taxi to the customer's destination, as well as providing support to enter and leave the vehicle. We cannot comment on the level of Disability Awareness training that taxi drivers receive as this varies across local authorities. We encourage customers to contact us if they have any feedback on any part of their journey with us, including alternative transport provision.

If a wheelchair accessible taxi is not available on the forecourt of one of our stations with a taxi rank, staff at our stations can help disabled customers to arrange their own accessible

taxi where necessary. We also have information posters at our stations that give details of other transport operators which serve the station.

Station facilities and services

We will keep information regarding our services as up to date as possible (there may be times during disruption when this is not possible) and customers requiring assistance will be able to find information on limitations or restrictions to access. Our Information team keeps information up-to-date and liaises with our Station and Property teams to ensure information is correct and up to date.

This information will be provided and kept up to date on the National Rail Enquiries website, including the Station Journey Planner regarding accessibility, including:

- Level of accessibility from station entrance to platforms
- The step-free access category and step-free access notes
- Staffing hours and assistance availability
- The type of assistance that staff are able to provide
- Meeting points for assistance
- Ramps for train access
- Accessible waiting rooms, toilets and set-down/pick-up points

This information is also available on our stations pages on our website, or at National Rail Enquiries at nationalrail.co.uk/stations which also includes stations not served by SWR.

Alterations to facilities

If facilities we operate become unavailable, such as due to a fault, we will update our system as soon as possible (and within 24 hours) of the fault being identified. This information will be included on journey planning through National Rail Enquiries. Where this impacts the ability to carry out assistance, and where we have contact details for a customer, we will aim to contact you in advance to let you know about the facility being out of order and how we can best proceed. Problems may include:

- Any physical constraints at the station which may restrict access for some customers
- Any maintenance works being carried out
- Any temporary faults which may restrict access, such as lifts being out of order.

If a facility on board a train is out of order, such as an accessible toilet, that impacts your ability to travel, we will do everything we can to let you know. Where possible, our team will pro-actively contact you to help re-arrange your journey. This may not be possible as sometimes these facilities go out of use at short notice while in service.

Where possible, we will give you an estimate for when the facility will be back in service. This will not be possible for trains due to the fact trains operate different services every day, but our maintenance team aim to not send trains into service with any facilities out of use.

Assistance with luggage

If you require help with your luggage we will be happy to help you with this. We do not have staff dedicated to carrying customers' luggage and although you do not need to book assistance in advance for help with your luggage, you may wish to do so as there may be a

wait for your assistance if our staff need to attend to safety-critical duties before they can help you.

Please be considerate of the weight and size of your luggage, as well as how much luggage you bring with you. We ask that you refer to National Rail Conditions of Travel luggage policy which sets out these restrictions; this ensures that our staff can safely lift these bags. This states that you may bring with you up to two large items (generally weighing between 15kg and 23kg) and one small item free of charge.

Luggage items should be:

- Large items should not exceed 30 x 70 x 90 cm
- Small items should not exceed 25 x 45 x 70 cm

All of our trains have overhead luggage racks so please be mindful of other customers if a bag is occupying a seat, if your bag is small enough, please ask a member of staff to help put it into the overhead rack. Our diesel trains (Class 158 and 159) and Class 442 trains have dedicated luggage spaces at the end of each carriage. These should be used for large items of luggage.

Seats on trains

All seats on our trains are non-reservable, which includes the wheelchair spaces. We offer these seats on a first come, first served basis. If you do require a seat, our station staff and guards are able to help you to find one, and all train coaches have priority seats which offer more legroom in order to help to get in and out of them. If you do require a seat and don't feel confident in asking another customer to vacate their seat for you, please ask our staff to help you. If you have booked assistance with the SWR Assisted Travel team, colleagues will make you aware that none of SWR's services is reservable.

We offer our Travel Assistance Card which can be obtained from staffed stations, via our website or customer relations. This card is designed to help customers who may struggle with verbal communication or who may find it difficult to ask, and you can tailor the information inside to suit your needs. Our staff are trained to recognise this card, and best efforts have been made to train colleagues at other Train Operating Companies and Network Rail at the stations in which we operate to recognise the card. We also welcome customers who may have the Transport for London "Please offer me a seat" badge. We hope that all customers are kind to each other in offering their seat to somebody who needs it more than they do.

Our wheelchair spaces have a companion seat adjacent to them. If this seat is already occupied, please speak to our station staff or guard who will be able to help and ensure that you and your companion can sit together. Please note that our Class 455 and 456 trains do not have a dedicated companion seat. These trains will be replaced with new Class 701 trains by December 2021 which will have companion seating.

Assistance Dogs

We welcome all types of assistance dogs onto our trains. We offer an Assistance Dog seat card which is available free of charge either through our website or contacting our customer relations on 0345 600 0650. This card is a visual cue for other customers to be mindful that there is an assistance dog under the seat and, where possible, not to sit in that seat.

Passenger information and promotion of Assisted Travel

We aim to provide information to all customers that is as accessible, accurate, relevant, consistent, up-to-date and easy to understand as possible that helps provide our customers with assurance and confidence at every stage of their journey, including when journey planning prior to departure.

Our Accessible Travel Policy leaflet for customers – Making Rail Accessible

Our Accessible Travel Policy leaflet, entitled 'Making Rail Accessible' will be available from the following:

- on display on leaflet racks and provided at ticket offices at all staffed stations called at by our train services. This will be available at a height suitable for wheelchair users to access
- available online on our Assisted Travel page as a PDF or Word version
- provided in alternative formats, on request, within seven working days
- available on request via our Customer Contact Centre

We will work with key stakeholders across our network, such as local accessibility groups and local authorities in order to publicise the material, as well as for these organisations to have access to printed materials. This may include NHS clinics, local libraries and DVLA centres. We will work with local councils to find the best way to reach potential customers.

All information on Assisted Travel can be found on our website:

<https://www.southwesternrailway.com/travelling-with-us/assisted-travel>

Stations and train accessibility information

We will keep our rolling stock and stations accessibility information up-to-date and made available to customers. This will be available on our Assisted Travel page on our website. It will be available as a PDF but you can request a copy in an alternative format which will be issued to you within seven working days at no extra cost to you.

We would encourage all customers to visit the dedicated station page on The National Rail Enquiries website for up-to-date information regarding an SWR managed station.

If you are at a staffed station, all our staff have mobile devices and they will be able to access the National Rail Enquiries website on their mobile device (permitting that there is a mobile signal or WiFi coverage.)

SWR has a dedicated step-free map which shows each station on the network in which it calls. This is available on our website in a dynamic form, allowing customers and staff to see live information regarding facilities at the stations, including the availability of the toilets and

lifts. There is also a downloadable PDF version of this step-free map. All information is available on our Assisted Travel page on our website.

Passenger journey information

All SWR stations have Customer Information Screens (CIS) which displays details of the next train to depart the station, as well as its calling points. In addition, all SWR stations have a public address (PA) system which provides audio details of the CIS. The PA volume may be turned down after 21:30 in more built-up areas so as to be sensitive to neighbouring residents. If you do require more information at a station that is unstaffed, please use the Help Point or call our Assisted Travel team, both of which are available 24 hours a day (except Christmas Day and Boxing Day).

All our trains have Passenger Information System (PIS) which provides audio and visual updates of the journey. All our trains have guards on board who are able to provide audio updates, especially during disruption. If you are unable to hear the PA announcements from staff, our on-board staff will do their best to walk through the train to provide information to all passengers.

If you have booked assistance with us and there is significant disruption that we know will affect your journey, we will do our best to contact you before your journey via any reasonable contact channel that you have given us, such as your email address or telephone number.

Our stations have signage directing you to onward travel connections, such as taxis and buses. Our station staff are able to provide you with local onward travel information, as well as being able to assist you and any luggage that you may have to these other modes of transport. At our London stations with connections to the London Underground, our staff will take you to the London Underground staff who will be able to further assist you with your journey. As with any journey with SWR, you do not need to book any of your assistance in advance. Outside of London, our staff will help you to the bus or taxi rank as far as the station boundary. We cannot guarantee that taxi and bus staff will provide you with the same level of assistance as SWR staff.

If there are any changes to working facilities at stations due to unplanned disruption, this will be posted as an alert message on the corresponding National Rail Enquiries station page and on our JourneyCheck webpage - www.journeycheck.com/swr/. We will do our best to put up signage at stations that are affected, such as a lift being out of service, to make all customers aware. If you are on a station or train and notice something is out of order, please make station or on train staff aware in the first instance. You may contact us via the Help Point on a station, or customer relations if on a train. Some of our trains have QR codes by the toilet which you can scan to make us aware of a problem via a simple webform. We will aim to provide an expected timescale for fixing the problem, however, this is not always possible to ascertain until the train has returned to the depot or qualified professionals have visited the affected asset.

If any facilities have been changed from what you expected or booked, our staff will work with you to find the best travel solution for you. The best travel solution may not always involve another one of our trains but we will find the right solution for you.

All information regarding our stations and trains can be found on the SWR website. Further details on stations outside the SWR network can be found on the National Rail Enquiries website.

Information points, help points and contact centres

Most of our staffed stations have a dedicated information point which have (but are not limited to) timetable information, railcard leaflets, Making Rail Accessible leaflets, and local tourist information. This is available during ticket office staffing hours, and longer at most larger stations. At our unstaffed stations, information posters will have information on the nearest staffed station.

If customers have booked assistance, we will make them aware of where to meet staff who will be helping them onto the train. At many of our smaller stations, we will have an Assisted Boarding Point (ABP) which has information on how to contact our staff to request assistance to board the train. The ABP can be recognised by its SWR colours and titled "Assisted Board Point." More information can be found on our assisted travel pages on our website. Since September 2019, we have been trialling the use of Assisted Boarding Points at selected stations, which although paused in Spring 2020 because of Covid-19, has proved successful and we will be rolling these out across the SWR network from Spring 2021. We will involve our Accessibility and Inclusion Forum in guiding us to make them a success, as well as involving any other disabled groups or individuals to help in our decision making. This is also the meeting point for any pre-booked assistance at our smaller stations.

All of our stations have a dedicated meeting point for booked assistance. This information can be found on the relevant station page on the National Rail Enquiries station page.

Websites

SWR has a dedicated Assisted Travel webpage. This details all the information that customers need in order to request assistance with us. The webpages detail the following information:

- How to book assistance with us
- Station and train information
- The Travel Assistance Card and how to use it
- The Assistance Dog Seat Card

Our Accessible Travel Policy documents are also available on this page. Our website and its pages meet Web Content Accessibility Guidelines (WCAG) standards and have the ReciteMe tool embedded. This free tool allows customers to customise the SWR website to make it as accessible to them as possible.

Our website has a dedicated Contact Us page which lists different ways to contact us if you have any feedback or complaints. The page can be found here:

<https://www.southwesternrailway.com/contact-and-help/contact-us>

Ticketing

We sell tickets for a variety of journeys including different ticket types and different train operators. We are committed to providing you with information on these tickets and journeys both accurately and impartially regardless of which train operators are involved in the journey.

The types of train we operate and how accessible they are is known to both our ticket office teams on our stations and our Assisted Travel team at our contact centre. They have information to ensure that you do not purchase a ticket that is not usable for you. Our website and Self-Service Ticket Machines also contain messages when purchasing tickets to ensure that you are able to fully utilise your ticket when buying tickets for our train services.

If you are unable to buy a ticket at your starting station because you are unable to access the ticket buying facilities, you are able to purchase your ticket at the first available opportunity that is accessible to you, whether that be on board our trains from our Commercial Guards and Revenue staff, or at the destination station. You will still be able to use your Disabled Persons Railcard or receive the relevant discounts.

Discounts

We participate in a number of national schemes offering discounted fares as follows:

- **If you are visually impaired**

Visually impaired customers travelling with a companion who do not have a Disabled Persons Railcard are entitled to the following discounts on Anytime/Day tickets:

- First or Standard Class Anytime Single or Return: 34% off
- First or Standard Class Anytime Day Single: 34% off
- First or Standard Class Anytime Day Return: 50% off

These concessions apply to the companion also, however, they are not valid if you are travelling alone and do not have a Disabled Persons Railcard.

If you are blind or visually impaired, you can buy one adult Season ticket that enables a companion to travel with you on National Rail services only at no extra cost. It doesn't have to be the same person travelling with you on every journey.

To get these discounts you will need a document confirming your disability that has been issued by a recognised body such as social services, local authority, guide dog ownership certificate, RNIB or Blind Veterans UK.

These discounts are only available from staff at our ticket offices or on board and cannot be purchased online or from Self-Service Ticket Machines.

- **If you are a wheelchair user and remain in your wheelchair for a rail journey**
If you remain in your wheelchair throughout the journey and do not have a railcard, you are entitled to the following discounts on Anytime/Day tickets:

- First or Standard Class Anytime Single or Return: 34% off
- First or Standard Class Anytime Day Single: 34% off
- First or Standard Class Anytime Day Return: 50% off

The same discount will apply to your companion's ticket.

- **Disabled Persons Railcard**

If you have a disability you may be eligible for a Disabled Persons Railcard. There are two types of this railcard – a one-year and a three-year railcard. You are entitled for a discount of up to a third on most rail tickets. As well as that, one adult travelling with you can get the same discount as your companion. You can find details about this railcard and how to get one at:

- Website: www.disabledpersons-railcard.co.uk
- Email: disability@raildeliverygroup.com
- Call: 0345 605 0525
- Minicom/Textphone: 0345 601 0132 (for people who are hard of hearing)

- **Senior Railcard**

If you are aged 60 or over you are eligible for a Senior Railcard. There are two types of this railcard – a one-year and a three-year railcard. You are entitled for a discount of up to a third on most rail tickets. You can find details about this railcard and how to get one at:

- Website: www.senior.-railcard.co.uk
- Email: railcardhelp@railcards-online.co.uk
- Call: 0345 300 0250
- At stations: You can use your birth certificate as evidence

Other railcards are available that may be more suitable to you. You can visit www.railcard.co.uk for further information.

- **Freedom Pass**

The Freedom Pass is a concessionary card available to all Greater London residents over the age of 65, as well as to others under 65 who meet certain qualifying criteria. The Freedom Pass is valid on SWR services after 09:30 Monday to Friday (excluding bank holidays), all day weekends, and in the Oyster Fare Zone only. If you are travelling beyond the Oyster Fare Zone at a valid time, you will need to purchase a ticket that is valid from Boundary Zone 6. For example, if you are travelling from Clapham Junction to Basingstoke, you will not pay for the journey from Clapham Junction to Surbiton (Clapham Junction is Zone 2, Surbiton is Zone 6.) You will only pay from Boundary Zone 6 (which is the equivalent of Surbiton) to Basingstoke. You will need to purchase your ticket from a ticket office, a guard or member of Revenue staff. These tickets are not available online, on our app or from our Self-Service Ticket Machines.

Self-Service Ticket Machines

SWR stations, as well as London Waterloo, Clapham Junction and Guildford have Self-Service Ticket Machines to allow you to purchase a variety of tickets. These machines follow the Department for Transport joint code of practice (details can be found on the Department for Transport's website). Tickets can be purchased including tickets with a disabled persons railcard or senior railcard discount (this includes companion tickets for people booking tickets with a disabled persons railcard). These machines also allow you to collect tickets that you have purchased online.

Ticket gates

Some stations that SWR manage have ticket gates which are staffed. Some stations that SWR trains call at but do not manage also have ticket gates. To find out which stations have ticket gates, please visit www.nationalrail.co.uk/stations_destinations/default.aspx and search for the relevant station.

When no staff are available to operate the ticket gates at any of our managed stations, we will lock the gates in the open position so that customers can pass through.

All of our ticket gate lines have at least one wider accessible gate for wheelchair users and customers using other mobility aids.

Buying tickets in advance of travel

When buying tickets (whether that be from a website, ticket office or other method) we suggest you check the required facilities of that train with the operator in terms of the accessibility of their trains. This may relate to things such as the provision of wheelchair spaces in first class which not all trains offer. If you are travelling on a train not operated by SWR, please check this information before purchase.

Please be advised that no SWR trains have wheelchair spaces in First Class and our staff will make customers aware of this at the point of booking assistance.

Booking assistance when purchasing tickets

You are able to book assistance whilst purchasing tickets when you call our Contact Centre. We are currently unable to book assistance at the same time as buying a ticket online, at a station ticket office or ticket machine, or on our app. We are looking into ways of linking the ticket buying and passenger assistance booking processes, and we will work with all partners in the rail industry to explore options for this.

You do not need to be a Disabled Persons Railcard holder to book assistance. We are looking into the possibility of being made aware of passenger assistance when you buy a ticket on our website and you select the Senior or Disabled Persons Railcard discount.

Alternative accessible transport

Although the majority of the stations that SWR manages are step-free, there are some that may not be accessible to you. Further details of this station accessibility is available at www.southwesternrailway.com/travelling-with-us/at-the-station. This may be due to

- The station is inaccessible (i.e. due to a physical constraint)
- Where for whatever reasons, substitute transport is provided to replace rail services (e.g. due to planned engineering works); or
- Where there is disruption to train and station services at short notice that, for whatever reason, makes services inaccessible to disabled passengers

Even if the station you wish to use is inaccessible to you, we will ensure you are able to travel to and from that station at no extra cost. We will do what we can to make as much of that journey by rail, however, for parts of the journey where that is not possible, we will arrange alternative transport that is accessible to you (such as a taxi).

We will take your individual requirements into consideration as well as the journey time, accessibility of trains and stations used and staffing of those stations to best adapt to your requirements. Wherever possible we will do what we can to give you an alternative that most resembles the experience of those who do not require assistance.

We will discuss these individual requirements at the time of booking assistance which you can do by calling us at 0800 52 82 100 (freephone). If services become inaccessible to you during disruption, you can call us on this number or speak to a member of station staff. Where no staff are available on stations that SWR does or doesn't manage, you can use the station help points where available or call our Assisted Travel team. We will then arrange suitable transport to get you to your destination.

When there are delays, disruption or emergencies and we provide rail replacement services (RRS) or taxis, we will ensure these are as accessible as possible from our RRS providers. RRS vehicles are provided by small family firms and the rail industry is working with government to inform their policy decisions to support these businesses in increasing the number of wheelchair accessible vehicles in their fleets.

If we need to put on a bus service to replace a particular train, we provide accessible options wherever we can, but not all the vehicles we use are wheelchair accessible. Factors that we considered when considering our rail replacement vehicle type are:

- Route suitability of the Vehicle / Operational constraints
- Capacity of vehicle
- Luggage Capacity (In particular Long-distance routes and Airport Flows)
- Seat Belts
- Distance of the route
- Vehicle availability in the area

If you are unable to use the replacement transport, we will arrange a taxi that is accessible for you.

For taxi operators licensed by SWR and replacement bus companies, we will liaise with them to ensure their drivers have undertaken disability awareness where possible and outline this in our training section towards the end of this policy.

Wheelchairs, mobility scooters and mobility aids

We provide wheelchair spaces on all our trains for wheelchair users. You are welcome to use these spaces if your wheelchair fits within the following dimensions:

| | |
|---------|--------|
| Width: | 700mm |
| Length: | 1200mm |

If your wheelchair does not fit within these dimensions, unfortunately, you will not be able to travel on our trains.

All our trains, except those used on the Island Line, have 2 dedicated wheelchair spaces in each wheelchair area. These are located next to the Accessible Toilet (our Class 455/456 and 707 trains do not have toilets.) The below table shows how many wheelchair spaces are available with each type of train (more details on our trains are available on our website at <https://www.southwesternrailway.com/travelling-with-us/assisted-travel> or <https://www.southwesternrailway.com/travelling-with-us/our-trains>).

| Train type | Standard class wheelchair spaces |
|---------------|----------------------------------|
| 158 – 2 coach | 2 |
| 159 – 3 coach | 2 |
| 442 – 5 coach | 2 |
| 444 – 5 coach | 2 |
| 450 – 4 coach | 2 |
| 455 – 4 coach | 2 |
| 456 – 2 coach | 2 |
| 458 – 5 coach | 2 |
| 707 – 5 coach | 2 |

The trains in the above table may be put together in different formations to make the trains longer. For instance, we may create a 12 coach train by putting three Class 450 trains together. This would then allow for 6 dedicated wheelchair spaces on that train.

Customers using mobility scooters require a permit to travel on SWR trains. The combined weight of the scooter and user must be under 300kg on the mainland and less than 230kg on the Island Line. We have this current weight restriction due to the 1938 London Underground stock used on the Island Line. When considering permit applications, we always exercise common sense working with the customer to find a way to allow them to travel safely with us and we will be reviewing this weight limit when refurbished rolling stock is introduced onto the Island Line. The dimensions of scooters permitted on our services are:

3-wheeled scooter

| | |
|---------|----------------|
| Width: | 700mm (70cm) |
| Length: | 1200mm (120cm) |

4-wheeled scooter

| | |
|---------|----------------|
| Width: | 560mm (56cm) |
| Length: | 1120mm (112cm) |

Our permit policy has been created for safety reasons by rigorous testing of various different scooters on our trains. You may apply for a permit on our website at:

www.southwesternrailway.com/travelling-with-us/assisted-travel/wheelchairs-scooters-and-ramps or by contacting our Customer Relations team. You may travel on your scooter by travelling in the wheelchair space on our trains but this is the only place scooters can go on our trains and must not be stored in vestibules or obstructing aisles as these are emergency exit routes. If you can transfer to the seat, we would encourage you to do so rather than travelling on your scooter as this may be safer and more comfortable for you. Please contact our Assisted Travel team if you have any questions regarding our Scooter Permit scheme and our team will do their best to accommodate you. If your scooter application is rejected, we will explain why. It may be rejected because it doesn't meet our requirements but we will try to work with you to accommodate you on our services as best we can.

If you do not hold a scooter permit, staff may refuse you to travel with us. However, they will do all they can to help you and may request that you fold your scooter in order to use our train services.

Delays, disruption to services, and emergencies

We understand that disruption to both facilities and services can have a huge impact on both accessibility and confidence when using the railway and we do everything we can to minimise this. When disruption does happen, we will make sure that you can continue your journey wherever possible and we will not leave you stranded.

At times when our facilities or services are disrupted, we will give you notice on our website and other communication channels. If the disruption means your original arrangements are no longer valid, we will do our best to make contact with you and re-book any required assistance through Passenger Assist. We will request a contact number from you when you book assistance, which will help us to contact you in case of disruption. We have staff onboard all of our trains and they will do their best to help you plan your adjusted journey if things do go wrong.

Our staff are trained to help all customers, including those with non-visible disabilities, as much as possible and will agree with the customer how best they can assist. They will communicate news of any service disruption and provision of alternative transport to you via the Customer Information Systems or, where possible, in person. This involves providing you with audio and visual information when you need it. If you then require any additional assistance (for example in changing platforms) or need further help understanding the information, staff will be happy to help. Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist you.

Sometimes a train's departure platform must be changed, often at short notice. Such a change will be shown on the customer information screens and will be announced as soon as possible. At staffed stations, when a platform change occurs our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as quickly, safely and comfortably as possible.

If we have to alter or cancel your train because of disruption, we will provide you with accessible substitute transport where applicable. This will be done without additional charge. Our rail replacement team has contractual arrangements with bus and taxi operators across the SWR network, including securing, wherever possible, the provision of accessible

vehicles; this team deals with both planned and unplanned disruption. When train services are replaced with replacement road transport, we will do everything possible to secure accessible vehicles from local operators.

Planned engineering works disruption

For planned disruption, such as engineering works, our online journey planners in conjunction with National Rail Enquiries will detail whether your requested journey is by bus or coach. In the London area, we provide buses which are wheelchair accessible. However, it is not always possible to secure a wheelchair accessible coach for planned or unplanned disruption. In these circumstances, we will discuss options with you, such as booking a taxi that is accessible to you, and where customers pre-book their assistance with our contact centre, we will discuss options with the customer during the call .

To help ensure that we have the best possible Rail Replacement Service (RRS) provision, we hold periodical review meetings with our contractor, First Travel Solutions (FTS) in which Public Service Vehicle Accessibility Regulations (PSVAR) vehicles and legislation updates are an agenda item. FTS make every effort to procure PSVAR compliant vehicles, however, we are aren't able to procure as many PSVAR compliant coaches as we would like due to o insufficient vehicles being owned by our RRS suppliers. We are working with the Department for Transport, ORR, and the rail industry to help increase the supply of PSVAR compliant vehicles, however, this will take time and as mentioned, we do our best to procure as many PSVAR compliant vehicles as is possible.

FTS are supplied with RRS requirements for engineering work between 8 & 12 weeks in advance of the works. Our teams used historic data to estimate the number of vehicles required and RRS are advertised in the journey planner once Network Rail has confirmed that the engineering works will be taking place. If customers have booked assistance with us before the engineering works were confirmed, our Assisted Travel team will contact customers if we are unable to accommodate them on the RRS vehicle and we will discuss the best options for alternative arrangements with customers.

Our frontline colleagues, supported by our rail replacement team, have the authority to do all that is reasonably practicable to arrange suitable substitute services for you in such circumstances. Additionally, if you feel that a replacement bus is not appropriate for you, please discuss this with our station and control teams and they will be happy to arrange alternative options for you.

When the level of accessibility of facilities at a station or on a train is less than that normally provided (e.g. as a result of the breakdown, alteration or removal of facilities), we will aim to provide you, wherever possible, with equivalent replacement facilities. If we have your contact details, we will do our best to contact you by telephone or email and to make you aware of the disruption, and to assist you with making alternative arrangements (such as re-booking or re-routing assistance). We will also provide you with information of the disruption to facilities through Journeycheck on our website and advise our staff at stations, on trains, and at our contact centre, to provide you with an estimated time for when the facilities will be functioning again where known. If you are on-board the train, all our trains with toilets have an electronic display showing if the toilet is vacant, engaged or out of use. When our guards know in advance if the toilet is locked out of use, they will announce this via the PA. On our new Class 701 trains, the on-board Passenger Information System (PIS) will visually display where a toilet is vacant, engaged or locked out of use. If you are travelling with us either at the station or on-board and you see something that is broken or not working, we have

signage around all stations and train displaying how you can report a fault with us. If there are staff available at the station or on the train, it is best to inform them first of the problem.

If there is disruption to your journey and you are at an unstaffed station, please use the Help Point or call our Assisted Travel team for more information.

If you haven't booked assistance and on the day you wish to travel there is planned engineering works with replacements buses and coaches, there is information available on the National Rail Enquiries website as part of its journey planner which details if it will be a bus or coach. Our website and Twitter feed, as well as our stations, are updated weekly with upcoming engineering works for the coming weeks. If you think you may need assistance travelling, or if you wish to receive further information on the accessibility of the replacement vehicle on offer, please contact our Assisted Travel team who will be happy to help. If you arrive at the station and weren't aware of the rail replacement services and the service on offer is not accessible to you, you can call our Assisted Travel team or use the help-point on the station and we will do our best to make alternative arrangements which are right for you. Unfortunately, we aren't currently able to tell you if the replacement coach will be wheelchair accessible until the day of travel. We are working closely with our partners in government and coach companies to procure more wheelchair accessible coaches.

In the event of an emergency

Keeping our customers safe is our priority. All our trains and stations have evacuation plans that take into account the needs of disabled passengers and our staff and emergency services are aware of these. Our staff and the emergency services will supervise any emergency procedures that may need to be taken. Safety information is provided on all our trains with clear diagrams and pictures, and in the rare event of an emergency on a train, our on-board team will advise and help you. In nearly all cases, the safest option is for all customers to remain on the train and wait for instructions until our team have fully assessed the situation. If you do have to leave the train between stations, the emergency services will provide equipment and help you get off the train safely. If we need to evacuate an unstaffed station, we will use the station Public Address System to alert you.

Station facilities

We operate the majority of stations that we call at on the South Western Mainline. Please visit our website or the National Rail Enquiries website for more information on all station facilities. Additionally, for information on stations that we do not manage, please visit the respective Train Operating Company or Network Rail website, or the National Rail Enquiries Website. Some stations that we call at are managed by Great Western Railway, Network Rail, and Southern.

Left luggage

Fully accessible Left Luggage facilities are available at London Waterloo. For more information, please visit the National Rail Enquiries station page, or the Network Rail website.

Blue Badge Parking Spaces

We want it to be as easy as possible for customers to travel to our stations by car and information on our car parks can be found on our website.

Most stations have a tarmac or concrete surfaced car park, with designated parking spaces available for Blue Badge holders (although charges apply at Car Parks managed by SWR).

We have done what is reasonably possible to locate these spaces as close to the station as possible providing easy access. These spaces are marked with the wheelchair symbol on the ground.

Station staff and other contractors working on behalf of SWR as parking wardens enforce railway byelaws accordingly ensuring that nobody who does not have a blue badge uses these spaces.

Throughout the franchise we are working towards Disabled Parking Accreditation and some stations on our network will benefit from an increased number of Blue Badge parking spaces.

Third-party provided facilities

We will do all that is in our power to ensure services and facilities provided by a third party on our network are as accessible as possible. This requirement is included in relevant contracts and enforced by our Property team. Our station teams will monitor the services and facilities provided by third parties to ensure that they are not located where they will cause an obstruction.

We will work with our tenants and third parties to ensure that beyond their own responsibilities under the Equality Act that we make reasonable efforts to provide as accessible a facility as possible.

Replacement facilities

When the level of accessibility of facilities at a station is less than that normally provided (e.g. as a result of the breakdown, alteration or removal of facilities), we will aim to provide you, wherever possible, with equivalent replacement facilities. If this is not possible, we will discuss the best options with you.

Station entrances

We understand the importance of easy access to stations and as such our property team will always consider the impact to accessibility if there is a need to restrict or temporarily close access to a station by a certain entrance. We will comply with the Code of Practice regarding mandatory standards for unobstructed progress during building works.

We are committed to ensuring that all station entrances are kept in use and not permanently closed during times that the station is open. When necessary, due to refurbishment or security for example, we may have to close these points of access, we will consult with the DfT, London TravelWatch, Transport Focus and local disability groups, as applicable, and any such changes to access will not be made until approved by the DfT. If the closure is semi-permanent, then alternative arrangements will be put in place for the duration of any required works.

Redress

When you have booked assistance and it has not been delivered, we will provide you with compensation for your journey. When your assistance was booked for travel on one of our trains, we will offer you a full refund for the cost of that leg of the journey. If you were travelling on another train company's service, we will coordinate the response on their behalf, or we may wish to pass your claim to them in some circumstances with your permission. We will provide you with an explanation of what went wrong and any mitigating actions that we intend to take as a result.

We are happy to assist you with your claim as much as we can. You can make a claim for compensation via phone, textphone, email, or by posting a comments form or letter. For more information on the claims process, please see our Making Rail Accessible leaflet available at www.southwesternrailway.com/travelling-with-us/assisted-travel.

We will always comply with the Consumer Rights Act 2015 and in line with National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra cost caused by a service failure. An example may be the cost of a new train ticket if you miss connecting train. This does not affect your legal right to make claims under the Consumer Rights Act 2015, although you must not seek to recover the same money twice (for example from both our claims process and the Consumer Rights Act 2015).

Rail Ombudsman

If we have not resolved your complaint with us in a satisfactory manner, you may wish to escalate your complaint to the Rail Ombudsman. More information can be found on the ombudsman's website: <https://www.railombudsman.org/>

Strategy and Management

Strategy

SWR are developing an Accessibility & Inclusion (A&I) strategy which compliments the overall Customer Experience strategy. The A&I strategy sets out how we intend to continually improve the provision of all aspects of our services to customers with disabilities. We hope to publish further details on the A&I strategy by the summer of 2021.

To develop our strategy, we will consult with our Accessibility and Inclusion Forum (A&I Forum) as well as analysing customer pain points as part of our Customer Experience strategy. To support our strategy and to improve the experience for our disabled customers, we will include:

- **People empowerment and awareness:** Making sure our staff have the knowledge and skills to deliver amazing customer experience to everyone
- **Passenger Assist:** Creating seamless end-to-end journeys for customers who require additional assistance
- **Customer engagement:** When things go wrong, we learn from our mistakes and listen to our customers

As well as these priority areas, we are committed to continually improving our service provision for customers with disabilities in all aspects of our service. Since the start of our franchise in August 2017, we have:

- Appointed a dedicated Accessibility & Inclusion Manager
- Reduced the booking notice period to assistance from 24 hours to 4 hours
- Established an Accessibility & Inclusion Forum whose members have varying disabilities and live on our network
- Introduced a Travel Assistance card. This is designed to help customers who may struggle with verbal communication
- Introduced a seat warning card for Assistance Dogs. It allows the Assistance Dog owner to warn other customers that there is an assistance dog under the seat
- Since April 2019, customers have been able to request immediate assistance via the SWR app (we ask that customers give us 20 minutes notice to make arrangements)

Over the next two years we will be introducing a brand-new fleet of trains, the Class 701 which will feature increased accessibility features for our customers. The new trains will replace existing trains that are 30 years old, as well as ensuring that our entire mainland fleet of trains will have on-board toilets. The Island Line will also benefit from a replacement fleet of trains which are better suited to all customers' needs, replacing the existing 1938 London Underground stock.

We work closely alongside industry colleagues including Rail Delivery Group (RDG), the Office of Rail and Road (ORR), Network Rail, local authorities, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Community Rail Partnerships and Rail Ombudsman as well as other stakeholder organisations to further improve our service provision. We also work closely with other Train Operating Companies to encourage partnership working and the sharing of best practice to create a consistent journey experience for all.

As part of our commitment, since the start of our franchise, we have and will continue to work on improving accessibility at our stations through our annual access improvement fund to invest in station accessibility improvements, as well as our continued work to increase the number of fully accessible stations on the network. We continue to seek new methods of increasing accessibility across our estate; we have an ongoing programme of improvement works and will seek to build on this. We will commit to comply with the PRM-TSI and the Department for Transport's (DfT) Code of Practice. However, when necessary, after every effort has been made to comply with the relevant requirements and we cannot meet the Code of Practice we will apply for dispensations and derogations from the Code of Practice via the DfT.

Whilst we will do everything in our power to meet these standards as a minimum, we shall consult with the DfT at the earliest stage should this not be possible, so we can consider alternatives that are suitable and seek dispensation from the Code of Practice.

Improving access to SWR services

SWR are committed to maintaining the current standards of accessibility and continually seeking ways to further improve this to our services for all. We will do this by engaging with our customers and stakeholders as well as organisations representing disabled people so that we can identify areas of improvement and anticipate customers' needs. As part of the annual review of our Accessible Travel Policy we will review our policies that impact customers with disabilities and incorporate customer feedback as applicable.

Management arrangements

Ensuring accessibility to all aspects of SWR's operation are continued and further enhanced will form part of our Accessibility & Inclusion Strategy, as well as having our dedicated Accessibility & Inclusion (A&I) Manager as a key stakeholder in any project scope, which is fully supported by the SWR executive team and board. The accountability for ownership and development of our Accessible Travel Policy is with our Customer Experience (CX) Director. The CX Director will act as a sponsor to the development of accessibility projects and has accountability for overall compliance to this policy.

The Accessible Travel Policy forms part of our Passenger License (Condition 6: Provision of Services for Disabled People) and Station License.

To ensure the Accessible Travel Policy is incorporated into business and project planning, all new projects must assess the impacts on disabled people and whether the opportunity to improve accessibility has been considered during project conception. If a project does not satisfy these criteria, then the project will not be approved. All major projects that do not go through a business approval process involve the A&I Manager as a stakeholder to give relevant sign-off to the project. This process forms part of our metrics for assessing returning on investment and allows us to assess this for improvements for disabled people.

The A&I Manager, as part of our Customer Experience team, is responsible for ensuring the implementation/delivery of the Accessible Travel Policy across the business as well as ensuring ongoing compliance.

All new management level staff at SWR will go through our corporate induction as well as our Disability and Equality training. This training includes informing all staff about their responsibilities to disabled people, SWR's policies and the law. From July 2021, all existing staff will go through Disability and Equality training. This has been developed in conjunction with our A&I Forum, as well as seeking best practice from throughout the rail industry.

All projects relating to stations and facilities must meet certain criteria before being approved. This includes that the project must be in line with the Joint Code of Practice as well as comply with the Equality Act.

Monitoring and evaluation

To ensure that we maintain performance against our Accessible Travel Policy and deliver everything that we commit to, we will monitor against several key performance indicators every period, including:

- Total number of customers who booked assistance over the rail period
- Total number of customers who requested assistance without booking over the rail period
- Ratio of customers who booked assistance versus customers who requested assistance without booking
- Total number of no-show customers who had booked assistance
- Total number of assistance failures over the rail period
- Total number of complaints relating to Passenger Assist over the rail period
- Total number of complaints relating to general accessibility over the rail period

We will use our Customer Council and Accessibility & Inclusion Forum to receive feedback about the services we provide and where these can be improved as well as issues with what we currently deliver. This engagement will allow us to build action plans to implement changes in line with what stakeholders are not satisfied with.

Our policy and use of metrics will be reviewed regularly and a report with the findings will be submitted to the ORR. This will include details of achievements of objectives, new initiatives to improve our service to disabled people and any difficulties we have encountered with the implementation of this policy.

Our Customer Contact Centre will handle any complaints and/or feedback received from customers in relation to both Passenger Assist and the general accessibility of our trains or stations. They will provide a detailed response to the customer and ensure that any assistance failure is investigated. Information on this investigation will be used to inform the customer what went wrong and what we are doing to address this. As required, the Accessibility and Inclusion Manager may be consulted to provide information to support this response. When assistance has failed as the result of SWR, local managers will take action accordingly to prevent such an incident recurring.

We will regularly review this policy and a report on findings will be sent to the DfT and the ORR. This will include details of the achievement of objectives, new initiatives to improve our service to disabled customers and any challenges we faced in implementing this policy.

Access Improvements

SWR are committed to ensure compliance with PRM-TSI and the Joint Code of Practice when installing or refurbishing our trains or facilities at our stations. Where compliance is not achievable after every effort possible has been made, we commit to applying for derogations against PRM-TSI and/or the Joint Code of Practice

We have several projects completed and ongoing to improve access to our services:

Trains

SWR are introducing a fleet of nearly 100 brand-new Class 701 trains. These trains are fully compliant with PRM-TSI and will be replacing (and expanding) a number of older train types in our fleet. Once the introduction of the Class 701 fleet is completely rolled out (which is planned to be by December 2021) we will have a fully accessible and compliant fleet, complete with Accessible Toilets on every train. The Class 701 fleet will be used on our suburban and metro network, and will replace the Class 458, 455/456 and 707 fleets.

We have carried out works to our diesel trains (Class 158/159), as well as the Class 442 units to ensure that they are compliant under RVAR 2010. This has involved the fitting of pinned ramps and the associated drill holes in the train step-plate. Where full compliance has not been possible, we have received the necessary derogations from the Department for Transport (DfT) after all other options have been exhausted. The Class 442 trains are the only trains on our network with any restrictions to ramped boarding and wheelchair and scooter users. The external door is narrower than the reference wheelchair but we will make customers aware at the stage of booking any assistance if we are not able to accommodate them on a 442 train service. We will discuss alternative arrangements with customers, which may include waiting for an alternative train service or taking an alternative form of transport such as a taxi. The 442s run train services between London Waterloo and Poole, and also between London Waterloo and Portsmouth Harbour via Woking. All rolling stock types which have received a derogation from the DfT meet the spirit of the 2020 regulations.

Stations

SWR manages 184 stations along our route and we have done lots of work to make these as accessible as possible. The majority of our stations are fully step free and accessible and we have done work to improve this along our route. We have successfully bid for Access for All funding in 2019 to create step-free access at Isleworth, Stoneleigh, and Wandsworth Town, as well as previous bids being carried forward for Barnes and Walton-on-Thames. Step-free access work at Teddington, which was successfully given funding in 2014 will be completed by the end of the franchise. All of the Access for All projects are done in conjunction with Network Rail.

Additionally, to work improving the physical access to train services on our stations, we are also undertaking the following:

- Remote access to lifts and waiting rooms
- Installing additional Accessible and Changing Places toilets
- Improving Customer Information Screens at stations
- Expanding the use of induction loops along our platforms

We are also in the process of developing new station maps that give a more immersive experience and allow customers to better plan their station journey and understand what is around them.

Working with disabled passengers, local communities and local authorities

We understand the importance of involving disabled people in decision making in all aspects of what we do. We currently have access to:

- SWR Accessibility and Inclusion Forum whose members are involved in reviewing upcoming projects to ensure planning at the earliest stage as well as identifying areas for improvement across SWR. This is chaired by Disability Rights UK
- A member of the Transport Focus team is contracted to work with SWR one day a week, especially with the wider Customer Experience team
- Our Voice of the Customer survey
- SWR are part of Wavelength – a new customer feedback tool being used across the industry to understand customer views on our service

Our Accessibility and Inclusion Forum have been involved in the development of our training and our Accessible Travel Policy (ATP). The Forum meets three times a year and is formed of SWR customers who have different disabilities, including those with non-visible disabilities. The forum has reviewed our current Disability Awareness training and has informed us of improvements to be made which we have acted upon. In Summer 2020 we held focus groups with disabled people to help design our new Disability Awareness training. The forum has also reviewed the content and language of our ATP through its drafting process. We will further consult with them on the finalised designs for the Passenger Leaflet.

We will work on the promotion of the accessibility of our services and Passenger Assist across our route. We have begun work on this engagement over the last year through:

- Social media, media and web promotion of new initiatives around accessibility including our Travel Assistance Card
- Revamping our Passenger Assist website page to provide better information around our projects and more useful Q&A sections
- Attendance at local authority events across our route to present our offering to business and councillors to help spread the word about what we offer for customers

We will continue to do the above while also promoting our Assisted Travel Policy – specifically the “Making Rail Accessible” customer leaflet – in prominent public locations across our route as well as on our stations.

SWR also conduct “Try the Train Day” events which aim to improve all users’ confidence in using rail as a mode of transport. Although not geared up specifically to disabled people, these events have supported local accessibility groups across our network in encouraging their members to use the train. This has had wider benefits to the industry as everything we cover can also be applied to all Train Operating Companies in Great Britain.

We will report to the ORR on the work in this area on the whole that we have undertaken and the progress that this has led to.

Training

Staff training is a key part of ensuring customers with disabilities can access our services. As part of this policy, SWR is committed to the following:

- By 31st July 2021 all new staff, including all management staff, will receive Disability and Equality training as part of their induction. This will be in a classroom-based setting and delivers the following outcomes:
 - - Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion
 - Equality Legislation: exploring and understanding the Equality Act 2010
 - Defining Disability: an introduction to the various definitions of disability and the appropriate terminology
 - Recognising passengers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance
 - Railway Regulatory Framework: understanding regulations and policies that are relevant within the railway industry
 - Passenger Assist: how it works for disabled passengers and the staff's role in delivering the service
 -
- Additionally to this, by 31st July 2021, all frontline staff that interact directly with passengers at any time as part of their duties will receive training as part of their induction that covers:
 - Communication: finding a way to communicate with disabled people with patience, respect and dignity
 - Accessibility in stations: the identification of accessible features at the station where staff work as well as at the key destination stations on the network
 - Providing safe assistance: duties and process to ensure that both staff and passengers remain safe at all times
 -
- By 31st July 2021 we will have provided refresher training to all existing frontline staff to meet the requirements as set out above
- We will provide refresher training within 2 years of receiving Disability and Equality training and a minimum of 2 years thereafter
- We will involve disabled people in the creation of our disability awareness training. We aim to do this through the creation of videos and lived-experiences being presented as well as the use of our Accessibility & Inclusion Forum to approve our training content on a recurring basis
- By 31st July 2021, where we reasonably can, agency staff and contracted staff who are working on a temporary basis that have direct interaction with customers will receive a version of disability awareness training that will cover Passenger Assist, Communication and Providing safe assistance as a minimum
- Our Customer Contact Centre staff who provide information or advice directly to customers will receive disability awareness training as part of their induction which covers a minimum of Passenger Assist and Communication

We reported to the ORR on 31st July 2020 on our progress against all of these commitments in more detail, however, as of November 2020 we have:

- Reviewed our existing Disability Awareness Training with the support of our Accessibility and Inclusion Forum
- All current Disability Awareness Training for new staff is taking place remotely using Zoom or Microsoft Teams
- Developed a new Disability and Equality Awareness training programme with an experienced training firm which specialises in disability training, ready to deliver to all new colleagues in the business from January 2021
- Focus groups consisting of some of our disabled and older customers were created to help inform our new training
- Filming took place at stations on our network with disabled customers to capture their experiences to inform all colleagues receiving Disability Awareness Training, adhering to Covid restrictions at all times.

We understand that the importance of awareness training during disruption spans wider than just our own business and how well the drivers of alternative accessible transport are trained can impact their ability to interact with our customers. It is important to us that as they are providing a service, they have received as much training as possible to be able to do that. To do this we have engaged with all of our existing contracted taxi operators that use our station taxi ranks and our replacement coach providers and asked them what the training they provide consists of.

Taxi Providers

All our contracted taxi drivers are given disability awareness training as part of their licensing with the local authority to ensure that they understand the needs of disabled customers and how best they can provide assistance.

Bus/Coach Operators

Our contracted Bus and coach suppliers receive disability awareness training as part of the driver's initial training and ongoing as part of their Certificate of Professional Competence training.


At the time of submitting our Accessible Travel Policy we have verified that any statistics and terminology we use are up to date and appropriate.

Until the above deadlines while we are implementing changes to our training, we ensure that all frontline staff who assist passengers at any time have the appropriate training to safely use any equipment required such as ramps and wheelchairs. Staff also receive training presently around communicating with people who have a disability and how this may vary. This includes speaking clearly to help communicate with customers who may have difficulty speaking, hearing or understanding for those who answer telephones.

Making Rail Accessible

Helping older and disabled people



SOUTH WESTERN
 **Railway**

Introduction

It is important to us that all of our customers have an enjoyable, safe and comfortable experience throughout their journey with SWR. This leaflet has been created to explain what assistance is available to customers who want to travel with South Western Railway (SWR) using our trains and stations



The following pages contain information on:

- **How you can book assistance**
- **What assistance we can provide – and what we cannot**
- **Where you can get more information if you can't find it here**

Whether or not you travel by train often and you have a disability, have reduced mobility, or feel you may need some extra support during your journey with us, we hope that the information in this leaflet answers any questions you may have. At the end of this leaflet, we have included details on where you can find out more information.

We commit to ensuring that all customers who require assistance can make full use of our rail network as far as possible and we intend to do this by making it as straightforward as we can to use our stations and trains, make our infrastructure accessible and provide the support you need, as and when you need it.

All station information for National Rail stations can be found at www.nationalrail.co.uk/stations_destinations/default.aspx

This leaflet reflects our Accessible Travel Policy – you can find the full copy of this with our policy and procedures included on our website at www.southwesternrailway.com/travelling-with-us/assisted-travel or by calling us on **0345 6000 650** and we can send you a copy.

You can also request a copy of this leaflet and/or our Accessible Travel Policy in a format that is accessible to you, such as braille or an audio format.

Passenger Assist

Passenger Assist is a national system supported by all train operating companies which allows operators to make necessary arrangements to assist customers with disabilities or restricted mobility.

Our Assisted Travel team will help you book assistance you need at any National Rail station and on any National Rail train advance, and they are available to help you 24 hours a day, 7 days a week, except Christmas Day and Boxing Day.

Assistance: what is available and how to get it

For immediate travel

Planning in advance isn't always possible so do not worry – you can turn up at any station that is accessible to you and request assistance onto a train from a member of our staff.

At a staffed station please approach any member of staff and they will do their best to make arrangements to assist you onto your preferred train.

All our trains have guards who can assist you onto and off the train. If you are at an unstaffed station, you can call our Assisted Travel number – **0800 5282 100** or via a Help Point (the service is also available 24 hours a day with the exception of Christmas Day).

During Autumn 2020 and Spring 2021 we will be installing Assisted Boarding Points at all our stations and more information can be found at: (www.southwesternrailway.com/travelling-with-us/assisted-travel).

We will do our best to make sure you can be assisted with your train journey as your needs require. If we are not able to assist you fully, or if the station is not accessible to you, we will provide you with alternative accessible transport, such as a taxi, at no extra cost to you.

Please be aware that it may take a period of time to make arrangements if you haven't booked in advance, especially for any alternative transport.

For station information, please visit the National Rail Enquiries website:

www.nationalrail.co.uk/stations_destinations/

When travel is being arranged in advance

You can book assistance with us for journeys involving multiple connections and train operators on the National Rail network – you can book assistance up to 4 hours in advance of your journeys on SWR and up to 10pm the day before or 12 hours prior to travel for all train operators, whichever is the shorter time period.

From April 2021 these times will further reduce to 6 hours before travel for all train operators, and from April 2022, the notice period will reduce further to 2 hours before travel.

When booking assistance to board or get off a train to a part-staffed or unstaffed station, we will ensure that we will provide you with the assistance that you need. If a station is inaccessible to you, we will discuss options with you and may arrange alternative accessible transport, such as a taxi, to the nearest or most convenient accessible station – this will be at no extra cost to you.

Call: 0800 5282 100

Online: www.southwesternrailway.com/travelling-with-us/assisted-travel

WhatsApp: You can also contact us via WhatsApp from dedicated points on all our station platforms (from Summer 2021).

The levels of assistance we are able to provide

There are a number of different ways we may be able to help you when you are travelling with us – some of which are:

- Help with planning your journey
- Getting through the station, to your platform and boarding the train

- Assistance with getting on and off the train – for example if you require guiding due to a visual impairment or if you are a wheelchair user and require a ramp
- Help with luggage
- Making a seat reservation or reserving a dedicated wheelchair space (SWR do not have seat reservations but we can make seat reservations for other operators who offer them)
- Assistance to and from connecting services and onward transport within the station area
- Buying tickets
- Checking the accessibility and facilities available on the train and at the station



We have made sure that our staff are trained to help all of our customers and provide the best possible assistance – that includes customers with both visible and non-visible disabilities.

Please be aware that while we will do all that we can to assist you throughout your journey, we will not be able to accompany you throughout your journey. Although we have a guard on board all SWR trains who you can ask if you need any assistance, we are unable to provide personal care such as help with eating, taking medication or using the toilet and please ask that if you need this support when travelling, you should travel with a companion.

Travel Assistance Card

Our Travel Assistance Card is a free card for anyone who may need that extra bit of help and find it difficult to ask. All our staff have been trained to recognise the card and if you show it to any member of our staff, they will help you as best they can. More information can be found at www.southwesternrailway.com/travelling-with-us/assisted-travel/travel-assistance-card

Our Travel Assistance Card can be requested at any of our stations, through our customer services team, or downloaded from our website.

You can get a Travel Assistance Card by:

- Visiting any SWR staffed station and asking a member of staff at the information point or ticket office (this includes London Waterloo, Clapham Junction, and Guildford stations which are managed by Network Rail)
- Downloading it from our website: www.southwesternrailway.com/travelling-with-us/assisted-travel/travel-assistance-card
- Completing the contact us form: www.southwesternrailway.com/contact-and-help/contact-us-form and we will send you one in the post
- Call us on **0800 5282 100** and we will send you one in the post

For more information, visit our Assisted Travel page on our website or speak to a member of our staff.

What to expect: our commitment to passengers at every stage of the journey

Before you travel

We will provide you with the information you need to plan ahead for your journey that includes the information you need to understand the accessibility of your journey as well.

Information about planning your journey and tickets can be obtained through the following options:

Phone: Call us on **0800 5282 100**

Ticket Office: visit one of our staffed stations. Station staffing information can be found on the National Rail Enquiries website: www.nationalrail.co.uk/stations_destinations/

Online: You can find journey information and purchase tickets on our website at www.swrailway.com

If you need some help in planning your journey or any other advice, then please visit at our website. If you cannot find what you are looking for, our Assisted Travel team are able to help.



Buying your ticket

Our team will be happy to help you with purchasing a ticket.

If you are at an unstaffed station or the ticket office is closed, we have Video Ticket Vending Machines and our staff in our Video Contact Centre will be able to help you buy a ticket and to book assistance, 24 hours a day.

You can also book assistance when purchasing tickets on the phone. Our assisted travel team can redirect you when booking assistance for you to book your tickets over the phone.

We have ticket gates at some stations so you will often need a ticket to get onto the station platform.

On our services you should buy a ticket before you board the train unless you are unable to purchase at the station due to the accessibility of facilities.

The ways you can buy a ticket are:

Phone: Call us on **0800 5282 100**

Ticket Office: many of our stations have ticket offices. Opening hours can be found at www.nationalrail.co.uk/stations_destinations/

Online: You can purchase tickets on our website at www.swrailway.com

Ticket vending machine: You can find these machines at all SWR stations. You can buy a ticket here using a debit or credit card and cash. You can also collect tickets you've bought online.

If you are not able to buy your ticket before you board the train because you cannot access the ticketing facilities at the station, you will still be able to buy a ticket on most of our mainline trains or at your destination. You will also be entitled to fare reductions that you could have received when purchasing a ticket at a station (such as a Disabled Persons Railcard discount).

Discounts and railcards

We participate in a number of national schemes offering discounted fares as follows:

If you are visually impaired

Visually impaired customers travelling with a companion who do not have a Disabled Persons Railcard are entitled to the following discounts on Anytime/Day tickets:

First or Standard Class Anytime Single or Return: **34% off**

First or Standard Class Anytime Day Single: **34% off**

First or Standard Class Anytime Day Return: **50% off**

These concessions also apply to the companion but not if you are travelling alone and do not have a railcard

To get these discounts you will need a document confirming your disability that has been issued by a recognised body such as social services, local authority, guide dog ownership certificate, RNIB or Blind Veterans UK.

These discounts are only available from staff at our ticket offices or on board and cannot be purchased online or from Ticket Vending Machines.

If you are a wheelchair user and remain in your wheelchair for a rail journey

If you remain in your wheelchair throughout the journey and do not have a railcard, you are entitled to the following discounts on Anytime/Day tickets:

First or Standard Class Anytime Single or Return: **34% off**

First or Standard Class Anytime Day Single: **34% off**

First or Standard Class Anytime Day Return: **50% off**

The same discount will apply for a companion travelling with you.

Disabled Persons Railcard

If you have a disability you may be eligible for a Disabled Persons Railcard. There are two types of this railcard – a one-year and a three-year railcard. You are entitled to a discount of up to a third on most rail tickets, as well as no minimum qualifying fare.

As well as that, one adult travelling with you, usually referred to as your companion, can get the same discount as you. You can find details about this railcard and how to get one at:



Website: www.disabledpersons-railcard.co.uk

Email: disability@raildeliverygroup.com

Call: 0345 605 0525

Minicom/Textphone: 0345 601 0132
(for people who are hard of hearing)

Senior Railcard

If you are aged 60 or over you are eligible for a Senior Railcard. There are two types of this railcard – a one-year and a three-year railcard. You are entitled for a discount of up to a third on most rail tickets. You can find details about this railcard and how to get one at:

Website: www.senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Call: 0345 300 0250

At stations: You can use your birth certificate as evidence

Other railcards are available that may be more suitable to you. You can visit www.railcard.co.uk for further information.

Linking your railcard to your Oyster card

You can link any railcard to an Oyster Card at any London Underground station or London Overground ticket office. Staff at some London Terminal stations are also able to do this for you. More information is available on the National Rail Enquiries website.

Once linked, you will be discounted the appropriate fare on each Oyster transaction. Unfortunately, it is not possible to link this discount with a Contactless bank card or other payment method, such as Apple or Android Pay.

Please be aware that Freedom Passes and the associated discount to London Boundary Zone 6 are only valid after 09:30 Monday to Friday on SWR train services.

Wheelchairs and mobility scooters

We provide wheelchair spaces on all our trains for wheelchair users. You are welcome to use these spaces if your wheelchair fits within the following dimensions and the combined weight of the user and chair is less than 300kg:

Width: **700mm** Length: **1200mm**

If your wheelchair does not fit within these dimensions, unfortunately you will not be able to travel on our trains.

All our trains, except those used on the Island Line on the Isle of Wight, have 2 dedicated wheelchair spaces in each wheelchair area. These are located next to the Accessible Toilet (our Class 455/456 and 707 trains do not have toilets.) There are no wheelchair spaces in First Class.

Customers using mobility scooters require a permit to travel on SWR trains. The combined weight of the scooter and user must be under 300kg on the mainland and less than 230kg on the Island Line, however, our teams will always be pragmatic to find a way to help you to travel safely with us.

We have this current weight restriction due to the 1938 London Underground stock used on the Island Line. The dimensions of scooters permitted on our services are:

3-wheeled scooter

Width: **700mm (70cm)** Length: **1200mm (120cm)**

4-wheeled scooter

Width: **560mm (56cm)** Length: **1120mm (112cm)**

You may apply for a permit on our website at www.southwesternrailway.com/travelling-with-us/assisted-travel/wheelchairs-scooters-and-ramps or by contacting our Customer Relations team.

You may travel on your scooter by travelling in the wheelchair space on our trains, but this is the only place scooters can go on our trains and must not be stored in vestibules or obstructing aisles as these are emergency exit routes.

If you can transfer to the seat, we would encourage you to do so rather than travelling on your scooter as this may be safer and more comfortable for you.

If your scooter application is rejected, we will explain why. It may be rejected because it doesn't meet our requirements, but we will try to work with you to accommodate you on our services as best we can.

If you do not hold a scooter permit, colleagues may refuse you to travel with us. However, they will do all they can to help you and may request that you fold your scooter in order to use our train services.

Please be aware that other train operators may or may not require a permit to use a scooter on their trains. Please ensure you check with all operators whose trains you are using, through their website and/or Accessible Travel Policy, what their policy is on mobility scooters before travelling. The above policy is only applicable to trains operated by SWR.



Help at the station

Station facilities

We are responsible for 187 stations on the rail network and we will continuously improve the facilities available at those stations. This includes, but is not limited to, lifts, ramps, escalators, accessible counters, induction loops at ticket counters and elsewhere, toilets and accessible toilets, waiting room and shelters, and accessible seating. You can find information about these facilities and what is available at our stations on our website as well as (for our stations and for those of other train operators) at the national rail website: www.nationalrail.co.uk/stations

We work with other train operators and Network Rail to ensure that facilities are maintained and improved at other stations we stop at that we do not manage.

At a staffed station

When you arrive at a station, if you need assistance, please make yourself known to station staff. Staff will be available from the information point, ticket office or platform at an SWR station. They can be identified either by a blue or orange tabard if on and around the station, or they will be wearing a name badge and SWR blue uniform if in the ticket office.

The meeting point for pre-booked Passenger Assist at all SWR stations varies but is usually the ticket office, Information Point or gateline. You can find the location of the meeting points at stations on our website at www.southwesternrailway.com/travelling-with-us/at-the-station/station-details or from National Rail Enquiries at www.nationalrail.co.uk/stations_destinations/

If you have pre-booked assistance with us, we recommend you arrive at the station at least 20 minutes prior to the departure of your train (some stations may advise more than this – you will be told when booking assistance). If you arrive by car or taxi, we can help you from the station car park drop-off area or a blue badge parking space. We can't help if you are outside the station area. If you haven't booked assistance, there may be a wait at the station if our staff have other safety critical duties to carry out.

We can also carry luggage onto the train – maximum two items up to 23kg each. Please try where possible to book this in advance through our Passenger Assist team. You can also bring a small item with you if you are able to carry it independently.

When the train arrives, we will make sure you are successfully boarded with any luggage that you may have. We will help you to a seat or to a wheelchair space as required. All staffed stations have portable ramps and, where there is not one, we keep ramps on board our trains. We will deploy these for you if you need step-free boarding. If you think the ramp would make boarding easier for you, let the team know when booking assistance (or let a member of station staff know on the day as early as possible).

At stations without any staff

SWR has many stations which are either part or unstaffed. At stations with only a ticket office, these staff are not able to provide assistance. When using one of these stations where there are no staff available, our guard will provide assistance to you getting on and off the train.

Please note, guards cannot assist you in getting to or from the car park or other assistance on the station due to the limited time that trains stop at stations.

Getting off the train

When you get to your stop, we will make sure you can get off the train. Where appropriate, we will make sure a member of our team is there to help you to the next part of your journey.

Ticket gates

Some stations that SWR manage have ticket gates which are staffed. As well as these stations, major stations we serve that are operated by Network Rail and other train operators (London Waterloo, Clapham Junction, Guildford, Reading, Bristol Temple Meads, Exeter St Davids) do have ticket gates to some or all of the platforms.

When no staff are available to operate the ticket gates at any station, we will lock the gates in the open position so that customers can pass through.

All of our ticket gate lines have at least one wider accessible gate.



Help on the train

Our staff will take everyone's individual requirements into account and do what they can to provide assistance that best suits you. Please ask any member of our on-train team if you need assistance and they will do all that they can to help. Our on-train teams will do their best to allow you and any travelling companions to sit together.

Seat reservations

Unfortunately, we do not offer any seat reservations on our trains.

Every carriage on all of our trains have priority seats for those with reduced mobility, who are pregnant or less able to stand. These seats are signposted on our trains. These priority seats have additional legroom to make them easier to use.

We have wheelchair spaces on all of our trains. All wheelchair spaces are in Standard Class and have two companion seats. Our guards and station staff will do what they can to ensure you are sat with your companion(s). These seats are non-reservable and treated as priority seats and we will ask someone to give up these seats if needed.

We will ensure that priority space of the wheelchair space is enforced at all times. Should you need one of these spaces, our on board or station staff will make sure the space is clear for you to use when you board.

Audio and visual information

To help you know where you are along your journey and what is going on throughout, all of our trains have both audio and visual announcements. Our entire fleet of trains have automatic information screens that will display information about the calling pattern of the train, safety information and information in the event of disruption. The guard is also able to use the Public Address (PA) system to make manual announcements.

If the information is unclear or you think you missed something important, please ask a member of our on board crew.

Train facilities

You can find out information about the different facilities available on our trains on our website, including the availability of priority seating, number of wheelchair spaces, and accessible toilets by train type at www.southwesternrailway.com/travelling-with-us/assisted-travel

Assistance on arrival

When you get to your destination, staff will help you to get off the train as soon as possible.



If things do not go as planned

Delays and disruption

Sometimes things outside of our control means that there may be disruption to your journey. We will do everything we can to make it as stress-free as possible and to ensure you are able to continue your journey and that you are not left stranded.

We will make sure to keep you up to date through our website, social media and announcements (both on the train and at the station).

If the disruption means that your original assistance is no longer possible for whatever reason, we will do what we can to get in touch with you before you arrive so that we can help you re-plan your journey and re-arrange that assistance. If necessary, we will arrange alternative accessible transport for you should you no longer be able to travel by rail – this will be at no extra cost to you.

Our staff, both on the station and on the train, will help you as required and have been trained to assist all of our customers. They will communicate disruption either over public address systems or in person.

All our guards and station staff have smart devices so they can help you re-plan your journey and check the accessibility of that journey if the route is different from the one you had originally planned to take.

Emergencies

In the event of an emergency, station and/or train staff will safely carry out any evacuation as needed. Staff will keep you informed and advise of what will be happening throughout the process.

All our trains and stations have evacuation plans that take into account the needs of disabled passengers and our staff and emergency services are aware of these.

Redress and compensation

We will make every effort to ensure your experience of using Passenger Assist is positive.

If something goes wrong and the assistance you've pre-booked is not delivered, we will provide you with compensation for your journey.

When your assistance was booked for travel on one of our trains, we will offer you a full refund for the cost of

that leg of the journey. We are happy to assist you with your claim as much as we can and will coordinate the response to your claim if your journey involved SWR and other operators.

If you were travelling on another train company's service, we may need to contact that train company and pass on your details, with your permission, if their train service was not on our network.

To make a claim for redress, please contact our Customer Solutions team through the contact details set out at the end of this document. Please do let us know as soon as possible if something has gone wrong so that we can quickly investigate this and understand what went wrong.

We will always comply with the Consumer Rights Act 2015 and in line with National Rail Conditions of Travel.

If we have not reached a satisfactory conclusion to your claim, you may take this up with the Rail Ombudsman. More information can be found at the end of this leaflet.

Where to get more information and how to get in touch

Large Print or Easy Read versions of this leaflet:

Get in touch with our team at **0345 6000 650** and they will arrange for it to be sent to you within seven working days.

Our Accessible Travel Policy:

This document sets out in more detail our commitments and standards of service provision, as well as relevant policies and practices, with regards to disabled people using the rail network. It is available both online at www.southwesternrailway.com/travelling-with-us/assisted-travel and in Large Print and Easy Read formats available from our team at **0345 6000 650**.

Stations and trains accessibility information

Trains information is available on our website and to download from www.southwesternrailway.com/travelling-with-us/assisted-travel

Our stations information is available on our website stations pages at www.southwesternrailway.com/travelling-with-us/at-the-station/station-details and on the national rail enquiries website at www.nationalrail.co.uk/stations

Day of travel queries or issues

Call **0345 6000 650**

(Open 7 days a week from 06:00 to 22:00)

Assisted Travel service contact details

Phone: Call **0800 5282 100**

(Open 24 hours a day, 7 days a week)

Text Relay: **18001 0800 5282 100**

(Open 24 hours a day, 7 days a week)

How to contact us via social media:

Twitter: **@sw_help**

Facebook Messenger: South Western Railway

How to provide feedback or make a complaint

Please call our team on **0345 6000 650**, or fill out the contact-us form on our website: www.southwesternrailway.com/contact-and-help/contact-us-form

You can also contact us by post at

Freepost: South Western Railway

Please use any of the above methods to contact us if you would like to provide feedback regarding accessibility on the SWR network.

If you are not happy with the way the complaint is dealt with, please contact the Rail Ombudsman on:

Website: railombudsman.org

Email: info@railombudsman.org

Phone: **0330 094 0363**

Post: **Freepost – RAIL OMBUDSMAN**



Hello, my name is
P. Thomas
My emergency contact is
844507

How you can help me
(Please write or draw below)

I am severely
sight impaired and
will need assistance
to the platform and
onto the train.





Rolling stock accessibility guide

Helping older and disabled people



Class 450

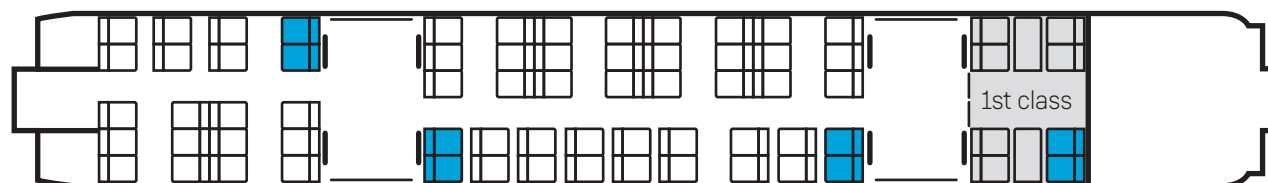
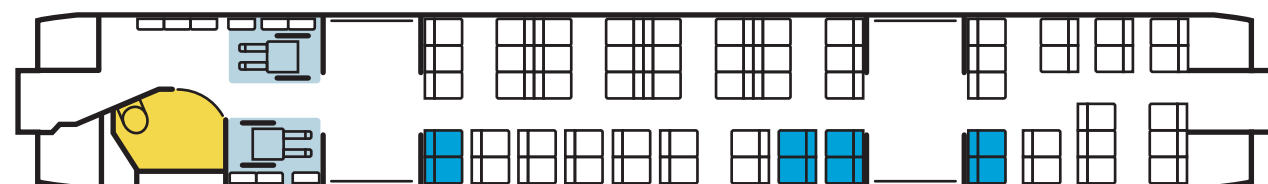
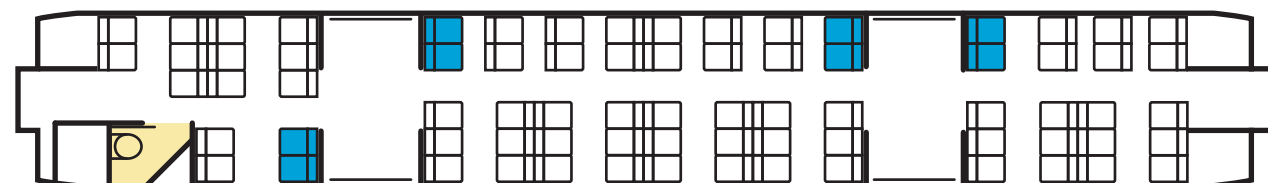
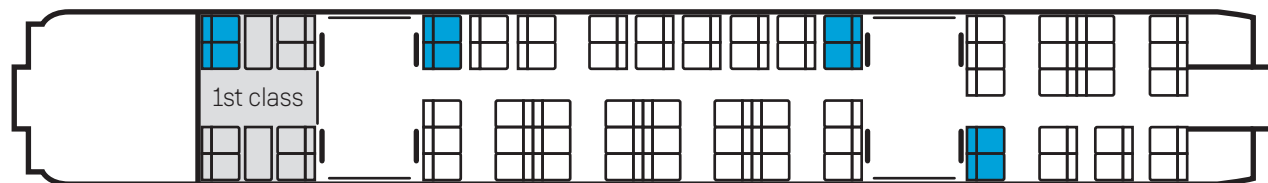
Suburban services

These trains often run as multiple units of 8 or 12 carriages. The information shown is for each set of 4 carriages.

| | |
|--|------------------------------------|
| Year built | 2002-2006 |
| Number of units | 127 |
| RVAR/PRM-TSI | RVAR |
| Wheelchair spaces | 2 |
| Priority seats | 32 |
| Total seats | 16 first class, 269 standard class |
| Passenger information system – aural | Yes |
| Passenger information system – visual | Yes |
| Standard toilets | 1 |
| Accessible toilets | 1 |
| Contrasting grab rails | Yes |
| On-board staff to provide assistance | Yes |

Plug sockets are available at every set of seats and additional wireless charging at 1st class table seats

- Wheelchair space
- Accessible toilet
- Priority seat
- Standard toilet

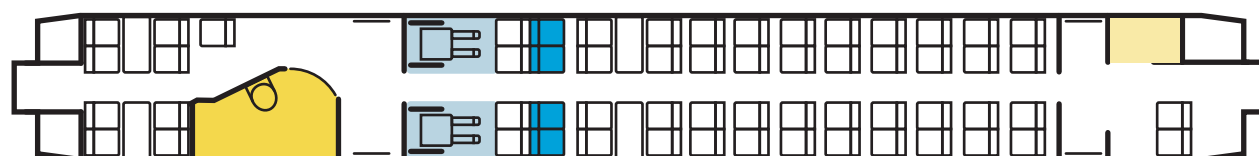
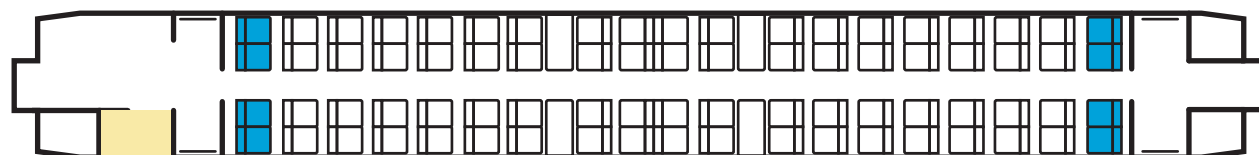
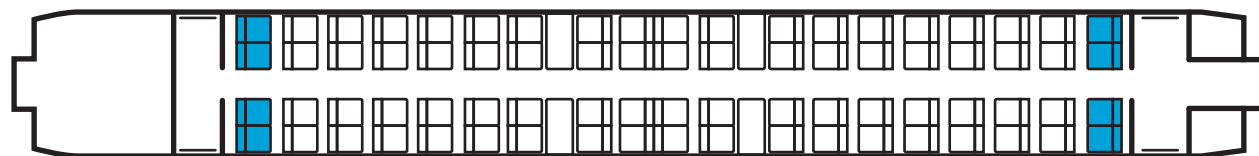


Class 444

Longer distance services

These trains often run as a double set of 10 carriages. The information shown is for each set of 5 carriages.

| | |
|--|---|
| Year built | 2002-2004 |
| Number of units | 45 |
| RVAR/PRM-TSI | RVAR |
| Wheelchair spaces | 2 |
| Priority seats | 35 |
| Total seats | 32 first class, 327 standard class |
| Passenger information system – aural | Yes |
| Passenger information system – visual | Yes |
| Standard toilets | 3 |
| Accessible toilets | 1 |
| Contrasting grab rails | Yes |
| On-board staff to provide assistance | Yes |
| Plug sockets | are available at every set of seats and additional wireless charging at 1st class table seats |







- Wheelchair space
- Accessible toilet
- Priority seat
- Standard toilet

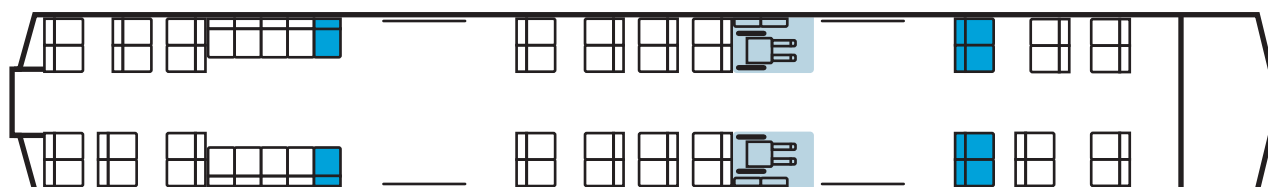
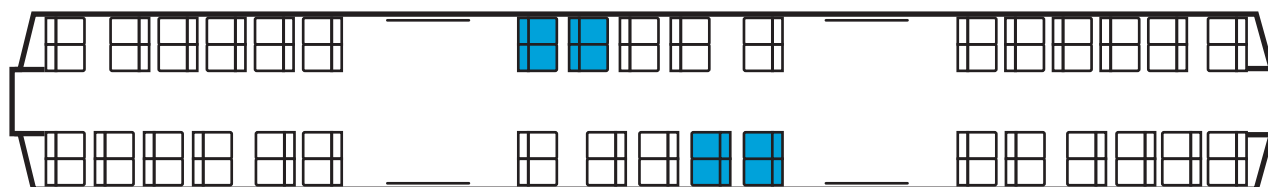
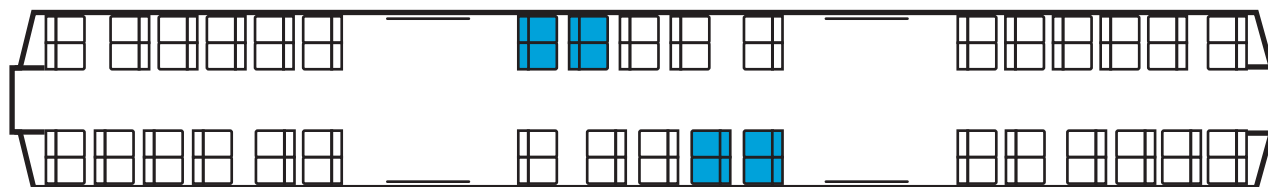
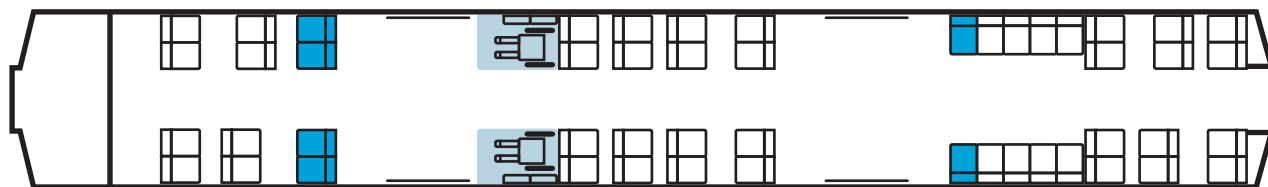
Class 455

Metro services

These trains always run as a double set of 8 carriages with another 455 unit, and often with a Class 456 attached to make 10 carriages. The information shown is for each set of 4 carriages.

| | |
|--|--------------------|
| Year built | 1982-1985 |
| Number of units | 91 |
| RVAR/PRM-TSI | RVAR |
| Wheelchair spaces | 4 |
| Priority seats | 30 |
| Total seats | 244 standard class |
| Passenger information system - aural | Yes |
| Passenger information system - visual | Yes |
| Standard toilets | 0 |
| Accessible toilets | 0 |
| Contrasting grab rails | Yes |
| On-board staff to provide assistance | Yes |
| Plug sockets | 0 |

| | |
|---|---|
|  Wheelchair space |  Accessible toilet |
|  Priority seat |  Standard toilet |

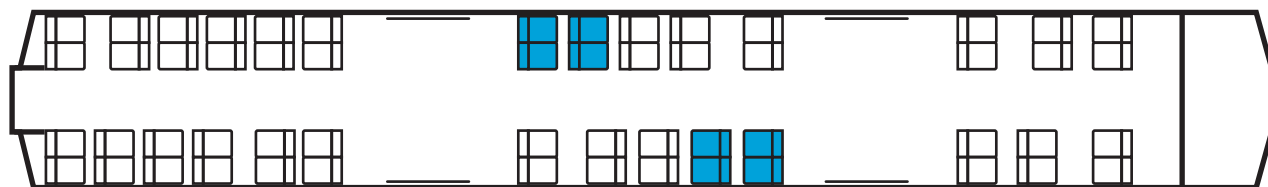
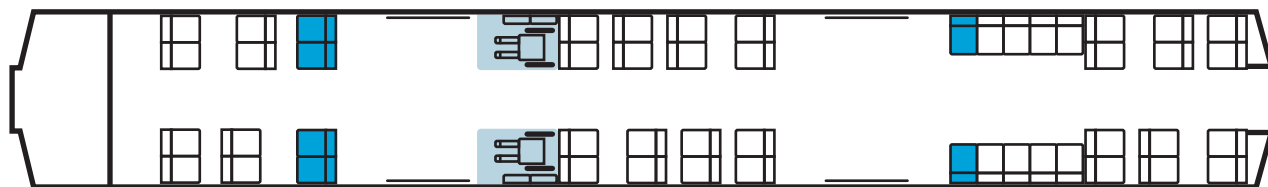


Class 456

Metro services

These trains always run attached to an 8-carriage Class 455.

| | |
|--|--------------------|
| Year built | 1990-1991 |
| Number of units | 24 |
| RVAR/PRM-TSI | RVAR |
| Wheelchair spaces | 2 |
| Priority seats | 14 |
| Total seats | 110 standard class |
| Passenger information system – aural | Yes |
| Passenger information system – visual | Yes |
| Standard toilets | 0 |
| Accessible toilets | 0 |
| Contrasting grab rails | Yes |
| On-board staff to provide assistance | Yes |
| Plug sockets | 0 |



Wheelchair space

Accessible toilet

Priority seat

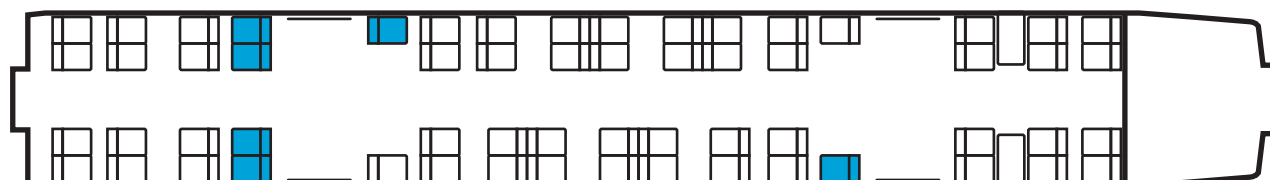
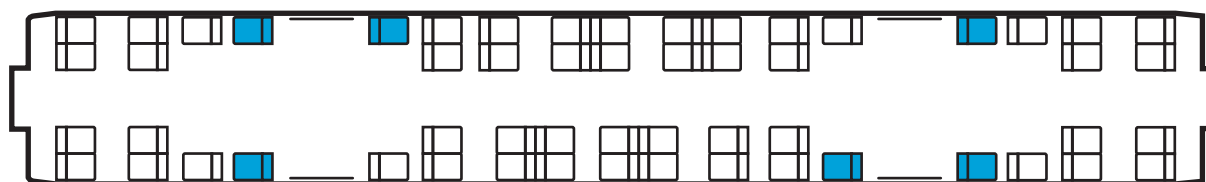
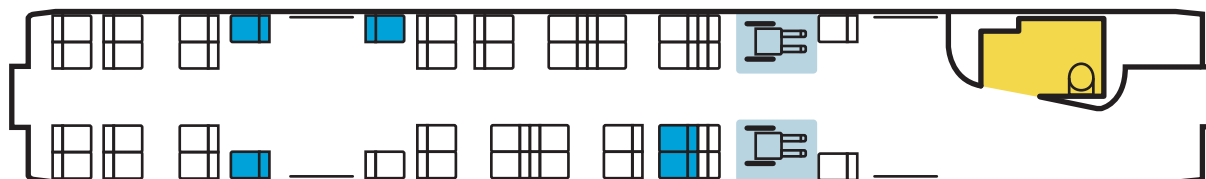
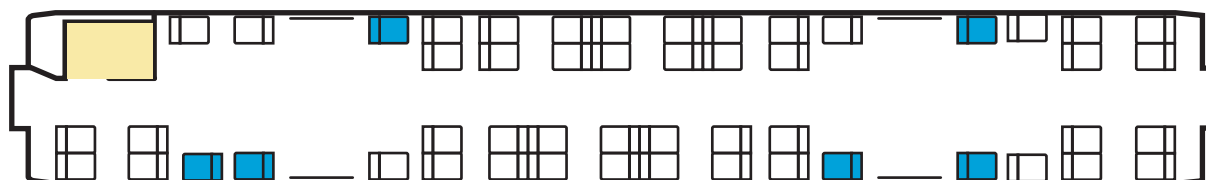
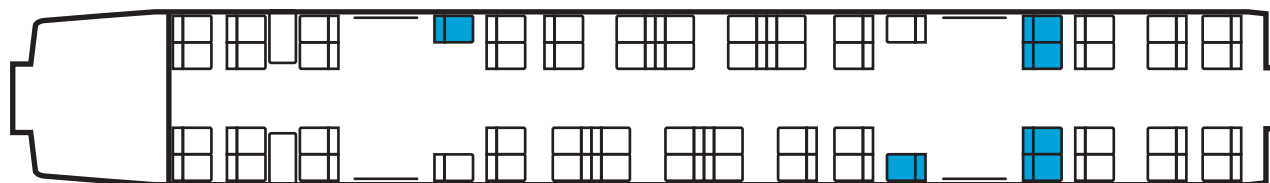
Standard toilet

Class 458

Metro services

These trains often run as a double set of 10 carriages.
The information shown is for each set of 5 carriages.

| | |
|---------------------------------------|--------------------|
| Year built | 1998-2002 |
| Number of units | 30 |
| RVAR/PRM-TSI | RVAR |
| Wheelchair spaces | 2 |
| Priority seats | 33 |
| Total seats | 270 standard class |
| Passenger information system – aural | Yes |
| Passenger information system – visual | Yes |
| Standard toilets | 1 |
| Accessible toilets | 1 |
| Contrasting grab rails | Yes |
| On-board staff to provide assistance | Yes |
| Plug sockets | 0 |



Wheelchair space

Accessible toilet

Priority seat

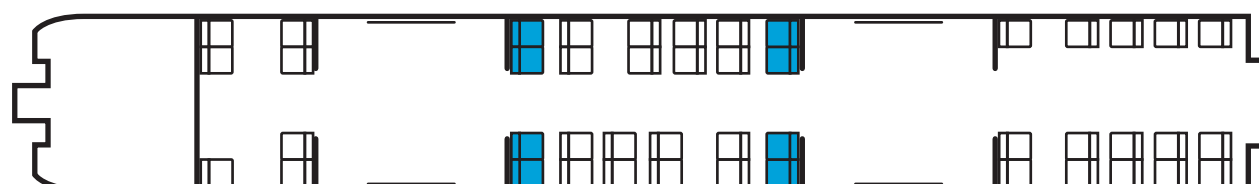
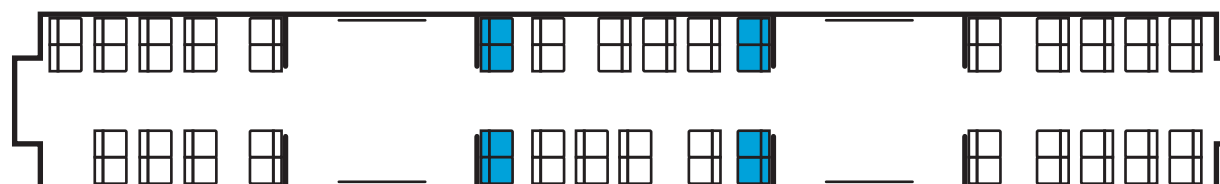
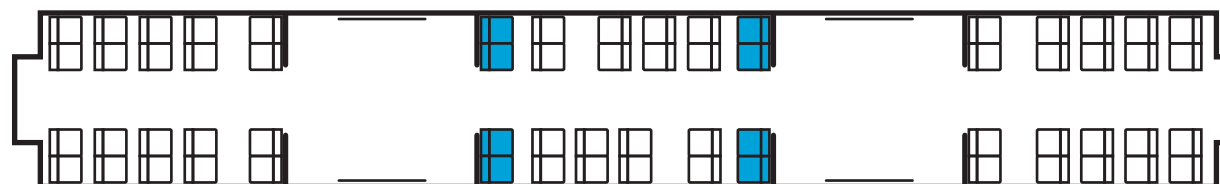
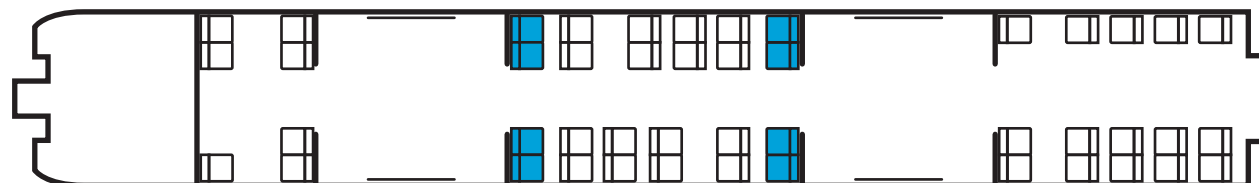
Standard toilet

Class 707

Metro services

These trains often run as a double set of 10 carriages.
The information shown is for each set of 5 carriages.

| | |
|--|--------------------|
| Year built | 2015-2018 |
| Number of units | 30 |
| RVAR/PRM-TSI | PRM-TSI |
| Wheelchair spaces | 2 |
| Priority seats | 34 |
| Total seats | 275 standard class |
| Passenger information system – aural | Yes |
| Passenger information system – visual | Yes |
| Standard toilets | 0 |
| Accessible toilets | 0 |
| Contrasting grab rails | Yes |
| On-board staff to provide assistance | Yes |
| Plug sockets are available at every set of seats. | |



Wheelchair space

Accessible toilet

Priority seat

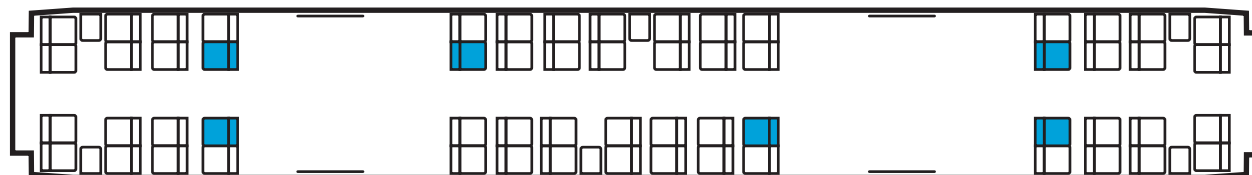
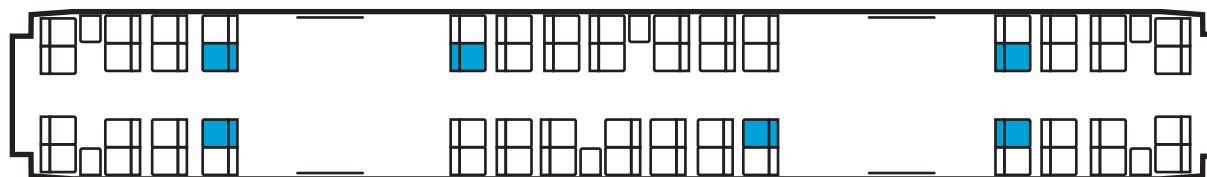
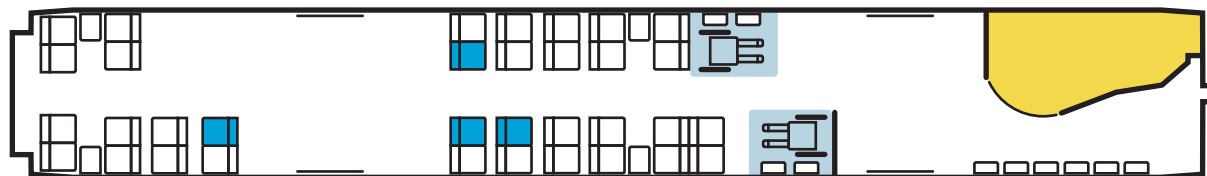
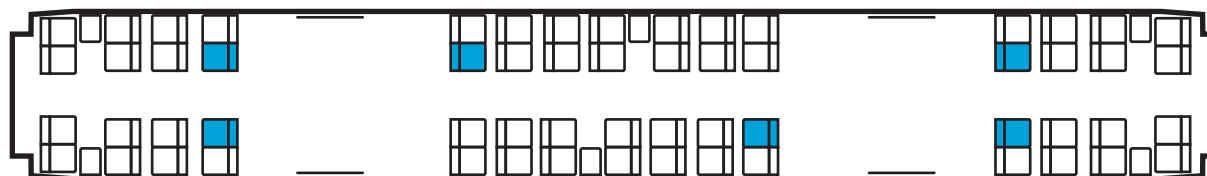
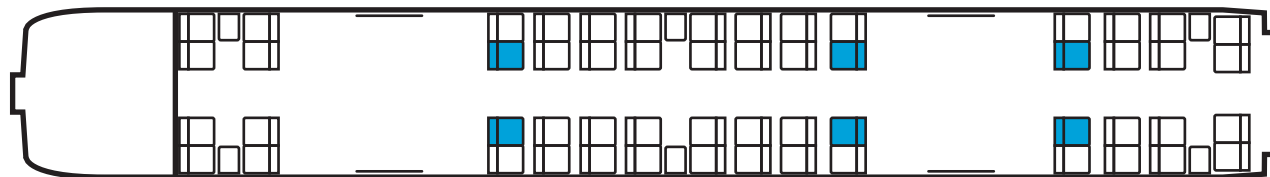
Standard toilet

Class 701

Metro services

These trains often run as a double set of 10 carriages.
The information shown is for each set of 5 carriages.

| | |
|--|--------------------|
| Year built | 2019- |
| Number of units | 90 |
| RVAR/PRM-TSI | PRM-TSI |
| Wheelchair spaces | 2 |
| Priority seats | 26 |
| Total seats | 280 standard class |
| Passenger information system – aural | Yes |
| Passenger information system – visual | Yes |
| Standard toilets | 0 |
| Accessible toilets | 1 |
| Contrasting grab rails | Yes |
| On-board staff to provide assistance | Yes |
| Plug sockets are available at every seat. | |



Wheelchair space

Accessible toilet

Priority seat

Standard toilet

Class 442

Longer distance services

These trains always run as a double set of 10 carriages with another 442 unit. The information shown is for each set of 5 carriages.

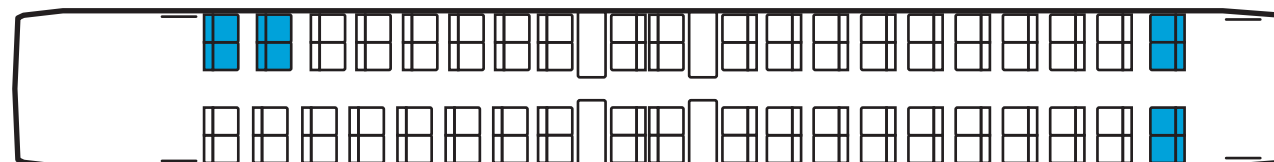
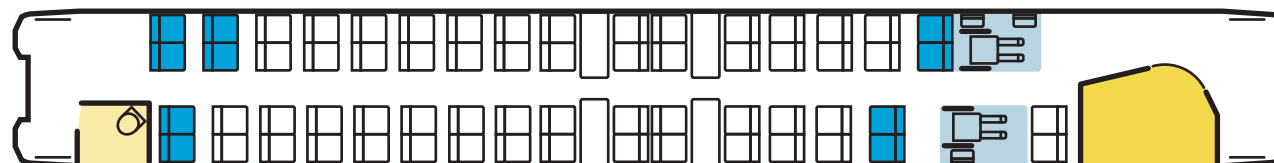
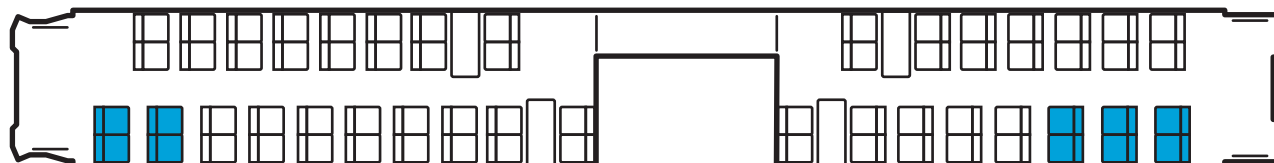
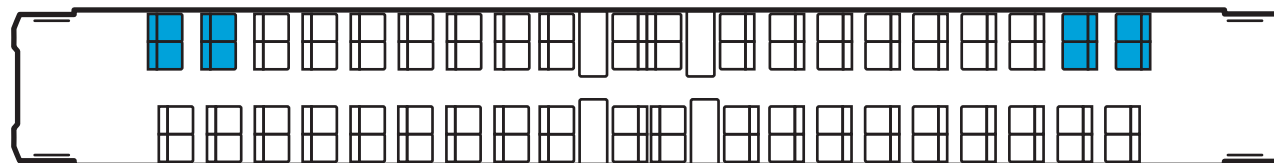
| | |
|--|---|
| Year built | 1987-1989 |
| Number of units | 18 |
| RVAR/PRM-TSI | RVAR |
| Wheelchair spaces | 2 |
| Priority seats | 40 |
| Total seats | 32 first class, 337 standard class |
| Passenger information system – aural | Yes |
| Passenger information system – visual | Yes |
| Standard toilets | 1 |
| Accessible toilets | 1 |
| Contrasting grab rails | Yes |
| On-board staff to provide assistance | Yes |
| Plug sockets | USB only standard. Plug in first class per set of seats. |

Wheelchair space

Accessible toilet

Priority seat

Standard toilet

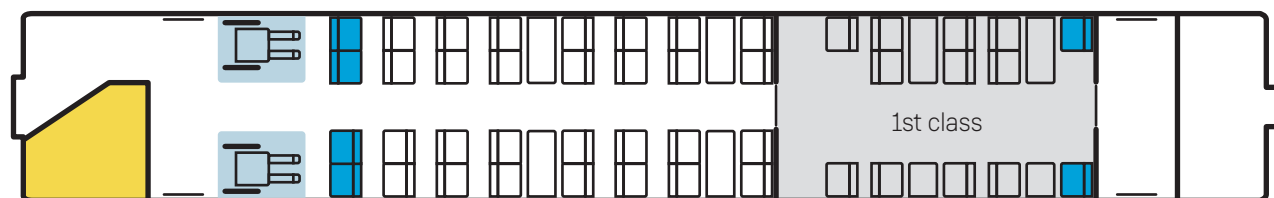
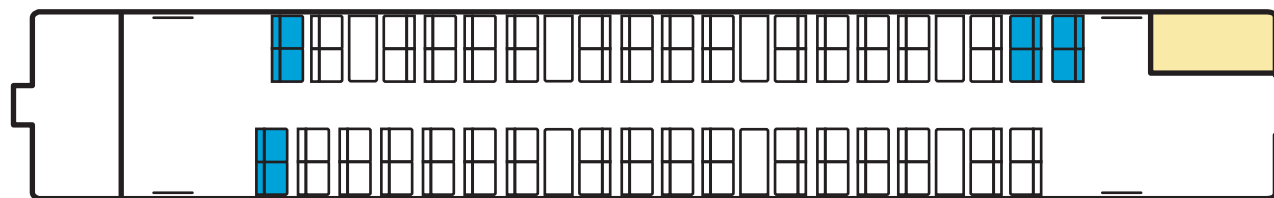


Class 158

West of England services

These trains often run as multiples with other Class 158s and the three-carriage Class 159. The information shown is for each two-carriage Class 158.

| | |
|--|--|
| Year built | 1989-1992 |
| Number of units | 8 |
| RVAR/PRM-TSI | RVAR |
| Wheelchair spaces | 2 |
| Priority seats | 14 |
| Total seats | 13 first class, 100 standard class |
| Passenger information system – aural | Yes |
| Passenger information system – visual | Yes |
| Standard toilets | 1 |
| Accessible toilets | 1 |
| Contrasting grab rails | Yes |
| On-board staff to provide assistance | Yes |
| Plug sockets | available at some first class table seats. |



Wheelchair space

Accessible toilet

Priority seat

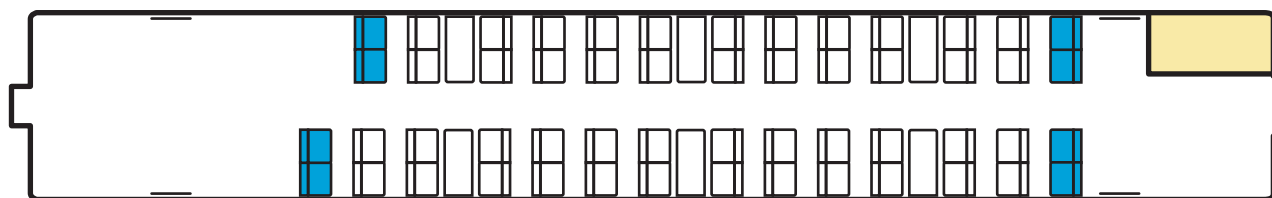
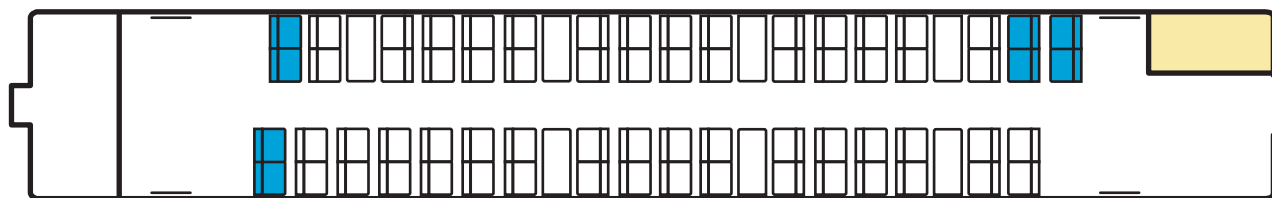
Standard toilet

Class 159

West of England services

These trains often run as multiples with other Class 159s and the two-carriage Class 158. The information shown is for each three-carriage Class 159.

| | |
|--|--|
| Year built | 1989-1992 |
| Number of units | 32 |
| RVAR/PRM-TSI | RVAR |
| Wheelchair spaces | 2 |
| Priority seats | 21 |
| Total seats | 23 first class, 146 standard class |
| Passenger information system – aural | Yes |
| Passenger information system – visual | Yes |
| Standard toilets | 2 |
| Accessible toilets | 1 |
| Contrasting grab rails | Yes |
| On-board staff to provide assistance | Yes |
| Plug sockets | available at some first class table seats. |



Wheelchair space

Accessible toilet

Priority seat

Standard toilet



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