

Carl Hetherington

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22 August 2014

Angie Doll
Head of Service Quality
The Go-ahead Group Plc



Dear Angie

Approval of Govia Thameslink Railway Limited's Disabled peoples protection policy (Condition 5 of your Station Licence and GB Passenger Statement of National Regulatory Conditions)

Thank you for your email of 22 August 2014, in which you provided a copy of the final version of your Disabled peoples protection policy (DPPP) for the Govia Thameslink franchise. The franchise will commence on 14 September 2014. Your DPPP is attached and will be published on our website along with a copy of this letter.

I confirm that we have reviewed your DPPP against the 2009 Guidance "How to write your Disabled People's Protection Policy: A guide for Train and Station Operators" and approve it as meeting the requirements of Condition 5 of your station licence and GB Passenger Statement of National Regulatory Conditions (SNRP).

Your DPPP was originally submitted to ORR on 27 June 2014 and we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance.

We sought views on your draft documents from Passenger Focus and London Travel Watch, which we provided to you on 16 July and to which you responded on 25 July. In particular, Passenger Focus and London Travel Watch sought re-assurance that the station information part of the Passenger document would be fully accurate before publication. You have given us your assurance that this is now the case.

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

- You have clarified your commitment that staff will be made available to provide **assistance at unstaffed stations**, at any hour that trains are scheduled to serve those stations. For the avoidance of doubt, we consider that all TOCs should meet the full expectations of the 2009 Guidance, including those set out in part C, as a matter of routine or usual practice. The assistance that TOCs provide will be dependent upon the needs of the passenger, and may include alternatives to

providing staff (such as accessible taxis), if this is acceptable to the passenger but TOCs should note section C3 of the Guidance and be mindful of allowing passengers to make as much of their journey by rail as possible.

- **Advance notification of Passenger Assist bookings** - Your original draft asked for “at least 24 hours” notice, however, we noted that 24 hours is the maximum advance notice that TOCs can request, rather than the minimum. We welcome your clarification that passengers do not need to give more than 24 hours notice, and that you will do all that you can to assist passengers who are not able to give this notice.
- **Electronic booking of assistance** – the Guidance requires TOCs to offer a means for passengers to book assistance via electronic means (for example via email, a website, or an app). Your original draft did not specify an electronic means of booking assistance and we note that you have now specified your website as a means of making a booking. We note that your website is not currently live and will review this facility once it is live.
- In your original draft, there was a restriction specifying that some staff may not be able to **assist with luggage** beyond the exit of a platform. You have now removed this restriction.
- You have also clarified your policy on the carriage of **mobility scooters**. The Guidance in this regard does not impose requirements on TOCs for the services that need to be provided. The requirement on TOCs is limited to an obligation to clearly set out what their policy is and the service that scooter users can expect to receive.

The clarification that we requested here was that you be more specific about the service that scooter users could expect during disruption to normal services. You have now explained that you do not carry scooters on rail replacement services. Further, when unplanned disruption occurs after a scooter user has commenced their journey, you will transport the passenger to their destination via alternative road transport and safely store the scooter until it can be collected by the user.

We welcome the clarity that you have now provided. However, we also query whether this will be an acceptable solution for scooter users – many of whom may be unable to walk significant distances and could be left stranded under this policy. We suggest that (if you have not done so already) you give further consideration to this issue and consult with users or their representatives in order to fully understand the potential implications of your policies here. We would be interested to hear the outcome of that process.

We also asked that you make amendments to your Policies and Practices document. As we set out in our Regulatory Statement of July 2014, we looked in particular at your

internal arrangements and looked to the policy document to convincingly demonstrate that you had embedded arrangements to deliver effectively in the interests of disabled passengers.

In response to our requests, you provided additional clarity and made some of your commitments more specific. This was mainly in regards to how management is involved in maintaining and developing standards of service for disabled and older passengers.

We noted that your policy could benefit from more clarity on the extent you propose to publish your own performance information, or otherwise make information accessible. We note your response that you will review this aspect of your policy once you have practical experience of running the franchise. We welcome the commitment that you have made to review what data you could publish specifically relating to DPPP, and to consult with your passengers on what additional information they would find useful.

I would also take this opportunity to remind you that, in our July Regulatory Statement, we noted that it is important that the passenger-facing DPPPs are as clear as possible, and that we think there is merit in achieving greater consistency across the industry. We will shortly be seeking views on achieving this and will write to you separately.

Yours sincerely,

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

Carl Hetherington

Deputy Director, Railway Markets and Economics



Making Rail Accessible

Guide to policies and practices

September 2014

Table of Contents

1. Thameslink and Great Northern’s strategy.....	3
2. Management arrangements.....	4
2.1 Integration of our Disabled People’s Protection Policy (DPPP).....	4
2.2 Senior management involvement	5
2.3 Informing staff of their responsibilities.....	5
2.4 Accessibility Ambassadors	5
2.5 How we ensure that our services and facilities are in line with our DPPP and the Code of Practice.....	6
2.6 Investment.....	6
3. Monitoring and evaluation.....	6
4. Access improvements	7
4.1 Improvement schemes completed in the past 12 months	9
4.2 On-going improvement schemes delivered by third parties.....	10
4.3 Future ideas for investment.....	10
4.4 Other rolling stock and station plans.....	10
5. Working with others.....	11
6. Staff training.....	11
7. Emergency procedures.....	12
8. Communications strategy.....	12
8.1 Contacting us by text.....	13
8.2 Recorded messages.....	13
8.3 Website	13
8.4 Signage	14
8.5 Try the Train Days.....	14
9. Access by car.....	14
10. Reviewing this document	15

1. Thameslink and Great Northern's strategy

We know how important it is to you to be able to travel on the rail network easily, without any accessibility issues getting in the way of your journey. At Thameslink and Great Northern we are committed to making our train services, stations and facilities as accessible as reasonably practicable.

This guide will give you information about our accessible facilities and travel assistance, and the policies and procedures we have in place to make your journey easier. It has been written with reference to the latest guidance *How to Write Your Disabled People's Protection Policy: A Guide for Train and Station Operators* (Department for Transport 2009).

If you can't find what you need, please get in touch, our contact details are in Section 8. We have a dedicated Assisted Travel Service team who are available between 07:00 and 22:00 every day except Christmas Day.

Our approach

We are committed to creating a more accessible rail network. We know that improved access benefits a wide range of passengers, including people with disabilities, older people, parents with children and passengers with luggage. Improving access also makes good business sense, because the more accessible we make our network, the more passengers are able to travel with us.

We realise that the physical features of our stations and trains mean that you sometimes can't access our services. It is our policy to remove barriers, and where possible provide step-free access to our ticket offices, platforms, shops and cafes, whatever your impairment.

Every year we will invest in making improvements in access to our network. The amount we spend each year is written into our franchise agreement. We will apply to the Department for Transport (DfT) for funding, as well as other third parties, in order to maximise our spend on accessibility improvements. These improvements include:

- Accessible toilets
- Automatic doors
- Dropped kerbs
- Highlighted anti-slip stair edges
- Additional handrails
- Fixed ramps at station entrances
- Adjustable-height ticket windows
- Clearer signage
- Tactile paving
- Additional seating
- Hearing loops
- Additional portable ramps

This isn't an exhaustive list, and we know that it is often our passengers who can best identify any access issues and improvements we could make. So we will continue to work with you and organisations that represent disabled people to identify improvements that will benefit you.

We will be introducing new trains on our Thameslink services from 2016, and Great Northern services from 2018. These new trains will significantly improve accessibility and comfort for all passengers.

We consult with the following organisations and include their ideas where possible:

- Passenger Focus
- London TravelWatch
- Disabled Person's Transport Advisory Committee (DPTAC)
- Local access groups*
- Local councils
- Other relevant organisations

*If you would like us to include your group in our consultations, please contact us.

Our staff make an enormous and valued contribution to ensuring our disabled passengers have a trouble-free journey on our services. To support this we provide disability awareness training, briefings and guides, so that they can give you the best service possible.

Our policy is to cater for our passengers' specific needs wherever possible. Our team at our Assisted Travel Service can answer your questions, and book your journey and any assistance you may need.

We are determined to provide a consistent and high level service to passengers who book assisted travel and contact a proportion of passengers who book assisted travel to check whether their experience met their expectations.

2. Management arrangements

2.1 Integration of our Disabled People's Protection Policy (DPPP)

Project management

We are committed to making improvements to the accessibility of our network and services. As part of our standard procedure we consider accessibility issues in any changes we make. We have a project planning team who use robust project management processes, and involve all relevant managers in the planning and implementation of schemes.

The customer relations manager has responsibility for advising the project management team on accessibility issues. It is his or her responsibility to ensure that any work fulfils our DPPP requirements, the DfT's Accessible Train Station Design for Disabled People: A Code of Practice (the Code of Practice) and our legal obligations.

The customer relations manager will attend project planning meetings at the planning, development and sign off stages of projects involving station and train facilities to ensure that nothing in the plans compromises accessibility. He or she will escalate any concerns to the Customer Satisfaction Board for decision by the executive team. Please see section 2.2 for more details on the Customer Satisfaction Board.

Working with stakeholders

Our customer services director and customer relations manager regularly attend meetings with stakeholders. These include national organisations representing people with access needs such as:

Royal National Institute for Blind People
Hearing Link
Transport for All
Action on Hearing Loss
DisabledGo
Trailblazers
Disability Rights UK

On a local level we talk to organisations such as councils and access groups like Herts Action on Disability.

We're also involved with many national transport organisations, through the Association of Train Operators (ATOC). We discuss and exchange ideas on how we can best support passengers with differing needs. We are committed to integrating valid suggestions into our business.

We invite representatives from many access groups to attend our annual Stakeholder Forum, where they can meet with key managers across the business, ask specific questions and influence the decisions we make about our services.

Consulting passengers

We consult with our passengers on how we can make improvements to accessibility across the business, and to specific stations or services. We encourage feedback from our passengers, which influences our business decisions. Amongst other activities we have regular Meet the Manager sessions and hold roadshows in the community.

We will set up an Online Passenger Panel, which you can join to discuss issues and give us feedback through surveys and web chats with senior managers.

Our two Customer Cabinets will have passenger representatives, including those with disabilities. There will be one for Thameslink and the north part of Great Northern, and another for Southern, the south part of Thameslink and Gatwick Express. Please see our website for details on how to apply to join these.

The cabinets will be independent organisations that will meet to discuss passenger concerns and issues, and work on self-generated projects. Our chief executive officer will attend regularly and the cabinets' discussions and suggestions will feed into our business and planning process.

2.2 Senior management involvement

Our customer services director is accountable for our DPPP. He or she has overall responsibility for monitoring the commitments in this guide, and making sure we stick to them.

Our human resources director has executive responsibility for staff training in disability awareness and our programme director has executive responsibility for project management.

We have set up a Customer Satisfaction Board, which is chaired by the chief executive and includes the customer services director. The board considers all customer feedback, including that concerning disabled passengers, and develops improvement plans. Each plan has an executive sponsor. The customer services director is responsible for projects that improve accessibility and oversees their implementation.

2.3 Informing staff of their responsibilities

We give all our staff a copy of this guide so they're aware of our commitments and their responsibilities. And our induction programme, which is attended by all new employees whatever their role, includes a one day course on accessibility.

We regularly brief staff on assisted travel arrangements. In addition, we will produce an assisted travel manual by January 2015. This will contain set procedures and advice on how to help passengers who require assistance. We will brief frontline staff on the contents of the manual and it will form part of our standard staff briefings.

2.4 Accessibility Ambassadors

We appoint five accessibility ambassadors from our frontline staff to make sure that assisted travel is of a consistently high quality in their area. They train their colleagues, investigate where things have gone wrong, and lead local initiatives to improve the quality of assisted travel.

2.5 How we ensure that our services and facilities are in line with our DPPP and the Code of Practice

Our customer relations manager is responsible for the day-to-day management of access issues. The manager reviews the commitments made in our DPPP and monitors our performance against them through feedback and our Quality Experience on Stations and Trains (QuEST) Audits (see section 3 for more details). He or she also ensures that staff are aware of our commitments to disabled passengers and their additional access needs.

The customer service manager manages our contract and relationship with the provider of our Assisted Travel Service through regular reviews, reports and contact. This ensures that our contractor keeps to their service level agreement on targets such as the response rates to calls and the time it takes to answer them. The manager also works with other train operators to maintain and develop the National Rail Passenger Assist booking system, ensuring the processes and technology work smoothly and are up to date.

If there is a concern about accessibility in these reviews, or from feedback on day-to-day issues, the customer relations manager will liaise with the appropriate team or manager. The issue will also be raised at the Customer Satisfaction Board, to ensure that we keep to our commitments.

2.6 Investment

We take a pragmatic approach to investment. Ideas for investment are often led by passenger and staff comments. So we weigh up costs and benefits to passengers, and whether the investment would significantly improve accessibility.

We also use modelling tools used throughout the rail industry to assess return on investment, as detailed in the Passenger Demand Forecasting Handbook. The handbook is regularly updated and is produced by the Passenger Demand Forecasting Council, which includes all train operating companies, the DfT the Office of Rail Regulation, Transport for London and the Passenger Transport Executives Group.

We also speak with other train operating companies and share ideas and practice that have worked well.

Investment in our trains and stations is designed to meet the latest accessibility regulations: Technical Specification of Interoperability – Persons of Reduced Mobility (PRM TSI).

3 Monitoring and evaluation

We monitor our service to disabled passengers in a number of ways and use the feedback to review and improve the services we provide.

As part of our annual review we give the DfT details of any key actions to improve performance that we've identified through our monitoring.

How we manage of our monitoring

The customer relations manager uses the methods detailed below to monitor our services and facilities to ensure that they comply with our policy commitments.

Our Customer Satisfaction Board considers the feedback and develops plans to improve our services and facilities. Each plan is overseen by an executive member who is responsible for its execution. In the case of accessibility improvements, this is the customer services director.

Call back

We call back at least 25% of passengers who've used the Assisted Travel Service and evaluate their feedback to measure our performance. If passengers make a complaint, we record it and ensure that the relevant manager investigates the root cause of the problem, and takes the necessary action to prevent it happening again.

We also use data from the National Rail booking system Passenger Assist to monitor our service.

Mystery shoppers

We employ a disabled mystery shopper to check the level of service we give disabled passengers. He or she books assisted travel on our services one or two days every month.

The mystery shopper's findings are evaluated in two ways. The first is a quantitative score, which allows us to track the performance of managers across the business. The second is qualitative feedback, which describes his or her experiences, both good and bad, and is used in performance reviews and briefings with members of staff.

Complaints

All comments and complaints that we receive are categorised so that we can evaluate our performance against each type of complaint.

The relevant manager investigates all incidents involving disabled passengers, and we take the necessary action to prevent it happening again.

Quality Experience on Stations and Trains (QuEST) Audits

We have a team of service quality auditors who carry out regular QuEST audits of customer facilities and service on stations and trains. These cover the availability of equipment and facilities, staff levels, cleanliness, upkeep and repair. We audit a minimum of 50 stations and 50 trains each month. The results are verified by an independent company. We report our results to the DfT every month and share them with you on our website.

External rail industry surveys

We also use data from external rail industry bodies to evaluate our performance on accessibility issues.

Our main source is the National Rail Passenger Survey (NRPS), which measures customer satisfaction and takes place every six months.

The NRPS data is broken down by:

- Whether survey respondents are disabled
- Whether they have booked assistance
- Whether this assistance was delivered to their satisfaction
- Whether the facilities at the station met their needs as a disabled person

4 Access improvements

We sometimes make changes to trains, stations, or the way we provide a service. When we do so, we will follow the requirements, standards and, where possible, the guidance in the following documents and regulations:

- The current version of the DfT's Code of Practice
- ATOC Good Practice Guide, section regarding disabled passengers
- Rail Vehicle Accessibility (Non-interoperable Rail System) Regulation 2010 (RVAR)
- PRM TSI 2008
- Equality Act 2010

We will follow the Code of Practice if the guidance varies between the various documents. We will seek the advice of the DfT as appropriate.

If we have made every feasible effort to comply with the Code of Practice and/or PRM TSI but cannot comply with them, we will inform the DfT as early as possible and, if necessary, apply for a dispensation.

This guide is a live document. We will publish updates to our services and facilities on our website.

We have a passenger leaflet Making Rail Accessible: Helping Older and Disabled People that accompanies this document. You can find it at stations, on our website or please contact our Assisted Travel Service or Customer Services for a copy. There's a summary of the stations we manage, and details of their accessible features, in the guide at the back of the leaflet.

Overall strategy for use of the Minor Works Budget

We have a Minor Works Budget as part of our franchise commitment, which guarantees annual investment in small schemes across our network to improve access for all.

Our strategy follows a social model of disability approach, which focuses on the removal of barriers to access in the following areas:

- Information and communication
- The physical environment
- The way we deliver our services

We will invest the Minor Works Budget in these areas, removing barriers to access for a wide range of people. This gives more disabled people the confidence to travel by train, and encourages those who don't currently use our services to see the railway as a viable alternative to the ways they currently travel.

As we are taking over a new franchise, our improvement plans include a complete review of all the facilities and services at Thameslink and Great Northern stations. We will do this through station audits, starting in January 2015 for an estimated six months. The results, alongside other research and consultation, will be fed into our programme of improvement works.

We welcome suggestions from passenger and access groups and, where feasible, we will integrate the suggestions in the minor works programme.

We will also use the information from the station audits to update the National Rail Enquiries website Stations Made Easy pages.

You can find more information on our works programme in leaflets and posters at stations, on our website, and through our Assisted Travel Service and Customer Services.

Trains

As part of our commitment to a significant improvement in accessibility on trains, we will replace older trains with new, fully accessible trains on both Thameslink and Great Northern routes. We will start to run the new trains on Thameslink services from May 2016 and Great Northern from May 2018. We have committed to this programme in our franchise agreement.

Stations

We plan to make a range of improvements to station accessibility during the franchise, including:

- Accessible toilets
- Automatic doors
- Dropped kerbs
- Highlighted anti-slip stair edges
- Additional handrails
- Access ramps
- Adjustable-height ticket windows

- Clearer signs
- Tactile paving
- Additional seating
- Help points
- Lifts
- Hearing loops
- Additional portable ramps

We are committed to working with Network Rail, DfT and other train operating companies to encourage and increase accessibility improvements where possible.

We will also work with Network Rail, other station operators and relevant third parties at all stations where our services stop. We will suggest accessibility improvements when works are being carried out or where changes would benefit passengers.

We are improving security at our stations for our passengers by taking part in the Secure Station Accreditation, a scheme run by the DfT. As a result of the accreditation many stations have more security features that benefit everyone, such as better lighting levels, CCTV and help points.

For information about the accreditation scheme please see gov.uk.

4.1 Improvement schemes completed in the past 12 months

Table 1 **Error! Reference source not found.** Improvement schemes completed in the last 12 months ¹

Station	Description of improvement
Alexandra Place	Audio induction loops, improved lighting in ticket hall area
Cricklewood	Audio induction loops, dual height ticket counter
Cuffley	Audio induction loops
Elstree & Borehamwood	New waiting shelter, additional customer information screens
Finsbury Park	Additional waiting shelters
Flitwick	Unisex accessible toilet, additional waiting shelters, additional customer information screens
Harpenden	New over-bridge and lifts
Hitchin	New lift shafts
Hornsey	Tactile paving installed along the platform edges.
Letchworth Garden City	New lift shafts
St Neots	Step-free footbridge
Luton Airport Parkway	Additional customer information screens
Elstree & Borehamwood	New footbridge with lifts
Hatfield	New footbridge with lifts
Stevenage	Refurbished lift shafts
St Albans	Handrails replaced
Kings Lynn	Automatic doors installed

¹ Period June 2013 – May 2014

4.2 On-going improvement schemes delivered by third parties

Table 2 : On-going improvement schemes delivered by third parties.

Station	Description of improvement	Planned Completion Date	Delivered by
Finsbury Park	New footbridge with lifts	2014/15	Access for All

4.3 Future ideas for investment

Major works are underway as part of the Thameslink Programme, including extensive improvements at Farringdon, Blackfriars and London Bridge stations.

We have also identified other station access improvements to start after April 2015. We will continue to invest in these in subsequent years. For example, these could include:

- Longer platforms so that more carriages doors open onto the platform
- Installation of new platform canopies
- Car park works
- Cycle parking expansion schemes
- Station lighting improvements

At this stage they are ideas for improvements. We will carry out feasibility studies and evaluate the return on the investment in terms of benefits to passengers and cost effectiveness. When we confirm the final list we will publish details on our website.

Our customer relations manager will ensure that the needs of disabled passengers are taken into account throughout these schemes, and that they comply with the Code of Practice and TSI-PRM.

If you have a suggestion for an access improvement at your station or a station you travel through, please contact us. We will consider any feasible ideas for inclusion in future investment plans.

4.4 Other rolling stock and station plans

Rolling stock

We will be introducing new trains that will meet the Railways (Interoperability) Regulations 2011 on our Thameslink services from 2016, and Great Northern services from 2018.

The DfT have already run consultations on the design and layout of the new Siemens Class 700 trains that will run on the Thameslink route. When we choose the new trains for the Great Northern routes we will consult with passenger groups.

Stations

We will be doing a lot of work to improve stations throughout our franchise, including:

- Installing customer information screens
- Installing help points
- Accessible toilets
- Improving access through our minor works programme
- Installing seating and waiting shelters
- Re-painting
- Upgrading blue badge parking bays and providing new blue badge parking
- Increasing cycle parking
- Introducing smart cards

When we consider how accessibility could be improved, we plan to invest in best practice, rather than just complying with the current regulations. For example:

- When we redecorate we will ensure that all posts around the station are marked with banding – not just the posts in the main walkways – to assist passengers with visual impairment
- When we replace seats at stations we will ensure that they have back rests, and that some are marked as priority seats for disabled passengers

We will involve you by asking for your feedback and ideas through surveys online and at stations. This will help us understand more about what you'd like to see at your station and how you think access could be improved.

5. Working with others

We will consult with the following organisations and include their ideas where possible:

- Passenger Focus
- London TravelWatch
- DPTAC
- Local access groups such as Herts Action on Disability
- Self-advocacy groups
- Local council transport groups
- Council partnership boards
- Community rail partnerships
- Luton Airport Authority
- Gatwick Airport Authority

Our passengers often know best how to make train travel easier, so we will actively seek your feedback. You can also talk to us at our regular Meet the Manager sessions at stations and on trains.

We have an annual Stakeholder Forum to which we invite access groups. At this event we tell you about our plans and give updates on how we are doing. You can also meet our managers, ask questions, raise issues and put forward suggestions.

If you are a member of a local access group and would like to be included in our consultations, or receive information from us, please contact us.

6 Staff training

We know that staff training is important to removing barriers to access. We have a programme of accessibility training for all frontline staff and managers, which includes disability awareness training and how to assist passengers.

All new staff are trained in disability awareness as part of their induction course. Frontline staff and managers, including regular contractors and agency staff, also receive annual refresher training.

The annual training covers legislation such as the Equality Act 2010, as well as practical exercises on how to deploy ramps, operate induction loops and assist passengers in wheelchairs. It also includes experiencing the perspective of a blind passenger or wheelchair user at a station, which gives our staff a greater understanding of disabled passengers' needs.

The staff at our Assisted Travel Service have been trained to help passengers who have a disability that affects their communication. They're aware of different methods of communication, so can offer you the method that suits you best.

We will produce an assisted travel manual by January 2015. This will contain set procedures and advice on how to help passengers who need assistance. These procedures will specify the standards our staff must meet when helping disabled passengers and those that have booked assistance through our Assisted Travel Service.

We recognise the importance of making all staff aware of the wider issues concerning disability and we will continue to keep our staff updated on relevant changes in the law that affect the service that they give you.

We provide the DfT with an annual overview of our relevant staff training, including the training schedule and numbers of staff who've received it. We consult with DPTAC when we make any changes to our training programme to ensure we follow their latest guidance and good practice.

7 Emergency procedures

We carry out regular emergency planning exercises, which include due consideration of the needs of disabled people.

On train

If there is an emergency on a train, our drivers are trained to advise and help all passengers, including disabled people. There are information posters on our trains outlining what you should do in an emergency. In most cases it's safest to remain on the train and wait for instructions.

If you would like to have the emergency information that's displayed on trains explained to you, please contact our Assisted Travel Service. If there is an emergency on the train and you would find it difficult to get off without a platform or ramp, you should inform member of staff or another passenger and remain on the train. If there is a life-threatening situation, staff, in liaison with the emergency services, will advise you what to do.

If you have to leave the train between stations, the emergency services will provide the necessary equipment and help to get you off safely.

At stations

Each station has its own detailed evacuation plan which takes into account the needs of disabled passengers. In an emergency, trained staff, with the assistance of the emergency services where necessary, will help you to get to a safe place. The emergency exits for evacuation are clearly signed.

8 Communications strategy

8.1 Sources of information

If you'd like more information, you can get it from us from:

- Our website
- Our Assisted Travel Service
- Customer Services
- Emailing us
- Real-time information systems at stations and on the National Rail website nationalrail.co.uk
- Staff at stations
- Posters and leaflets at stations

Or from your local services, such as:

- Libraries

- Councils
- Local access groups such as Herts Action on Disability

Please contact these organisations directly to find out where the information is held.

Assisted Travel and Customer Services

You can contact our Assisted Travel Service or Customer Services teams for advice and information about our train services and stations.

Assisted Travel Service

Our Assisted Travel Service team are available from 07:00 until 22:00 every day except Christmas Day.

- Freephone: 0800 058 2844
- Textphone: 0800 975 1052
- Email: assistedtravel@thameslinkrailway.com or assistedtravel@greatnorthernrail.com
- Web form: thameslinkrailway.com/assistedtravel or greatnorthernrail.com/assistedtravel
- Website: thameslinkrailway.com, greatnorthernrail.com

Customer Services

Our Customer Services team are available from 07:00 to 22:00 every day except Christmas Day.

- Phone: 0345 026 4700
- Textphone: 0800 975 1052
- Email: customerservices@thameslinkrailway.com, or customerservices@greatnorthernrail.com
- Address: Freepost RRBR-REEJ-KTKY, Thameslink and Great Northern, Customer Relations Department, PO Box 443, PLYMOUTH, PL4 6WP

8.2 Contacting us by text

You can contact us in writing and text, rather than through speech. We will always offer this through a variety of channels, including the email and postal addresses above and:

- Web form: thameslinkrailway.com or greatnorthernrail.com
- Textphone: 0800 975 1052, 07:00 to 22:00 every day except Christmas Day

8.3 Recorded messages

When you contact our Assisted Travel Service a member of our well-trained and knowledgeable team in our UK call centre will answer your call. If you call outside the hours listed above, you will hear a recorded message that tells you to call back during our opening hours, or, if it is an emergency, to call the National Rail Enquiry line on 08457 48 49 50. You can call the National Rail Enquiry line directly if you have an urgent requirement.

8.4 Website

We aim to provide a website that is accessible to all our visitors. The layout takes into account users who are visually impaired, hearing impaired, or have difficulties using a mouse. We have developed it to be compatible with popular screen-reading software, and it can be navigated easily using just a keyboard.

We aim to conform, at a minimum, to Level Double-A compliance as specified by the W3C's Web Content Accessibility Guidelines 1.0. This also involves implementing a number of selected Priority 3 checkpoints.

The guidelines defined by the Web Accessibility Initiative are the basic standard required by the Royal National Institute for Blind People and their See It Right campaign.

We comply with the Equality Act 2010 on providing online services, as required by the Disability Rights Commission.

There are keyboard shortcuts for better accessibility if you don't use a mouse. You can find how to do these in our website accessibility statement at thameslinkrailway.com/accessibility or greatnorthernrail.com/accessibility.

8.5 Signage

We have very good links with our local councils through our stakeholder engagement activities. In general, we liaise with them about signs at stations.

We also work with local authorities to give them information about Thameslink and Great Northern stations, so that their signs are clear. This ensures passengers are able to find stations easily, without relying on online maps for information.

When we are aware that councils are planning new signs, we give them The Code of Practice guidance to make sure that, where possible, they meet the expected standards.

When we're planning where and how to locate signs at stations, we take the DfT's Code of Practice and the Railways Safety and Standards Board's (RSSB) Wayfinding at Stations guidance into consideration. You can download these from dft.gov.uk and rssb.co.uk.

8.6 Try the Train Days

Our Try the Train days give you the opportunity to discover that travelling by train is much easier than you might imagine. These free events are aimed at people who rarely or never travel by train and include how to find your way around a station, how to buy a ticket, how to use automatic ticket gates and what it's like to travel on a train. We advertise these on our website and tell local access groups when they are coming up.

9. Access by car

Many stations have dedicated pick up and set down points with dropped kerbs close to the station entrance.

We have car parks at most of our stations, and the majority of our station car parks have one or more marked bays for Blue Badge parking. These are generally the space or spaces closest to the station entrance in the car park. Parking is free for Blue Badge holders whether you are using these bays, or, if no designated space is available, standard bays.

Please display your Blue Badge clearly and correctly to park free of charge. We make regular checks to prevent misuse of the spaces. We will issue a penalty notice to any motorist parking in a designated bay without a Blue Badge, or whose Blue Badge isn't displayed correctly.

We don't allow parking in our car parks anywhere other than in the spaces provided - blue badge parking and other lined spaces. Parking on yellow or red lines, or other locations that are not marked, is likely to result in a penalty notice and a fine.

As part of our station accessibility audit we will check our Blue Badge Parking bays to see if they are compliant with the Code of Practice. They must be clearly delineated, marked and visible in all weathers. We will repaint any that are not compliant.

We have a franchise commitment to provide new accessible parking spaces at the following stations, where we don't currently have any, by 31st December 2018:

Ashwell & Morden

Grange Park

New Southgate

Bayford

Hendon

Palmers Green

Cuffley

Hertford North

Radlett

Elstree & Borehamwood

Leagrave

Watton-At-Stone

Gordon Hill

New Barnet

At some sites where a large number of bays are required to be compliant with the Code of Practice and there's currently no demand, we have asked for dispensation. We will monitor these car parks for an increase in demand of Blue Badge parking and will increase it where required. When we plan to increase the number of Blue Badge parking bays, we will comply with the Code of Practice.

10. Reviewing this document

We have produced this document in consultation with the Office of Rail Regulation, Passenger Focus, London TravelWatch and DPTAC.

We will review it annually and make any changes in consultation with the above bodies. However, we will do our first review when the Southern and Gatwick Express services join the franchise in July 2015. At this point we will have been running GTR for around 10 months, so it will be an ideal opportunity to review our policies and procedures in light of our operational experience of the franchise.

Customer service contact details



customerservices@thameslinkrailway.com
customerservices@greatnorthernrail.com



@TLRailUK
@GNRailUK



thameslinkrailway.com
greatnorthernrail.com



Thameslink On Track app, download it for free
from the App Store or Google Play



0345 026 4700, 07:00 to 22:00 every day
except Christmas Day

Making rail accessible

Helping older and disabled passengers

September 2014



Thamesli

Great Northern

The information in this leaflet was correct at the time of printing. Any changes to facilities or services on stations since the publication can be found on our website, National Rail Enquiries website Stations Made Easy pages.

DMCG103 TL&GN

Contents

	Page
1. Welcome	2
2. Policy summary	2
3. Assistance for passengers	5
4. Alternative accessible transport	10
5. Passenger information	11
6. Tickets and fares	12
7. At the station	16
8. On the train	20
9. Making connections	23
10. Disruption to facilities and services	25
11. Contact us	29
12. Alternative formats	31
13. Station accessibility information	32
14. Train accessibility information	50
15. Step free access and staffed stations	53

1. Welcome

Govia Thameslink Railway is the new company running your trains. But the names of your services are local ones that you'll be familiar with – Thameslink, Great Northern and, from next year, Southern and Gatwick Express – because we want to give you a service that's tailored to your communities and needs.

Brief facts about us

- Franchise operator: Govia Thameslink Railway Limited (GTR)
- Govia's owning companies: Go-Ahead Group 65% share, Keolis 35% share
- Term of Franchise: 14 September 2014 to 19 September 2021
- Southern and Gatwick Express join Thameslink and Great Northern: 26 July 2015

2. Policy summary

2.1 Welcome from Thameslink and Great Northern

We know how important it is to you to be able to travel on the rail network easily, without any accessibility issues getting in the way of your journey. At Thameslink and Great Northern we are committed to making our train services, stations and facilities as accessible as reasonably practicable.

In this leaflet we want to give you a realistic, practical and honest view of what you can expect when you travel with us. You'll find details of the assistance and accessible facilities we can offer to those of you with disabilities, travelling with small children and pushchairs, expectant mothers, older passengers or carrying luggage. It will help you plan your journey on our services and the wider rail network, and is part of our Disabled People's Protection Policy (DPPP).

We cater for your specific needs wherever possible, and all our staff are trained to help you with your accessibility requirements.

In addition, our friendly and knowledgeable Assisted Travel Service team can answer your questions, and book your journey and any assistance you may need.

2.2 Our commitment to you

We will provide you with services and facilities that are easy for you to use, including:

- Safe, reliable and punctual services
- Information that is clear and easy to understand
- Advice and assistance from our Assisted Travel Service and station staff

As part of our new franchise agreement with the Department for Transport (DfT) we have committed to improving accessibility across our network by:

- Introducing new trains with improved accessibility on our routes by 2018
- Investing in new or refurbished facilities at our stations
- Improving access, Blue Badge parking and interchange with other forms of transport
- Improving our customer service by training all our staff in disability and equality awareness
- Improving information on stations by giving staff tablets that are linked to the internet for up-to-the-minute information
- Regular mystery shopper audits and call back surveys to passengers who have used our Assisted Travel Service to tell us where we need to improve facilities
- Creating accessibility ambassadors to monitor and improve assisted travel
- An annual review of this guide, which is part of our DPPP

2.3 Planned improvements

We are determined to improve our facilities and services to make them more accessible to disabled people. To do so, we have committed to a Minor Works Fund to spend on improvements. We will also apply for funding from the DfT's Access for All Fund

and their National Stations Improvement Programme, to help fund our improvement plans.

In planning and delivering these improvements we will work very closely with Network Rail (who run the rail infrastructure and own the stations) and councils, rail user groups, passenger watchdogs, Transport for London and other third parties.

And we will work together with other train operators and the Association of Train Operating Companies (ATOC) to share best practice and develop joint initiatives.

The kinds of improvements we plan to make during the franchise to improve accessibility are:

- Accessible toilets
- Automatic doors
- Dropped kerbs
- Highlighted anti-slip stair edges
- Additional handrails
- Fixed ramps at station entrances
- Adjustable-height ticket windows
- Clearer signs
- Tactile paving
- Additional seating
- Hearing loops
- Additional portable ramps

2.4 Feedback

Your views and experiences are very important to us, as we are constantly reviewing how we can improve the accessibility of our services and facilities. So please do contact us with any suggestions and tell us about any accessibility problems you experience when travelling on our network. You can find our contact details in section 11 at the end of this leaflet.

Our Disabled People's Protection Policy

This leaflet is part of our Disabled People's Protection Policy, which includes our Guide to Policies and Practices document to give you more detailed information on our management strategy for disabled passengers.

3. Assistance for passengers

3.1 Booking assistance

We have an Assisted Travel Service for our disabled and older passengers, which allows you to book assistance in advance. We also participate in the National Rail booking system Passenger Assist. This means that we can book your entire train journey even if you change onto another operator's trains, and wherever possible give you assistance tailored to your individual needs.

What type of assistance can we give you?

All our staff have disability awareness training and will assist you wherever possible. We recognise that everyone's needs are different, so please help our staff to help you by telling them what, specifically, they can do to assist you.

Some of the help our trained staff can give you includes:

- Meeting you when you arrive at the station
- Assistance with buying a ticket
- Help to move around the station, get on or off the train, and climb stairs
- Guidance for blind or visually impaired passengers
- Providing you with a wheelchair from station entrance to train
- Installing a ramp to help you get on and off trains, and assistance to negotiate it
- Help with hand luggage
- Providing a taxi to take you from an inaccessible station to an accessible one, free of charge

Please remember that our staff do have other duties to attend to on the station as well, so there are limits to the level of service that we offer. For instance they can't:

- Accompany you throughout your journey
- Provide personal care, such as help with eating and drinking, taking medication or using the toilet
- Carry heavy or excessive amounts of luggage
- Give assistance outside our stations, for example, across roads

Book your assistance so we can be sure to help you

We recommend that you book your assistance so that we can be sure we can help you. This is because our trains don't have staff on board, and some stations are not staffed either some, or all of the time. If we know you're coming we can make sure there will be staff there to assist you. It normally takes us 24 hours to arrange for staff to be at unstaffed stations, so the more notice you can give us the better. Please see section 13 for details of staffing at stations.

Our trained staff will meet you at the station, either at a place you agree with the Assisted Travel Service team, or at the designated meeting point. Please remember that if they don't know you already, you may need to make yourself known to them. They will then give you assistance to move around the station, board the train and any other help you need (as outlined above).

We recommend you get to the station in good time. As a general rule of thumb, arriving at the station 20 minutes before your train is due to leave means that we can give you the right assistance. We particularly recommend this at larger stations and we will discuss this with you when you book your assistance.

This will ensure that there is enough time to help you get to the platforms before your booked departure time, and we don't have to rush your assistance. If you don't allow this amount of time, you may have to take a later train.

We also recommend that you are on the platform at least five minutes before the train is due to leave, as train doors can close 30 seconds before the departure time in order to leave on time.

Although staff will generally be on the platform ready to meet you when the train arrives, you may have to wait up to five minutes if you're at a station where the train terminates.

Please bear in mind that there might be other passengers who also need help to get off, so staff may not be there for you immediately. If you're worried that there is no member of staff waiting for you, you can ask a member of the public to make staff aware that you're waiting.

Station wheelchairs

We have wheelchairs at some stations for you to use, with our staff's help, within the station. You can find out which stations have them in section 13 at the back of this leaflet.

Station wheelchairs are for use only at the station where they are kept and can't be used on the train.

Assistance dogs

Assistance dogs are welcome on all our services.

What if you don't book in advance?

If you can't book assistance before you travel, don't worry, our staff will still do all they can to help. However, we can't guarantee that they will be available when you need them, or that they will be able to book services such as accessible taxis.

3.2 Our Assisted Travel Service

When you want to book assistance for a journey that starts at one of our stations, you should contact our Assisted Travel Service:

- Freephone: **0800 058 2844**, 07:00 to 22:00 every day except Christmas Day
- Textphone: **0800 975 1052**, 07:00 to 22:00 every day except Christmas Day
- Website: **thameslinkrailway.com** and **greatnorthernrail.com**
- Or through National Rail Enquiries on **08457 48 49 50**

Our team will give you advice about our train services and stations, as well as those of any other train operators your journey may include. They will discuss the assistance you need and book it for you.

If your journey does include travel on another train operator's services, we will book any assistance you need for your whole trip. We do this through the National Rail Passenger Assist booking system. This is used by all train operators and ensures that information about your journey, accessibility needs and contact details are sent automatically to other train operators and assistance is booked for all stages of your trip.

Remember that if your journey includes travel on buses, trams or the Underground, we can't give you assistance on these parts of your journey. There are contact details for other transport suppliers at the end of this section.

Once our team has booked your journey, we will send you a booking confirmation reference, either by email or text, or, if there's time, by post. Please make sure you bring your confirmation details with you when travelling.

If you have already booked a journey through our Assisted Travel Service and there's a change to the facilities or train service at short notice, we will try to contact you to agree alternative travel arrangements and, where necessary, rebook assistance or your journey.

Or, if you have any concerns about your booked journey, please do contact our Assisted Travel Service team who will be happy to help you. You can find the times that our stations are staffed on our website.

If you're unable to give us 24 hours notice, we will still do all we can to provide assistance, but the service we offer may be affected by the availability of staff or accessible taxis.

Our customer relations manager is responsible for ensuring that the provider of our Assisted Travel Service gives you a service that meets your expectations. He or she also works with other train operators to maintain and develop the National Rail Passenger Assist booking system.

Where to get further information

You can find details of station facilities, accessible features and their opening times on the National Rail Enquiries website on their Stations Made Easy pages at nationalrail.co.uk/stations There's a route planning tool for each station, as well as photos and maps so you can see what the facilities are like before you get there.

We update the information within 24 hours when there are temporary changes that will last more than 24 hours to the accessibility of our services and facilities. This could be due to building work, lift or toilet renovations or changes to the types of trains running.

For information on other public transport in the UK including the Underground, bus, coach, tram or ferry services please contact:

- Traveline: traveline.org.uk, 0871 200 22 33
- Transport Direct: transportdirect.info
- Transport for London: tfl.gov.uk, 020 7222 1234

3.3 Accessibility ambassadors

We will appoint five accessibility ambassadors from our frontline staff to make sure that assisted travel is of a consistently high quality in their area. They will train their colleagues, investigate when things have gone wrong, and lead local initiatives to improve assisted travel.

4. Alternative accessible transport

While we make every effort to make our stations and trains accessible, you should be aware that some stations our trains stop at may have physical constraints, such as steps to the platform, that could make it inaccessible to you. There is a full list of stations and trains and their features in sections 13 and 14 at the end of this leaflet.

If you wish to use a station that's inaccessible to you we will book a taxi, at no extra charge, between the inaccessible station and the nearest accessible one. When you speak to our Assisted Travel Service team we will discuss your individual requirements and whether you need an accessible taxi.

We will always make sure that you can complete as much of your trip by rail as possible. Please try and book this as soon as you can so that we can be sure of providing the right transport for you.

Similarly, we will book alternative accessible transport if we need to replace the train service with a bus service that's inaccessible to you. However, we will always do our best to ensure that our replacement buses are accessible.

If there's disruption at short notice that prevents you from reaching the train, for example, a change results in it stopping at an inaccessible platform, we will also provide alternative accessible transport at no extra charge to you.

5. Passenger information

We know it's important to you that our information is accurate and consistent, so we do everything we can to keep all our information up to date.

If there's a temporary change in station access, our website manager will update the information on our website, and the Stations Made Easy pages on nationalrail.co.uk/stations. We will do this as soon as possible, and certainly within 24 hours, for all changes that will last more than 24 hours. This could be because of a fault or maintenance, for example, servicing the station lifts.

If you have already booked assistance through our Assisted Travel Service team and we discover that there are changes to accessibility that may affect your journey, we will contact you within 24 hours. We will make alternative transport arrangements, if necessary, at no extra cost to you.

You can also ask our station staff for current information on accessibility. From October 2014 we will be rolling out a programme to give all our frontline staff tablets that are linked to the internet so they will have the most up-to-date information at their fingertips. We will also tell you about any planned changes through posters at our stations, on our website and when you book assistance.

This leaflet is available in print from staffed stations. You can also get it in easy read and large print from our Assisted Travel Service or Customer Services.

Keeping this leaflet up to date

When we produced this leaflet we consulted with the Office of Rail Regulation, Passenger Focus, London TravelWatch and the Disabled Persons Travel Advisory Committee.

Our customer relations manager will review it annually, or earlier if we make any major changes to our policies and practices or there are changes to legislation, to ensure the information is correct and up to date.

If there are any changes we will publish a printed edition of the updated leaflet in the following year. However, the most up-to-date version will always be available on our website, or free of charge from our Assisted Travel Service or Customer Services.

6. Tickets and fares

6.1 Buying a ticket

You can buy a ticket at any staffed station ticket office, from our accessible self-service ticket machines or online at [thameslinkrailway.com](https://www.thameslinkrailway.com) and [greatnorthernrail.com](https://www.greatnorthernrail.com)

You can also buy tickets through our Assisted Travel Service whether you are booking assistance through them or not. We suggest you do so 72 hours before you travel to make sure your ticket arrives by post in time. If you want to collect your ticket from the ticketing machine at the station on the day you travel, you can book up to 24 hours before.

Our team will also give you information on train times and help you plan your journey. You can contact them on Freephone **0800 058 2844** or Textphone **0800 975 1052**

6.2 Disabled Persons Railcard

If you are eligible you can apply for a Disabled Persons Railcard which gives you, and an adult companion travelling with you, up to a third off most rail fares in the UK. They are currently valid for 12 months or three years (you can choose which one to buy) and offer a range of benefits.

There are application forms in the Rail Travel Made Easy leaflet, which you'll find at all staffed stations. You can also buy it online. You will need to show proof of disability to apply for your railcard, for example:

- Your award letter for disability-related benefits
- Your NHS hearing aid battery book
- Your certificate of visual impairment
- Your exemption certificate for epilepsy medication and your prescription

The Disabled Persons Railcard website has a full list of proofs of eligibility.

You can contact the Disabled Persons Railcard team for help with your application and further advice on the railcard, or speak

to our Assisted Travel Service team. Please note that you can't buy these railcards over the counter at a station.

Disabled Persons Railcard Office

Helpline: **01912 188103**

Textphone: **01912 690304**

Email: disability@atoc.org

Website: [disabledpersons-railcard.co.uk](https://www.disabledpersons-railcard.co.uk)

Thameslink and Great Northern Assisted Travel Service

Freephone: **0800 058 2844**

Textphone: **0800 975 1052**

Web form: [thameslinkrailway.com/assistedtravel](https://www.thameslinkrailway.com/assistedtravel)
[greatnorthernrail.com/assistedtravel](https://www.greatnorthernrail.com/assistedtravel)

6.3 Senior Railcard

If you are 60 or over you can buy a Senior Railcard. This gives you up to a third off most rail fares throughout the rail network in the UK. Some restrictions apply in southern England in the morning peak period, including on our services, so please check the relevant websites before booking. They are valid for 12 months or three years (you can choose which one to buy).

You can buy it online, on the phone or at any staffed station with your passport or UK driving licence as proof of your age. At stations you can also use your birth certificate.

Senior Railcard Office

Helpline: **0345 3000 250**

Website: [senior-railcard.co.uk](https://www.senior-railcard.co.uk)

6.4 Who can buy concessionary fares without a railcard?

Blind or visually impaired passengers

You are entitled to a discount without a railcard as long as you are travelling with a companion. Your companion will also be able to buy a ticket at the same discount. If you are travelling alone you will need to have a railcard to get a discount.

You can also buy an adult season ticket that allows a companion to travel with you at no extra cost. This doesn't have to be the same person travelling with you on each journey.

To get the discount you must carry evidence of your visual impairment when buying your ticket and travelling on the train. This should be from a recognised institution such as social services, a local authority, The Royal National Institute of Blind People or Blind Veterans UK.

You can buy these tickets at staffed stations and online at **thameslinkrailway.com** and **greatnorthernrail.com**. If there are only ticket machines at the station where you start your journey, you can buy a ticket on the train or at your destination.

Wheelchair users

You can buy tickets at a discount without a railcard if you remain seated in your own wheelchair for the whole rail journey. You are entitled to do so whether you are travelling alone or with a companion. If you are with an adult companion, they can also buy a ticket at the discounted price.

If there are only ticket machines at the station where you start your journey, you can buy a ticket on the train or at your destination.

Concessionary fares ticket discount

First Class/Standard Anytime Singles or Returns 34% off

First Class/Standard Anytime Day Single 34% off

First Class/Standard Anytime Day Return 50% off

Pre-load your railcard discount onto an Oyster Card

If you have a Disabled Persons or Senior Railcard you can have the railcard discount applied to your Oyster Card. This will give you a 34% discount on off-peak pay-as-you-go fares and off-peak travelcards on all rail services in London, including the Tube.

If you have a Disabled Persons Railcard and are using pay-as-you-go, you can also buy a child rate off-peak travelcard for an adult companion.

Just take your railcard and Oyster Card to any Transport for London ticket office, Oyster Ticket shop or London Overground ticket office where they will programme your Oyster Card to automatically apply the discount when you pass through the ticket barriers or buy a travelcard. You need photo i.d. on your Oyster Card to have the discount added.

Please note that if you haven't had the railcard discount pre-loaded onto your Oyster Card, you will be charged the full cost of a journey. You must carry your railcard with your Oyster Card when you travel.

For more details please go to **tfl.gov.uk/oyster** or speak to our Assisted Travel Service for more advice.

6.5 Penalty fares

We have a penalty fare scheme on our services, and wherever possible you should buy a ticket before boarding a train.

However, please don't worry if you have not been able to buy a ticket before travelling because of a reason related to your disability, such as unstaffed ticket offices with no ticket machines. In these situations our staff won't issue you with a penalty fare. You will be able to buy a ticket from our full range on the train or at your destination, including the concessionary rates you're entitled to.

7. At the station

7.1 Station entrances

We will ensure that accessible station entrances are available wherever possible. We will not permanently close an entrance if it reduces access for disabled passengers to any platform or facility without first consulting with the DfT, Passenger Focus, London TravelWatch (if appropriate) and local access groups. The changes have to be approved by the DfT.

We will always consider the needs of disabled people if we have to temporarily close entrances, exits and ticket gates at stations. When we carry out building work we will only do so after consultation and application to the DfT. During the work we will make sure you can move freely around the station and are able to reach the platforms.

7.2 Accessible facilities

We're continually working to improve the facilities for disabled passengers at our stations. The facilities available differ from station to station, you can find a list of the features at each station in section 13 at the end of this leaflet. They include:

- Accessible and priority seating on platforms and waiting rooms
- Accessible toilets
- Electronic doors to ticket offices and waiting rooms
- Lifts
- Adjustable-height counters at ticket offices
- Induction loops at ticket offices and help points

7.3 Announcements and real-time visual information

We are committed to having real-time customer information systems at all our stations. These give you up-to-date, consistent information on train departures and arrivals, and any delays or disruptions. This includes regular audio announcements, and written information on screens around the station.

From October 2014, we will be rolling out a programme of giving all our frontline staff tablets connected to the internet so that they have the latest information on train arrivals and departures at their fingertips, and can answer any questions you may have.

When there are disruptions our station staff will make announcements as soon as possible, with updated information on train times, delays and diversions.

7.4 Information help points and displays

At staffed stations the ticket office staff can give you all the information you need on timetables, fares, connections and station facilities, as well as any information on the assistance you've booked. You can also find information leaflets and timetables at all ticket offices. The leaflets are positioned so that both wheelchair and standing passengers can reach them.

At our larger stations we have nominated meeting points, where you can arrange to meet station staff if you've booked assistance. Our Assisted Travel Service Team will tell you where they are when you book.

At unstaffed stations we display posters with information on timetables, fares, onward journeys, station facilities and accessibility.

Most stations have help points with hearing loops on the platforms. These are directly linked to our control centre which is staffed at all times so that you can speak to someone for help and information on train services. If you are travelling outside the opening hours of our Assisted Travel Service (07:00 to 22:00) you can speak to the 24 hour service at National Rail Enquiries on **08457 48 49 50** or look at their website **nationalrail.co.uk**

You can also get information on station services, facilities and accessibility from our Assisted Travel Service and our website.

We work together with other train operators to ensure information on accessibility is shared and available.

7.5 Ticket machines

All of our stations have self-service ticket machines, with the exception of Crews Hill. If you have a Disabled Persons Railcard you can buy discounted tickets for yourself and your companion at these machines. However, not all these machines are accessible.

7.6 Ticket gates

Many of our stations have automatic ticket gates. In addition, each set has at least one wide gate that is designed for passengers in wheelchairs, those with restricted mobility, or with buggies or large luggage, so you can use them unassisted.

When a station with automatic or manual ticket gates is unstaffed, we will leave the ticket gates open.

7.7 Luggage

Although we don't generally offer a porter service for luggage, our staff will help disabled passengers with luggage where possible. However, they can't carry heavy items of luggage or lots of bags, especially when they are helping a wheelchair user or guiding a visually impaired person.

You can find a guide to luggage size and weight limits in the National Rail Conditions of Carriage at nationalrail.co.uk

There are luggage trolleys at:

- Brighton
- Gatwick Airport
- London Bridge
- London Kings Cross
- London St Pancras International

7.8 Left luggage

We have left luggage facilities at St Pancras International and Gatwick Airport stations, both with step-free access. These facilities are provided by the Excess Baggage Company who charge for this service. The Excess Baggage staff will take the luggage from you at reception following security checks, and will lock it away securely until you return to collect it. You can find more details on this service at excess-baggage.com or by calling **0800 524 4822**.

7.9 Ramps

We have ramps at all staffed stations to help you board and leave the train. Our staff are trained to position them correctly when you need to use them. The ramps are suitable for wheelchairs and mobility scooters that are no more than 700mm wide, 1200mm long and weigh no more than 300kg including the user.

While you do not need to book in advance to use a ramp at staffed stations, you need to do so for travel at unstaffed stations. This is because we have to arrange for a member of staff to be at the station to assist you. On the rare occasions that we don't have staff available to come to the station, we will book a taxi for part or all of your journey. Please see section 13 for more details on which stations are staffed and when.

7.10 Secure stations

All of our stations have accreditation from the DfT's Secure Station Accreditation scheme. As a result many of them have more security features that benefit everyone, such as better lighting levels, CCTV and help points.

For information about the accreditation please go to gov.uk

7.11 Facilities provided by third parties

We are working hard to improve the accessibility of third party facilities at stations. For example, we give priority to accessible taxis when we issue permits to drivers to use the taxi ranks at stations; and our lease agreements at stations require the tenant to consider accessibility issues in their design.

8. On the train

We operate many different types of train, each with different accessible features. You can find details of these, and which line we run each type of train on, in the guide in section 14 at the back of this leaflet.

8.1 Audio and visual information

Some of our trains have automatic audio and visual information systems, the information provided depends on the type of train. The minimum information we give over the automatic system is:

- The train's main stops and final destination when it leaves each station
- The name of the next station as the train approaches it
- The name of the station when the train arrives there

On some of our older trains that don't have an automatic passenger information system our drivers will make announcements. They're trained to take the particular needs of visually impaired, deaf or hearing impaired people into account when making announcements. They will announce the name of the next station in sufficient time (subject to safety requirements) so that you can get ready to get off.

Our drivers will make announcements on all services if there's a delay or disruption, so that you have the most up-to-date information.

As part of our commitment to a significant improvement in accessibility on trains, we will replace older trains with new, fully accessible trains on both Thameslink and Great Northern routes. All these new trains will have automatic audio and visual information systems, which will be a major benefit to all passengers. We will start to run the new trains on Thameslink services from May 2016 and Great Northern services from May 2018.

8.2 Seats on trains

We don't have the facility to reserve seats on our trains, but all our trains have clearly designated Priority Seats for disabled passengers, expectant mothers, older passengers and those carrying infants.

Priority Seating Cards

Our Priority Seating Card allows you to show passengers who're sitting in Priority Seats that you need to sit down, and ask them to move elsewhere.

You can apply for the Priority Seating Card through our Assisted Travel Service and it is valid on any Thameslink and Great Northern service.

Of course, as a passenger who needs to sit down, you can sit in the designated seats, and ask other passengers to move, whether or not you have a card.

You can find full details of how to apply for a Priority Seating Card on our website, or call our Assisted Travel Service.

If your journey includes another train operator's service, and it has seats you can reserve, our Assisted Travel Service team can make seat reservations for you.

8.3 Travelling with your wheelchair or mobility scooter

Wheelchair

You will have a more comfortable and safer journey by using the spaces on trains set aside for wheelchair users. So please use them for your safety and that of other passengers.

To travel on our services your wheelchair should be no greater than 700mm wide by 1200mm long. The safe working load of our ramps is a maximum weight of 300kg, so the combined weight of your wheelchair and yourself should not exceed this.

If your journey includes travel with a train operator that offers seat or reservations for wheelchair spaces, our Assisted Travel Service team can book these for you.

Mobility scooter

You can travel on our trains with a mobility scooter if you hold a scooter permit. To apply for one, please call our Assisted Travel Service.

We can accommodate scooters up to 700mm wide and 1200mm long. The safe working load of our ramps is a maximum weight of 300kg, so the combined weight of your scooter and yourself should not exceed this.

For your own comfort we recommend that you transfer to a seat when on board the train.

We only allow scooter users to travel between stations with step-free access, so please check before you travel or talk to our Assisted Travel Service team. Please see the guide in section 13 at the end of this leaflet for details of accessible features at all the stations our trains stop at.

Because of the size and weight of scooters, we don't provide taxis or other road transport for scooter users to non-accessible stations. Nor can we carry scooters on rail replacement buses.

Out of courtesy to other passengers and staff and for safety reasons, please don't go faster than four miles per hour when using your mobility scooter on the station concourse and platforms.

Many train operators have different policies for travelling with mobility scooters, so please check their policies before you travel if you're going use their services. You can find this information at [nationalrail.co.uk](https://www.nationalrail.co.uk) or by calling **08457 48 49 50** or our Assisted Travel Service.

8.4 Train accessibility information

Please see the guide in section 14 at the back of this leaflet for details of the facilities and accessibility features on our trains, and which route each type of train runs on.

9. Making connections

9.1 Connections to other train services

If your journey involves a change of train at one of our stations, we can help you get from one train to another. We will do this whether you're transferring between our services, or between other train operators' services.

As our staff are trained to help you change trains whether you've booked or not, it's not essential to book assistance at staffed stations. But please be aware that they will give priority to passengers who have booked assistance.

If there is a platform change at short notice, our staff will help you get to the new platform as quickly and easily as possible. If you miss your train because of a change of platform, our staff will help you rebook the assistance you need for that journey.

When you book a journey through our Assisted Travel Service that involves changing onto another operators' services, we will make the entire booking for all legs of your journey and ensure that the other operators have all the details of your booking. This includes your booking reference, date and time of travel, where you are travelling to and the assistance you require. We will tell you what assistance we've booked for you for your entire journey.

Please remember that while we don't have a seat reservation system, some other operators do, and in those cases it is essential that you reserve a seat or wheelchair space in advance. Our Assisted Travel Service team can tell you if reservations are required on other operators' services.

9.2 Connecting to other types of public transport

We can help you get to other forms of public transport if they're within the immediate station area. These include taxi ranks, London Underground ticket gates or connecting bus services.

Where we regulate non-licensed taxis access to the station, the terms of our contract require the taxi operator to upgrade their fleet to accessible vehicles as soon as possible.

9.3 Access by car

Many of our stations have dedicated pick-up and set-down points with dropped kerbs.

We have car parks at most of our stations with one or more marked bays for Blue Badge parking, generally the spaces closest to the station entrance.

10. Disruption to facilities and services

10.1 Changing your plans

We realise that you may change your plans at short notice. If you change your mind before you travel, and you've booked assistance, please let us know about your new travel plans.

If you're already travelling on a train we may be able to assist you, but you will need to tell a member of staff, or call our Assisted Travel Service team, and tell us about your new travel plans. In some cases, however, we may not be able to provide assistance immediately if you change your plans after you've boarded a train.

10.2 Unplanned disruption

Unfortunately, from time to time there can be disruption to our services, but we will do everything we can to make sure you're not left stranded during it. Our staff are trained to help you wherever possible. They will let all passengers know about delays and changes when:

- There are delays of over five minutes
- There is a change to the stations that the train is due to stop at
- The train is going to be taken out of service before it reaches its planned destination

Each station has a unique plan of action for severe disruption. This may include using alternative road transport and additional staff to assist you.

Whether the disruption is minor or major, we will give you regular, clear and accurate information.

If you haven't started your journey yet we will contact you to let you know about any disruption that will affect your trip and make any necessary alternative arrangements for you.

If you've booked assistance and an unplanned disruption happens during your journey, our station staff will be aware of your travel plans, and help you plan an alternative route or new connections if necessary.

If an unplanned disruption occurs when you're travelling without booked assistance, please speak to a member of staff who will help you, or if you're at an unmanned station please use the help point or call our Assisted Travel Service.

Sometimes during disruption it is necessary to provide substitute road transport. Our staff will try to obtain accessible substitute transport, or, if necessary, help you complete your journey by an alternative route.

Your train is diverted to another platform

Occasionally a train may be diverted at short notice to another platform that is inaccessible. If this happens and you're on the station, we will do our best to give you enough time to get to the new platform.

If you're on the train and are unable to get off, don't worry. We will make sure you reach your destination by telling staff at the nearest accessible station to find you and help you get off. This could be either before or after your planned destination. They will help you complete your journey by booking a taxi, free of charge.

10.3 Planned improvement works

Network Rail is responsible for maintaining the track and signals, and some station facilities and services. At times they need to close the railway to do this, usually at weekends or holiday periods.

During planned engineering works we will try to ensure accessible replacement buses or accessible alternative transport are available. If you've booked assistance, alternative transport will be there for you. If you haven't booked assistance, we will arrange this as soon as possible.

You can find details of planned improvement works on our website and on the National Rail website. We also make announcements on our audio and visual information systems and display the information on posters at stations. You can also get details from the Assisted Travel Service.

10.4 Disruption that affects your future plans

If you've booked assistance for a future journey and we discover that there will be disruption to it, we will contact you to discuss it with you and make alternative arrangements if necessary.

10.5 Disruption to station facilities

If accessible services or facilities at our stations are unavailable, we will, where possible, provide an alternative.

We will publicise these changes within 24 hours – including when you can expect the service to return to normal – on our website, at the station and on trains. Our staff can also give you information about any changes.

10.6 Failure of information systems

If our information systems break down, our staff are trained to provide information and assistance to passengers, including giving guidance to visually or hearing impaired passengers.

If at any point on your journey you would like to contact us – for example you may need information, have concerns or need help – please call our Assisted Travel Service and a member of our team will help you.

10.7 If we get it wrong

We want you to have confidence in our Assisted Travel Service and will always do our best to give you the assistance you've asked for. However, occasionally we may get it wrong. If we don't provide assistance as booked, please contact us as soon as possible so we can investigate the reasons why.

We are also committed to improving the Assisted Travel Service and getting feedback from you. We check with at least 25% of our passengers who've used the Assisted Travel Service each month to find out whether the service was satisfactory. We use the feedback to continually improve our service. You're also welcome to call in with feedback or email us.

If we haven't given you the level of booked assistance you expect, please let our Assisted Travel Service team know and we will take necessary steps to sort out any problems and provide appropriate redress.

10.8 Emergencies

We carry out regular emergency planning exercises, which include due consideration of the needs of disabled people.

10.9 On train

If there is an emergency on a train, our drivers are trained to advise and help all passengers, including disabled people. There are information posters on our trains outlining what you should do in an emergency. In most cases it is safest to remain on the train and wait for instructions.

If you would like to have the emergency information that's displayed on trains explained to you, please contact our Assisted Travel Service. If there is an emergency on the train and you would find it difficult to get off without a platform or ramp, you should inform a member of staff or another passenger and remain on the train. If there is a life-threatening situation, staff, in liaison with the emergency services, will advise you what to do.

If you have to leave the train between stations, the emergency services will provide the necessary equipment and help to get you off safely.

10.10 At stations

Each station has its own detailed evacuation plan which takes into account the needs of disabled passengers. In an emergency, trained staff, with the assistance of the emergency services if necessary, will help you to get to a safe place. The emergency exits for evacuation are clearly signed.

11. Contact us

11.1 Your feedback

Every journey you take with Thameslink and Great Northern is important to us and we value the feedback you give us about our services and facilities, whether good or bad; that way we can work to constantly improve the service we give you.

There are several ways you can contact to give us feedback or information:

- By talking to a member of our staff at stations
- At our station help points
- By filling in our customer comment forms at stations
- On Twitter **@TLRailUK** or **@GNRailUK**
- By talking to our Assisted Travel Service team, 07:00 to 22:00 every day except Christmas Day:
 - Freephone: **0800 058 2844**
 - Textphone: **0800 975 1052**
 - Web form: **thameslinkrailway.com/assistedtravel**
greatnorthernrail.com/assistedtravel
- Through our Customer Services team on **0845 026 4700**, 07:00 to 22:00 every day except Christmas Day

You can also come to our regular Meet the Manager events which are publicised on our website and in the local media. There you can meet our customer services director who has executive responsibility for accessibility and assistance, and our customer relations manager who manages accessibility on a day-to-day basis.

11.2 Consultation

We consult with the following organisations and include their ideas where possible:

- Passenger Focus
- London TravelWatch
- Disabled Person's Transport Advisory Committee
- Local Access Groups*
- Local councils
- Other relevant organisations

*If you would like us to include your group in our consultations, please contact us.

We're also pleased to hear from you with your views, suggestions and comments. If you think there is any information missing from this leaflet that you would find useful, please let us know.

We will set up an Online Passenger Panel, which you can join to discuss issues and give us feedback through surveys and webchats with senior managers.

You can also apply to join our two Customer Cabinets, which will consist of passenger representatives, including those with disabilities. The cabinets will meet every two months to discuss passenger concerns. They will work independently but have regular contact with our staff and senior management team. We will give them the necessary support and a budget for self generated projects.

There will be one for the northern part of Thameslink and Great Northern, and another for Southern, the south part of Thameslink and Gatwick Express.

12. Alternative formats

You can get copies of this document and our Guide to Policies and Practices document in alternative formats by contacting our Assisted Travel Service, Customer Services or through our website.

The alternative formats available are:

- Large print
- Braille
- Audio
- Easy read

We will provide the alternative format within seven days of your request.

When new alternative formats are developed, we will publish this document in those formats and update this list.

13. Station accessibility information

We have listed below all the stations that our trains stop at, with details of which accessibility features are available at each one and staffing.

Station name	Station operator	Step free access	Access to ticket office	Access to platforms	Staffing	Car parking	Designated accessible bays	Adjustable or dual height ticket counters	Induction loop	Accessible ticket machines	Accessible toilets	Seating	Refreshments	Help points	Station wheelchair	Ramp for train access	Audio and visual announcements	Secure station accreditation	Meeting point
Alexandra Palace	Great Northern	Part	Very steep ramp to Station entrance and Ticket Office	Steps from overbridge to all Platforms	Part Staffed	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Arlesey	Great Northern	Part	Step-free access to the Station entrance and Ticket Office during opening hours	Step-free access to Platform 2 via Station car park. Step-free access to Platform 1. A footbridge with steps links Platforms	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	No	Yes	No	Yes	Yes	Yes	Yes
Ashwell & Mordon	Great Northern	None	No step-free access	Access to Platform 2 is via a staircase. Access to Platform 1 is via a footbridge with steps	Part Staffed	No	No	No	Yes	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Balcombe	Southern	Part	No step-free access	Step-free access from car park to Platform 1. Access to Platform 2 is via steps	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	No	Yes	No	Yes	Yes	Yes	Yes
Baldock	Great Northern	None	Step-free access	Access to all Platforms is via steps	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Bat & Ball	Southeastern	Part	No Ticket Office	No step-free access to Platform 1. Step-free access to Platform 2. Access between Platforms is via a footbridge with steps	Not Staffed	Yes	Yes	No	No	No	No	Yes	No	Yes	No	No	No	No	No
Bayford	Great Northern	Part	No Ticket Office	Step-free access to Platform 1 via a ramp from the Station car park. Access between Platforms is via overbridge with steps	Not Staffed	Yes	Yes	No	No	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Beckenham Hill	Southeastern	Full	Step-free access	Step-free access to all Platforms. No step-free access between Platforms	Part Staffed	No	No	Yes	Yes	Yes	No	Yes	No	Yes	No	Yes	Yes	Yes	Yes
Beckenham Junction	Southeastern	Full	Step-free access	Step-free access	Part Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Bedford	Thameslink	Full	Step-free access	Step-free access to all Platforms via lifts	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Bellingham	Southeastern	None	No step-free access	No step-free access	Part Staffed	No	No	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Bickley	Southeastern	Part	Step-free access	No step-free access	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Biggleswade	Great Northern	Part	Step-free access	Access to all Platforms is via a footbridge with steps	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes

Station name	Station operator	Step free access	Access to ticket office	Access to platforms	Staffing	Car parking	Designated accessible bays	Adjustable or dual height ticket counters	Induction loop	Accessible ticket machines	Accessible toilets	Seating	Refreshments	Help points	Station wheelchair	Ramp for train access	Audio and visual announcements	Secure station accreditation	Meeting point
Bowes Park	Great Northern	None	No step-free access	Access to all Platforms is via a footbridge with steps	Part Staffed	No	No	No	Yes	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Brighton	Southern	Full	Step-free access	Step-free access	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Bromley South	Southeastern	Full	Step-free access	Step-free access to all Platforms via lifts in the Ticket Office area	Staffed	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Brookmans Park	Great Northern	Part	Step-free access	Access to all Platforms is via a footbridge with steps	Part Staffed	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	Yes
Burgess Hill	Southern	Full	Step-free access	Step-free access to both Platforms is via the car parks. Access between Platforms is via Station Road	Part Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cambridge	Abellio Greater Anglia	Full	Step-free access	Step-free access	Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
Carshalton	Southern	Part	Step-free access to Ticket Office via a ramp	Step-free access to Platform 2 via ramp from the main entrance. Access to Platform 1 is via steps	Staffed	Yes	Yes	No	Yes	Yes	No	Yes	No	Yes	No	Yes	Yes	Yes	Yes
Catford	Southeastern	Part	Step-free access	No step-free access	Part Staffed	No	No	No	Yes	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
City Thameslink	Thameslink	Full	Step-free access to main Ludgate entrance	Step-free access to all Platforms via lifts	Staffed	No	No	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Crews Hill	Great Northern	None	No Ticket Office	Access to Platform 1 and 2 is via an underpass with steps	Not Staffed	Yes	Yes	No	No	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Cricklewood	Thameslink	Part	Step-free access	Step-free access to Platform 1 is via a ramp. Access to all other Platforms is via an underpass with steps	Part Staffed	No	No	No	Yes	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Crofton Park	Southeastern	Full	Step-free access	Step-free access to Platform 1 via Marnock Road. Step-free access to Platform 2 via Lindal Road. Access between Platforms is via a footbridge with steps	Part Staffed	No	No	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Cuffley	Great Northern	None	One step from street level	Access to Platform 1 and 2 is via an underpass with steps	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Denmark Hill	Southeastern	Full	Step-free access	Step-free access to all Platforms via lifts	Part Staffed	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Downham Market	Great Northern	Full	Step-free access	Step-free access to Platform 1. Step-free access to Platform 2 via a ramp from the car park. Access between Platforms is via a level crossing	Part Staffed	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes

Station name	Station operator	Step free access	Access to ticket office	Access to platforms	Staffing	Car parking	Designated accessible bays	Adjustable or dual height ticket counters	Induction loop	Accessible ticket machines	Accessible toilets	Seating	Refreshments	Help points	Station wheelchair	Ramp for train access	Audio and visual announcements	Secure station accreditation	Meeting point
Drayton Park	Great Northern	Part	Step-free access	Access to Platforms is via a set of stairs leading down from Ticket Office	Part Staffed	No	No	No	Yes	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
East Croydon	Southern	Full	Step-free access	Step-free access to all Platforms via ramps from main entrance or lifts to overbridge	Staffed	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Elephant & Castle	Thameslink	None	No step-free access	Access to all Platforms is via a footbridge with steps	Part Staffed	No	No	No	Yes	No	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Elstree & Borehamwood	Thameslink	Full	Step-free access	Step-free access to Platforms is via lifts	Part Staffed	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Ely	Abellio Greater Anglia	Full	Step-free access	Step-free access to all Platforms via ramps	Part Staffed	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Enfield Chase	Great Northern	Part	Step-free access	Access to all Platforms is via an underpass with steps	Part Staffed	No	No	No	Yes	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Essex Road	Great Northern	Part	Step-free access	Access to all Platforms is via steps	Part Staffed	No	No	No	Yes	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Eynsford	Southeastern	Part	Step-free access	No step-free access to Platform 1. Step-free access to Platform 2. Access between Platforms is via a footbridge with steps	Part Staffed	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes	Yes	No	Yes
Farringdon	London Underground	None	No step-free access	No step-free access	Staffed	No	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
Finsbury Park	Great Northern	Part	Step-free access	Access to all Platforms is via an underpass with steps	Staffed	No	No	Yes	Yes	No	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Flitwick	Thameslink	Part	Step-free access	Access to all Platforms is via a footbridge with steps	Part Staffed	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
Foxton	Great Northern	Full	No Ticket Office	Step-free access to both Platforms. Step-free access between Platforms is via a level crossing	Not Staffed	No	No	No	No	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Gatwick Airport	Gatwick Express	Full	Step-free access	Step-free access to Platforms via lifts	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Gordon Hill	Great Northern	Part	Step-free access	Access to all Platforms is via a footbridge with steps	Part Staffed	Yes	Yes	No	Yes	No	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Grange Park	Great Northern	Full	Step-free access	Step-free access to all Platforms is via long slopes	Part Staffed	No	No	No	Yes	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Hackbridge	Southern	Full	Step-free access	Step-free access to Platform 1 and Platform 2 via side entrances. Step-free access between Platforms is via road bridge	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes

Station name	Station operator	Step free access	Access to ticket office	Access to platforms	Staffing	Car parking	Designated accessible bays	Adjustable or dual height ticket counters	Induction loop	Accessible ticket machines	Accessible toilets	Seating	Refreshments	Help points	Station wheelchair	Ramp for train access	Audio and visual announcements	Secure station accreditation	Meeting point
Hadley Wood	Great Northern	Part	Step-free access	Access to all Platforms is via a footbridge with steps	Part Staffed	No	No	No	Yes	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Harlington	Thameslink	Part	Step-free access	Access to all Platforms is via a footbridge with steps	Part Staffed	Yes	Yes	No	Yes	No	No	Yes	No	Yes	Yes	No	Yes	Yes	Yes
Harpenden	Thameslink	Full	Step-free access	Step-free access	Part Staffed	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Harringay	Great Northern	None	No step-free access	Access to all Platforms is via a footbridge with steps	Part Staffed	No	No	No	Yes	Yes	No	Yes	No	Yes	Yes	No	Yes	Yes	Yes
Hassocks	Southern	Full	Step-free access	Step-free access to each Platform via lifts or side entrances	Part Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hatfield	Great Northern	Full	Step-free access	Step-free access to all Platforms via lifts	Part Staffed	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Haydons Road	Thameslink	Part	Step-free access	Step-free access to Platform 1. Platform 2 is access via a footbridge with steps	Part Staffed	No	No	No	Yes	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Haywards Heath	Southern	Full	Step-free access	Step-free access to all Platforms via lifts	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hendon	Thameslink	Part	Step-free access	Step-free access to Platform 1. Access to all other Platforms is via an overpass with steps	Part Staffed	Yes	Yes	No	Yes	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Herne Hill	Southeastern	Full	Step-free access	Step-free access to all Platforms via lifts	Part Staffed	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Hertford North	Great Northern	Part	Step-free access	Step-free access to Platforms 2 and 3 via lifts. Access to Platform 1 is via an underpass with steps	Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Highbury & Islington	Great Northern	Part	Step-free access	Access to Platforms via escalators and steps	Staffed	No	No	No	Yes	No	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Hitchin	Great Northern	Full	Step-free access	Step-free access to all Platforms via lifts	Part Staffed	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Hornsey	Great Northern	None	No step-free access	Access to Platforms is via a footbridge with steps	Part Staffed	No	No	No	Yes	No	Yes	Yes	No	Yes	No	No	Yes	Yes	Yes
Huntingdon	Great Northern	Full	Step-free access	Step-free access	Part Staffed	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes
Kent House	Southeastern	Part	Step-free access	No step-free access	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes

Station name	Station operator	Step free access	Access to ticket office	Access to platforms	Staffing	Car parking	Designated accessible bays	Adjustable or dual height ticket counters	Induction loop	Accessible ticket machines	Accessible toilets	Seating	Refreshments	Help points	Station wheelchair	Ramp for train access	Audio and visual announcements	Secure station accreditation	Meeting point
Kentish Town	Thameslink	None	No step-free access	No step-free access	Staffed	No	No	No	Yes	No	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
King's Lynn	Great Northern	Full	Step-free access	Step-free access	Staffed	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Knebworth	Great Northern	Part	Step-free access	Access to Platforms is via a subway with steps	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Legrave	Thameslink	Part	Step-free access	Step-free access to Platform 4. Steps to Platform 1 and footbridge with steps to all other platforms	Part Staffed	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Letchworth Garden City	Great Northern	Full	Step-free access	Step-free access to all Platforms via lifts	Part Staffed	No	No	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Littleport	Great Northern	Full	No Ticket Office	Step-free access to Platform 1. Access to Platform 2 is via a level crossing	Not Staffed	Yes	Yes	No	No	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
London Blackfriars	Thameslink	Part	No step-free access	Step-free access to all Platforms via lifts	Staffed	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
London Bridge	Network Rail	Full	Step-free access	Step-free access to all Platforms via lifts	Staffed	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
London King's Cross	Network Rail	Full	Step-free access	Step-free access	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
London St Pancras International	Network Rail	Full	Step-free access	Step-free access	Staffed	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Loughborough Junction	Thameslink	None	No step-free access	Access to all Platforms is via steps	Part Staffed	No	No	No	Yes	No	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Luton	Thameslink	Part	Step-free access to Station entrance and Ticket Office via a lift	Step-free access to Platform 5. Access to Platforms 1, 2, 3 and 4 is via steps from the main concourse and overbridge	Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Luton Airport Parkway	Thameslink	Full	Step-free access	Step-free access to all Platforms via lifts	Staffed	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Meldreth	Great Northern	Part	Step-free access	Step-free access from main entrance to Platform 2. Access to Platform 1 is via a footbridge with steps	Part Staffed	Yes	Yes	No	Yes	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Mill Hill Broadway	Thameslink	None	No step-free access	Access to all Platforms is via an underpass with steps	Part Staffed	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes

Station name	Station operator	Step free access	Access to ticket office	Access to platforms	Staffing	Car parking	Designated accessible bays	Adjustable or dual height ticket counters	Induction loop	Accessible ticket machines	Accessible toilets	Seating	Refreshments	Help points	Station wheelchair	Ramp for train access	Audio and visual announcements	Secure station accreditation	Meeting point
Mitcham Eastfields	Southern	Full	Step-free access	Step-free access to Platforms via side entrances. Step-free access between Platforms is via lifts or level crossing	Staffed	No	No	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes
Mitcham Junction	Southern	Full	Step-free access	Step-free access to each Platform from either side of Station. Access between Platforms is via an overbridge with steps	Staffed	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes
Moorgate	Great Northern	None	No step-free access	Access to all Platforms is via steps	Part Staffed	No	No	No	Yes	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Morden South	Thameslink	None	No Ticket Office	No step-free access	Not Staffed	No	No	No	No	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
New Barnet	Great Northern	Part	Step-free access	Access to Platforms is via an overbridge with steps	Part Staffed	No	No	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
New Southgate	Great Northern	Part	Step-free access	Access to Platforms is via an overbridge with steps	Part Staffed	No	No	No	Yes	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Norbury	Southern	Full	Step-free access	Step-free access to all Platforms via steep ramps from the subway	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Nunhead	Southeastern	None	No step-free access	No step-free access	Part Staffed	No	No	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Oakleigh Park	Great Northern	Part	Step-free access to Station entrance and Ticket Office via a very steep ramp	Access to all Platforms is via a footbridge with steps	Part Staffed	No	No	No	Yes	No	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Old Street	Great Northern	Part	Step-free access via City Road entrance	Access to all platforms is by stairs	Part Staffed	No	No	No	Yes	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Orpington	Southeastern	Full	Step-free access	Step-free access to all Platforms via lifts	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Otford	Southeastern	Part	Step-free access	Step-free access to Platform 1. Step-free access to Platform 2 by a ramp. Access between Platforms is via a footbridge with steps	Part Staffed	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	No	Yes
Palmers Green	Great Northern	Part	Step-free access	Access to Platforms is via steps down from the main concourse	Part Staffed	No	No	No	Yes	No	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Peckham Rye	Southern	Part	Step-free access	No step-free access	Staffed	No	No	No	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Penge East	Southeastern	Full	Step-free access	Step-free access to all Platforms. Access between Platforms is via a footbridge with steps	Part Staffed	No	No	Yes	Yes	Yes	No	Yes	No	Yes	No	Yes	Yes	Yes	Yes







Station name	Station operator	Step free access	Access to ticket office	Access to platforms	Staffing	Car parking	Designated accessible bays	Adjustable or dual height ticket counters	Induction loop	Accessible ticket machines	Accessible toilets	Seating	Refreshments	Help points	Station wheelchair	Ramp for train access	Audio and visual announcements	Secure station accreditation	Meeting point
Peterborough	East Coast	Full	Step-free access	Step-free access to all Platforms via ramps	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
Petts Wood	Southeastern	None	No step-free access	No step-free access	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Potters Bar	Great Northern	Full	Step-free access	Access to all Platforms is via a long ramp from the underpass	Part Staffed	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Preston Park	Southern	None	No step-free access	Access to all Platforms is via an underpass with steps	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Radlett	Thameslink	None	One step from street level	Access to all Platforms is via a footbridge with steps	Part Staffed	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Ravensbourne	Southeastern	Part	Step-free access	Access to Platform 1 via steps. Step-free access to Platform 2 is via long ramp from Crab Hill Road	Part Staffed	No	No	No	Yes	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Redhill	Southern	Full	Step-free access	Step-free access to subway via a lift in the Ticket Office area. Step-free access to all Platforms via lifts in the subway. Step-free access to Platform 3 from rear entrance with lift access to subway and Ticket Office	Staffed	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Royston	Great Northern	Part	Step-free access	Step-free access to Platform 1 via the Ticket Office. Step-free access for Platform 2 is via the car park. Access between Platforms is via a footbridge with steps	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Sandy	Great Northern	Part	No step-free access	Step-free access to Platform 1 via Ticket Office or side entrance. Step-free access to Platform 2 via entrance on Potton Road. Access between Platforms is via a footbridge with steps	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Selhurst	Southern	Part	Step-free access	Step-free access to Platform 1 via steep ramp. Steps to all other platforms	Staffed	No	No	No	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes
Sevenoaks	Southeastern	Full	Step-free access	Step-free access to all Platforms via lifts	Staffed	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Shepreth	Great Northern	Part	No Ticket Office	Step-free access to Platform 1 and 2 is from Station Road. Step-free access between Platforms is via a level crossing	Not Staffed	Yes	Yes	No	No	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Shoreham (Kent)	Southeastern	Part	No Ticket Office	No step-free access to Platform 1. Step-free access to Platform 2. Access between Platforms is via a footbridge with steps	Not Staffed	Yes	Yes	No	No	No	No	No	No	No	No	No	Visual Only	No	No

Station name	Station operator	Step free access	Access to ticket office	Access to platforms	Staffing	Car parking	Designated accessible bays	Adjustable or dual height ticket counters	Induction loop	Accessible ticket machines	Accessible toilets	Seating	Refreshments	Help points	Station wheelchair	Ramp for train access	Audio and visual announcements	Secure station accreditation	Meeting point
Shortlands	Southeastern	Part	Step-free access	No step-free access	Part Staffed	Yes	Yes	No	No	Yes	No	Yes	Yes	No	No	Yes	Yes	Yes	No
South Merton	Thameslink	None	No Ticket Office	No step-free access	Not Staffed	No	No	No	No	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
St Albans City	Thameslink	Full	Step-free access	Step-free access to all Platforms via lifts	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
St Helier	Thameslink	None	No Ticket Office	Access to all Platforms is via steps	Not Staffed	No	No	No	No	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
St Mary Cray	Southeastern	None	No step-free access	No step-free access	Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
St Neots	Great Northern	Full	Step-free access	Access to all Platforms is via a footbridge with steps. Lifts are available to the footbridge during staffed hours	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Stevenage	Great Northern	Full	Step-free access	Step-free access to all Platforms via a lift. Please note that all lifts must be operated by a member of staff	Part Staffed	No	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Streatham	Southern	Part	Step-free access	Access to all Platforms is via steps	Staffed	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Streatham Common	Southern	Full	Step-free access	Lifts to Platforms 1, 2 and 3. Step-free access to Platform 4 via side entrance	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Sutton	Southern	Full	Step-free access	Step-free access to all Platforms via lifts	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sutton Common	Thameslink	None	No Ticket Office	Access to all Platforms is via steps	Not Staffed	No	No	No	No	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Swanley	Southeastern	Full	Step-free access	Step-free access to Platforms via lifts on the overbridge	Part Staffed	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Sydenham Hill	Southeastern	None	No step-free access	No step-free access	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	No	Yes	No	Yes	Yes	Yes	Yes
Three Bridges	Southern	Full	Step-free access	Step-free access to all Platforms via lifts or ramps	Staffed	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Tooting	Thameslink	Part	Step-free access	Access to all Platforms is via steps	Part Staffed	No	No	No	Yes	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Tulse Hill	Southern	Part	Step-free access	Access to all Platforms is via steps	Staffed	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes

Station name	Station operator	Step free access	Access to ticket office	Access to platforms	Staffing	Car parking	Designated accessible bays	Adjustable or dual height ticket counters	Induction loop	Accessible ticket machines	Accessible toilets	Seating	Refreshments	Help points	Station wheelchair	Ramp for train access	Audio and visual announcements	Secure station accreditation	Meeting point
Waterbeach	Great Northern	Full	No Ticket Office	Step-free access to both Platforms. Access between Platforms is via a level crossing	Not Staffed	Yes	Yes	No	No	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Watlington	Great Northern	Full	No Ticket Office	Step-free access to both Platforms. Access between Platforms is via a level crossing	Not Staffed	No	No	No	No	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Watton-at-Stone	Great Northern	Part	Step-free access	Step-free access to Platform 1 is via a side entrance on Moorymead Close. Access between Platforms is via a footbridge with steps	Part Staffed	Yes	No	No	Yes	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Welham Green	Great Northern	Part	Step-free access to the Station entrance and Ticket Office via a ramp	Access to all Platforms is via steps	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Welwyn Garden City	Great Northern	Full	Step-free access	Step-free access to all Platforms via lifts	Part Staffed	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Welwyn North	Great Northern	Part	One step from street level	There is one step between the Ticket Office and Platform 1. Step-free access for Platform 2 is available from the car park. Access between Platforms is via a footbridge with steps	Part Staffed	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
West Dulwich	Southeastern	Part	Step-free access	No step-free access	Part Staffed	No	No	No	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
West Hampstead Thameslink	Thameslink	Full	Step-free access	Step-free access to all Platforms via lifts	Part Staffed	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
West Sutton	Thameslink	None	No Ticket Office	No step-free access	Not Staffed	No	No	No	No	Yes	No	No	No	Yes	No	No	Yes	Yes	Yes
Wimbledon	South West Trains	Full	Step-free access	Step-free access to all Platforms via lifts	Staffed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
Wimbledon Chase	Thameslink	None	No Ticket Office	No step-free access	Not Staffed	No	No	No	No	No	No	No	No	Yes	No	No	Yes	Yes	Yes
Winchmore Hill	Great Northern	None	No step-free access	No step-free access	Part Staffed	No	No	No	Yes	No	No	Yes	No	Yes	No	No	Yes	Yes	Yes
Wivelsfield	Southern	None	No step-free access	Access to all Platforms is via an underpass with steps	Part Staffed	No	No	No	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes

14. Train accessibility information

We have listed below the different types of trains we operate, with details of which accessibility features are available on each one and the routes they run on.

Brand	Class of train	Picture	Formation	Routes	Dedicated accessible carriage with space for wheelchair and user	Standard toilet	Accessible toilet (with area to transfer, colour contrasting features, support rails and call for aid)	Automatic visual and audio announcements	Manual announcements (made by driver)	Priority seats	Accessible signage on outside of train	Warning beeper when door opens/closes
Thameslink	319		4, 8 or 12	Brighton to Bedford, Seven Oaks and Kentish Town, Blackfriars and Bedford, Wimbledon Loop	Yes	Yes	No	Yes	Yes	Yes	No	Yes
Great Northern	313/0		3 or 6 car	Moorgate to London King's Cross, Welwyn Garden City and Hertford North	Yes	No	No	No	Yes	Yes	Yes	Yes
Great Northern	317/1		4, 8 or 12 Car	London King's Cross to Cambridge and Peterborough	Yes	Yes	No	Yes	Yes	Yes	No	Yes
Great Northern	365		4, 8 or 12 Car	London King's Cross to Cambridge, Peterborough and King's Lynn	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Great Northern	321		4, 8 or 12 Car	London King's Cross and Peterborough	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
Thameslink	377		4, 8 or 12 Car	Brighton to Bedford	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

