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27 May 2015

Mark Eaton
Concession Director
MTR Crossrail
6th Floor, 63 St Mary Axe
London EC3A 8NH

Dear Mark,

Approval of MTR Crossrail Complaints Handling Procedure and Disabled People's Protection Policy (Conditions 5 and 6 of your Station Licence and GB Passenger Statement of National Regulatory Provisions)

Thank you for your email of 26 May 2015, in which you provided a copy of the final version of your Complaints Handling Procedure (CHP) and Disabled People's Protection Policy (DPPP) for the MTR Crossrail concession. The concession will commence on 31 May 2015. Your CHP and DPPP are attached and will be published on our website along with a copy of this letter. This concession will operate under the name TfL Rail.

In respect of your CHP, I can confirm we approve it as meeting the requirements of Condition 6 of your station licence and GB Passenger Statement of National Regulatory Provisions (SNRP). As you know, we are currently consulting on the existing guidance on writing a complaints handling procedure, which was published by the Strategic Rail Authority in 2005. The purpose of the consultation is to seek views on whether the existing guidance remains fit for purpose and to identify areas where it can be improved. We will work with all stakeholders as part of the process of revising the guidance but will then expect all relevant licence holders to review their CHPs in light of any revised guidance that is published.

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, further to the discussions and exchanges we have had with you, approve it as meeting the requirements of Condition 5 of your station licence and GB Passenger Statement of National Regulatory Provisions (SNRP).

In addition to our discussions, we sought views on your draft documents from Transport Focus and London TravelWatch. We provided these to you, and you have responded. We welcome a number of positive commitments that you have made to passengers. These include:

- A commitment to provide help and assistance to passengers with a wide range of needs, including those with mobility issues, people travelling with young children, pregnant women, older travellers, and others.

- A 'Turn Up and Go' policy which means that customers can turn up at any TfL Rail station without pre-booking and staff will provide assistance, including assistance with luggage. Alternatively, customers can also pre-book assistance and help with luggage in advance of travelling.
- You have committed to maintain the accessibility of stations and to not permanently close any station or gate if this reduces access for disabled customers.
- You have confirmed you will provide those customers with mobility scooters with assistance during any service disruption, endeavouring to keep the customer and the scooter together. Where this is not possible you have committed to reunite the customer with the scooter as soon as possible and to keep the customer informed about what is happening and how they will be reunited with their scooter.
- You have also committed to inform customers about any changes to stations which may affect the way they access these stations, such as new escalators, lifts or pathways. You will provide details of any changes via both the TfL website and through communications with customers. This may be of particular benefit to passengers who use the same stations on a regular basis.

You have clarified the assistance that you will provide in a number of areas, for example:

- **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. We also welcome your clarification that customers can pre-book assistance any day except Christmas day.
- Changes were made to clarify the differences between the 'Turn Up and Go' assistance which can be provided, and the help provided when passengers pre-book assistance. In particular you have clarified that **help with luggage will always be provided for those who 'turn up and go'**, as well as to those who pre-book.
- You have confirmed that your current **Ticket Vending Machines** do not issue 50% rate discounted tickets for adults who accompany a Disabled Persons Railcard holder. However, you have assured us that new machines are being installed which will be able to sell all tickets by the end of 2015. In the meantime you have made clear in your policy that discounted tickets will be available to buy with the help of a trained member of staff, and where a ticket is purchased without the discount you will consider favourably requests for reimbursement of the difference in price.
- Your **Blue Badge parking policy** has been amended to state that if a customer has a Blue Badge but there is no free Blue Badge space, that customer may park in any parking space, with no charge, as long as their Blue Badge is displayed. We understand you are discussing this provision with the car park contract manager, and you will meet with them in June to ensure this change is fully implemented.
- In response to our requests relating to the types of assistance you will offer from **accessible and inaccessible stations**, you have explained that you will define 'inaccessible stations' on the basis of the accessibility to the individual passenger rather than the station's absolute physical context, and you have confirmed you will provide assistance based on the needs of the individual passenger.

We also asked that you make amendments to your *Guide to Policies and Practices* document. In particular we examined 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.

There are a number of positive commitments which we welcome. This includes practical activities which are included in your staff training, in particular first-hand experiences of travelling with a disability.

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. You have told us that you plan to benchmark your service to establish what is working and where and how improvements could be made. You will do this via feedback and through a team of auditors and analysts who will examine service delivery. In addition:

- You have clarified which **representative groups will be consulted on minor improvement programmes**, and that you will act on the feedback provided by these organisations.
- Currently, not all help-points at your stations have induction loops. You have confirmed there is a programme of work which will see **induction loops installed at all stations within 12-18 months**.
- The Head of Customer Experience will undertake a **six-monthly review of performance** in this area and you have confirmed it is your intention to publish this report.

You are aware that we are in on-going discussions with licence holders with regard to a number of issues raised in our open letter of 18 December 2014¹ concerning compliance and the approval process for DPPP's. We held a workshop with the Association of Train Operating Companies and representatives of licence holders on 9 March and we will be working with other licence holders to review their DPPP's over the coming months. These reviews will clarify the available assistance on a national basis and may result in a requirement for some changes to your DPPP. We will be in touch in the coming months to update you on developments and to discuss any timetable for reviewing your DPPP. It would be helpful if you could update us on the various issues raised above. Please inform us once the work to install new Ticket Vending Machines has been completed, of the outcome of discussions on Blue Badge holders parking in non-Blue Badge spaces, and of progress on the installation of hearing loops at all stations.

If you have any questions in the meantime, please feel free to contact me.

Yours sincerely



STEPHANIE TOBYN

¹ http://orr.gov.uk/data/assets/pdf_file/0006/16377/dppp-compliance-and-approval-process.pdf



TfL Rail Mobilisation

Complaint Handling Procedure

27 May 2015



Document control

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1 Introduction

TfL Rail is managed by Transport for London (TfL) and operated by TfL Rail.

TfL Rail aims to deliver the best possible service to our customers by providing a safe, reliable and welcoming service all day, every day. Effective, responsive procedures for handling customer comments and complaints are key to ensuring grievances are addressed and any relevant adjustments to how we operate to best meet expectations are made.

This Complaint Handling Procedure Sets out for customers, staff and stakeholders, how to complain and how TfL Rail will respond to any feedback. This policy aims to satisfy the Complaints Handling Procedure condition of the TfL Rail Passenger and Stations License.

TfL respond to all complaints regarding TfL Rail services, working with TfL Rail where necessary to resolve these.

The term 'complaint' in this document is used to cover all substantive forms of negative customer feedback by the following methods:

- Letters and e-mails
- Completion of web forms at www.tfl.gov.uk
- Telephone and text phone calls
- Face to face feedback to staff and at 'tweet the manager' sessions
- Customer comment forms (available from all stations)
- Social media

In the context of this procedure the term complaint also extends to include customer observations.

2 Customer Awareness

2.1 Customer Awareness

The following contact details are used in TfL Rail publicity:

Transport for London Customer Services

Post: Transport for London Customer Services, 14 Pier Walk, London SE10 0ES

Phone: 03432221234

Textphone: 0800 112 3456

Fax: 0343 222 6000

Online: [www.tfl.gov.uk/TfL rail](http://www.tfl.gov.uk/TfL_rail)

London TravelWatch

Post: London TravelWatch, 169 Union Street, London, SE1 0LL

Phone: 020 3176 2999 (09:00 – 17:00, Monday to Friday)
Online: www.londontravelwatch.org.uk/complaints/online
Email: enquiries@londontravelwatch.org.uk

London TravelWatch (LTW) is the independent, statutory watchdog for transport users in and around London. Funded by the London Assembly, they speak for all London transport users on all modes of transport and look into complaints from people unhappy with the response they have received from their transport provider. London TravelWatch want to see the best journey experience possible for everyone travelling in and around London.

LTW may, on occasion, refer complaints to Transport Focus (TF) for it to address, where the complaint concerns issues that fall under its remit.

Like LTW, TF may be able to pursue the complaint on the passenger's behalf. TF is able to deal with complaints about rail journeys anywhere in Great Britain, with the exception of the following which would be handled by LTW:

- Journeys wholly within the London railway area; and
- Complaint cases where the incident was at a specific station within the London railway area.

London Travel Watch may refer complaints to Transport Focus for it to address, where the complaint concerns issues that fall under its remit. Transport Focus can be found at:

<http://www.transportfocus.org.uk/>

Fleetbank House
2-6 Salisbury Square
London
EC4Y 8JX

Telephone: 0300 123 0860

Fax: 020 7630 7355

2.2 Maps and posters

TfL rail timetable posters will be displayed prominently at all TfL rail stations including Liverpool Street and Shenfield (and all stations in between: Stratford, Maryland, Forest Gate, Manor Park, Ilford, Seven Kings, Goodmayes, Chadwell Heath, Romford, Gidea Park,

Harold Wood and Brentwood) and these will include contact details for the Customer Services Team and London TravelWatch.

Similar posters will be displayed in every TfL Rail train carriage.

2.3 Customer Charter

A summary of arrangements for customer complaints is included in the TfL Rail Customer Charter, copies of which can be obtained from any TfL Rail station or by contacting the Customer Services Team.

TfL Rail's Public Performance Measure is displayed either on trains or at stations depending on route.

2.4 Accessibility

We will provide literature in audio and large print on request.

3 TfL Customer Services

Post: Transport for London Customer Services, 14 Pier Walk, London SE10 0ES

Phone: 03432221234

Textphone: 0800 112 3456

Fax: 0343 222 6000

Online: [www.tfl.gov.uk/TfL rail](http://www.tfl.gov.uk/TfL_rail)

4 Response Time Commitments

TfL Customer Services has set service levels it aims to adhere to. These are detailed in the Contact Centre Operations (CCO) Customer Promise document (published on the TfL website:

www.tfl.gov.uk/cdn/static/cms/documents/contact-centre-operations-customer-policy-dec-2014.pdf

CCO's key range of performance targets can be summarized as follows:

- CCO aims to answer 70% of telephone calls in 30 seconds with 10% or less abandonment rate
- Acknowledge a letter or email within 48 hours and contact customer with a full response within 10 working days.
- If a full answer cannot be given within 10 working days, the customer is kept informed of progress until the required information is received and a full answer given. It is

anticipated that 95% of all complaints will be managed to resolution within 20 days. This is for those complaints made in writing, via telephone call, or webmail.

- Full response for FOI Freedom of Information and subject access request will be provided in 20 working days, subject to all the information having been received.
- All correspondence will be logged on the system, acknowledged (if appropriate) and passed to the appropriate CCO team to progress within 24 hours and actioned within 5 working days. All complaints will be managed fully and fairly to a satisfactory conclusion.
- Many complaints will be managed to resolution during first contact by the Customer Service team. Those that cannot will be managed to resolution within 20 days. Any dissatisfaction with the process can be made subject of appeal to London TravelWatch.
- Further information can be found within the process document entitled 'CCO Customer Promise' and in a further document entitled 'Policy on Dealing with Unreasonable and Unreasonably Persistent Complaints' both can be found at www.tfl.gov.uk/TfL_rail

These documents set out the standards and expectations of service that the CCO aim to deliver.

5 Redress

Any compensation will be awarded by BACS transfer or Oyster card credit. If the customer travelled using CPC (contactless payment card), compensation will be paid directly to the payment card used for travel.

Whenever possible, a complaint will be handled by one member of the Customer Contact Team from receipt to reply and it will address the points raised. All complaints will be fully and fairly investigated. We will make reasonable endeavours to address all issues raised.

TfL rail will consider ex-gratia goodwill gestures.

6 Other Operators

When a customer contacts TfL rail and/or TfL Customer Services in reference to services or stations not operated by TfL rail/TfL they will be referred to the relevant operator. If the contact is written TfL rail will forward to TfL who will send an initial response informing them that their complaint has been forwarded to the relevant company for them to reply. This process is in line with of the Rail Industry Complaints Handling Procedure, which can be found at <http://orr.gov.uk/what-and-how-we-regulate/licensing/licensing-railway-operators/licence-obligations>. Any correspondence will then be forwarded to the other operator to reply to the customer.

Where an issue involves TfL rail and another operator, TfL's Customer Services will liaise with the other operator to co-ordinate a response. The Customer Contact Centre will ensure that a lead operator is identified for any such complaint. At stations where train services are provided by more than one operator, posters will display the contact details for each operator.

7 Claims for Losses, Property Damage or Personal Injury

If a customer claims for any losses, property damage, or personal injury this must be made in writing by letter or online form to TfL Customer Services. Claims should be supported by evidence of the loss damage or injury.

If a claim for injury is made the TfL Customer Services will acknowledge the letter/e-mail and promptly forward the claim details to TfL Rail's Safety Performance and Operations Support Manager for investigation.

The rail industry has an arrangement called the Claims Allocation and Handling Agreement (CAHA) to which all train operating companies must belong. Under this agreement compensation will be dealt with by each company for their own customers. If some or all responsibility is later allocated to another party the insurance companies will balance the payments behind the scenes.

8 Confidentiality

All customer correspondence will be treated in a manner that ensures confidentiality is protected. Personal details or details about correspondence will not be divulged to third parties unless written consent is obtained. All TfL Customer Services staff are required to complete annual online refresher courses covering their roles in security of personal information and data protection.

However, where it is necessary to fulfil obligations to other train operators, Passenger Focus, London TravelWatch, Insurers, the Department for Transport, Transport for London or any organization carrying out their statutory duties such as the Police, TfL rail and/or TfL Customer Services may divulge some or all complaint details without consent.

Where internal disciplinary action is taken towards any member of staff as a result of a complaint (or complaints) we will not be able to provide details to complainants as we must treat the details of any disciplinary action as confidential.

9 Complaints Monitoring

The relevant team managers within TfL Customer Services will sample a random selection of responses sent to TfL rail customers to check for quality and accuracy. Findings of these checks will be passed back to the team member concerned. TfL Customer Services also undertakes “mystery shopper” activity to monitor quality of its phone advisors

The TfL Customer Services CCO’s QA & MI team will prepare a four weekly report providing an analysis of the number customer contacts and the subject areas covered (using the Department for Transport recommended categories). A copy of this report will be sent to London TravelWatch, Passenger Focus, Transport for London and the Office of Rail Regulation (if required). A management commentary highlighting the key trends and explanations will be supplied which will inform a systematic service improvement. This will also be forwarded to the Head of Customer Experience within TfL Rail. Any recurring themes for complaints made will be quickly managed to ensure any ongoing station, on-train or staffing issues are addressed to the full satisfaction of those complainants.

Vexatious complainants are addressed in Section 11. TfL Rail will monitor the procedures of TfL Customer Services to ensure the complainants are managed in a fair and professional manner.

10 Review of Complaints Handling Procedure

A review of the TfL rail Complaints Handling Procedure will be undertaken every year, led by the Director of Customer Experience. Transport for London, London TravelWatch and Passenger Focus will be consulted during any review of this procedure.

11 Unreasonable/Persistent Complaints

The criteria by which TfL Customer Services considers complaints or complainants as unreasonable or unreasonably persistent (covering “frivolous or vexatious” complaints) are set out in the document Unreasonable and Persistent Complainants, which is available on the TfL website:

www.tfl.gov.uk/cdn/static/cms/documents/unreasonable-persistent-complainants.pdf

This policy will apply to all contacts handled by TfL Customer Services on TfL Rail’s behalf.

A member of the TfL Customer Services performance management team will determine whether a complaint is unreasonable and unreasonably persistent (frivolous or vexatious), and TfL Customer Services will ensure that this person has had no previous involvement with the complaint. London TravelWatch must be consulted as part of this process.

If a complaint is deemed unreasonable and unreasonably persistent (frivolous or vexatious) the Customer Executive Manager (or other performance manager) will write to the complainant explaining that the complaint is being considered unreasonable and unreasonably persistent (frivolous or vexatious), the reasons behind the decision and that the customer has the right to take their complaint to London TravelWatch. This letter must also state that any future complaints will be dealt with as any other.

Customers who are treated as behaving unreasonably may make a complaint to the LGO (Local Government Ombudsman) about this. In some circumstances, the LGO may, exceptionally, be prepared to consider complaints before the complaints procedure has been exhausted, if the request is made by both sides to the dispute.

Any future complaints from a customer who has previously made a complaint that was deemed unreasonable and unreasonably persistent (frivolous or vexatious) will be considered on their own merits.

Appendix A: Contact Centre Operations Customer Promise



Contact Centre Operations Customer Promise is our commitment to excellent customer service at Transport for London and we are committed to providing a high-quality service to everyone we come into contact with. We welcome your comments and want you to tell us when things go wrong. For us, a complaint is any expression of dissatisfaction with our service that calls for a response. We will listen to complaints, treat them seriously, resolve them as quickly as possible and learn from them so that we can continue improving our service.

That is why we promise to:

- Make it easy to access our services
- Listen to you so we can better understand your needs
- Be polite, professional and helpful
- Treat you fairly and with respect
- Protect your confidential information and privacy
- Keep you informed
- Aim to get things right first time

- Welcome your feedback and use it as an opportunity to put our customers at the heart of everything we do

Making a comment, compliment or complaint:

- Every member of staff can tell you how to do this
- We like to know when we get it right. We also welcome suggestions on how we can improve our services
- If you are not satisfied with the way we respond, you have the right to ask for a review. We will write to let you know the outcome of a review within 10 working days of receiving the complaint. If we cannot complete a review within this time, we will tell you why
- If you are still dissatisfied after the review we will let you know what to do next
- If we have got things wrong we will apologise and try to put them right

When you call us:

- We will answer within 30 seconds
- We will greet you politely. Our agents will always provide their name and the area of the business they deal with
- We will always confirm your identity if we are discussing your personal information
- If we need to get in touch with you, we will do so in a way that is convenient to you (e.g. email, fax, letter)
- When our lines are closed we will ensure you hear a recorded message explaining our service opening hours and alternative access methods

When you visit our website:

- Information will be up to date and easy to understand
- We will publish updates promptly when there are changes or disruption to our services
- We will try to ensure that you are only three clicks away from the information you need
- We will make it easy to carry out payments online
- We will ensure our website is secure so you can be confident your personal information is safe when making transactions

When you write or email us:

- We will acknowledge your letter or email within 48 hours. We will contact you with a full response within 10 working days or let you know what is happening with your inquiry, how long it is likely to take to complete, and the name and contact details of the person dealing with it

- If you use a publicized email address you will receive an automatic message informing you of our standard for responding to emails
- If we know you need a response in a different format (such as large print or audio) we will respond within 10 working days whenever possible
- Our agents will reply using plain English and will always provide their name and full contact details

Escalation and external review:

- If your complaint is not resolved to your satisfaction you can ask to escalate the issue to a manager for further review. After this, if you feel we still have not dealt with your complaint appropriately, you can ask for it to be given further consideration by a senior manager
- If, after following the above process, you are still unhappy with the outcome, you can refer your complaint, depending on the issue, to London TravelWatch or the Local Government Ombudsman. Contact details are shown below:

London TravelWatch

Post: London TravelWatch, 169 Union Street, London, SE1 0LL
Phone: 020 3176 2999 (09:00 – 17:00, Monday to Friday)
Online: www.londontravelwatch.org.uk/complaints/online
Email: enquiries@londontravelwatch.org.uk

Local Government Ombudsman

Phone: 0300 061 0614 (08:30 – 17:00, Monday – Friday)
Online: www.lgo.org.uk/making-a-complaint
Post: The Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH

How to contact us:

TfL Customer Services

Phone: 0343 222 1234

Travel information and journey planning enquiries for all modes of transport (24 hours)

Oyster enquiries (08:00 – 20:00, seven days a week)

London Underground enquiries (08:00 – 20:00, seven days a week)

Buses enquiries (08:00 – 20:00, Monday to Friday)

Streets enquiries (24 hours)

Emirates Air Line (08:00 – 20:00, seven days a week)

Lost Property (08:30 – 16:00, Monday to Friday)

Textphone: 0800 112 3456

Online: www.tfl.gov.uk/contact

Post: TfL Customer Services, 4th Floor, 14 Pier Walk, London, SE10 0ES



**TfL Rail: Making Rail Accessible:
Helping Older and Disabled Passengers**

Liverpool Street – Shenfield

22nd May 2015



Document control

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Julian Dixon	05	22 May 2015

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1 Welcome to TfL Rail

TfL Rail is a major new rail service for London and the South-East. It is a joint venture between Transport for London (TfL) and the Department for Transport (DfT). Crossrail is managed by Transport for London (TfL) and operated by MTR Corporation (Crossrail) Limited.

By 2019 Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas East and West of the capital. Easier, quicker and more direct travel opportunities across London will be possible via new railway lines, tunnels, stations and trains.

From 31 May 2015 Crossrail will commence running services between Liverpool Street and Shenfield as TfL Rail, by taking over the stopping services currently operated by Abellio Greater Anglia. We are using the existing trains that operate on the route but these will be replaced gradually in 2017 by new Crossrail trains. All our stations will be staffed from first train to last every day, with staff visible on the station, either in the booking office, at the gateline, or on the station platforms. Our staff are there to help.

When complete, the Crossrail route will serve 40 stations and run 118 km (72 miles) from Reading and Heathrow in the west, through new tunnels below central London to Shenfield and Abbey Wood in the east.

Crossrail services will be introduced as follows:

May 2018	Heathrow to Paddington (mainline platforms) when Crossrail takes over the Heathrow Connect service
December 2018	Paddington (Crossrail platforms) to Abbey Wood
May 2019	Paddington (Crossrail platforms) to Shenfield
December 2019	Full through service (including services to Reading)

More detail about the progress of the new TfL Rail service is available on the TfL website at www.tfl.gov.uk/tflrail

2 Policy Summary

We know how important it is for you to be able to travel on our rail services without accessibility issues getting in the way of your journey. At TfL Rail we are committed to providing you with a safe, reliable and friendly service- this includes all customers who may

require guidance and help on our stations and trains. We want to make sure that you can use our services safely and comfortably. TfL Rail are committed to capturing and responding to feedback from all customers and, where necessary, making improvements to the service we provide.

In this leaflet, we want to give you a practical guide which tells you what to expect when you travel with us and helps you plan your journey. You will find details of assistance and accessible facilities we can offer you if you need extra help making your journey. You will find details of how we can help those of you with disabilities, travelling with small children and pushchairs, those with luggage, expectant mothers and older customers.

Our commitment to you

An accessible station is one that has access to all areas without the need to negotiate stairs or other areas unsuitable for wheelchair users or others, such as narrow entrances and exits and unlit or unmade pathways.

An inaccessible station is one that has stair-only access and does not have lift, ramp, stair-lift or DDA compliant entrances and exits. However, it is recognised, that customers on an individual basis may be able to negotiate stairs and therefore we will be able to provide assistance at those locations based on individual customer needs.

At TfL Rail we will provide you with services and facilities to help you travel more easily by offering the following services:

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

TfL Rail are committed to working with TfL, Network Rail, Train Operating Companies and the Department for Transport (DfT) to support the delivery and development of any scheme designed to support improved access for all passengers. We will provide sufficient resource to maintain APRS (the assisted passenger reservation system) and improve our performance in this area. A dedicated resource, Our Head of Customer Experience, will manage this process and ensure our delivery is in the best interests of our customers.

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

This document, along with our policy document ‘Making Rail Accessible’ guide to policies and practices’, is reviewed annually.

(Available at <https://www.tfl.gov.uk/cdn/static/cms/documents/making-rail-accessible-helping-older-and-disabled-customers.pdf>)

The ‘Stations Made Easy’ pages on the National Rail Enquiries website at nationalrail.co.uk/stations provide more information on station facilities, accessibility of facilities and opening times this is updated. This will be updated by the Customer Experience controllers within the MTR Crossrail control whenever there is a change to accessibility such as:

- Physical constraints which would prevent disabled customers from accessing the station
- Significant building work affecting a station’s accessibility for a short term
- Temporary changes to stations’ accessibility e.g. lifts or toilets out of order
- Changes to train facilities which would have a material impact on a disabled customer’s journey, including the temporary use of inaccessible trains
- Any improvements made to accessibility of trains and stations e.g. lift access etc.

When TfL Rail takes over the Liverpool Street to Shenfield services all stations along that route will be staffed from first to last train. The trains and stations will all be cleaned and refreshed. Disabled people needing assistance will be able to turn up and go for journeys wholly on TfL Rail, with no need to pre-book assistance, as staff will be fully trained and equipped to assist customers at all stations, as is already the case on London Underground and London Overground services.

2.1 Feedback

Your views and experiences are very important to us so we can review how we are performing and understand if there are ways we can improve our services to you. Please do contact us with your feedback on the service we provide and any suggestions you may have for improvements. Our contact details are shown on the back page of this leaflet. Feedback can be given to station staff or management or via TfL Customer Services by phone, social media, or webmail.

2.2 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 detail on our management strategy for disabled customers. Copies of this guide are available from our TfL Customer Contact Team or at www.tfl.gov.uk/tflrail

3 Assistance for Customers

All of our staff have disability awareness training and will assist you free of any charge. We have staff at all TfL Rail stations during train operating hours. We recognise that everyone has different needs so please help our staff by letting them know specifically how they can help you. Some of the help which our trained staff can provide includes the following assisted services:

- Help with moving around the station and getting on and off trains
- Assistance with making a connection at our station to or from another train or another form of transport such as the London Underground and local buses
- Help with luggage for those disabled customers in need of assistance who pre-book assistance (Maximum dimensions 90x70x30 cm and 50Kg Maximum Weight). This includes up to two pieces of luggage plus hand baggage.
- Guidance for blind or visually impaired customers
- Guidance for deaf or hearing impaired customers
- Helping you take your wheelchair between the station entrance and the train
- Installing a ramp to help you get on and off the train at all accessible stations
- We have a comprehensive programme of work on all our stations between Stratford and Brentwood to make them fully accessible. This means installing lifts, accessible toilet facilities, wide exit and entry gates, improved way-finding and signage. This programme will provide fully accessible stations following completion of the full Crossrail route (anticipated December 2019).

We operate two methods of assistance for customers. Firstly, we have a Turn Up and Go service that allows customers to travel upon TfL Rail when they wish to, at a time that is convenient to them. When customers turn up and go, our staff will always provide assistance for the journey even though it hasn't been pre-booked. Customers should present themselves to the nearest available member of staff. This commitment includes our customers who turn up with luggage and require assistance.

Pre-booked assistance is where a customer can book an assisted service and have the reassurance that all the train companies they need to use for their journey will have their journey details and information, ensuring that staff meet the customer at every point of the booked journey. This does include assistance with luggage (for dimensions see Section 3).

More details about how to use these different services can be found below.

3.1 Turn-up-and-go Assistance Service

TfL Rail operates a turn-up-and-go assistance service as well as a pre-booking assistance service. All TfL Rail stations are staffed while trains are running. Please just ask a member of staff if you require assistance and they will be happy to help you. They will also contact your destination station and ensure that a member of staff is waiting to help you get off the train. Again, this service is extended to those customers who arrive with luggage unannounced.

We will aim to help you join or leave the train as quickly as possible, but there may be a short delay of up to five minutes at stations where the train completes its journey. Further details can be found within the 'Turn Up and Go' policy, which is available at www.tfl.gov.uk/tflrail.

3.2 Pre Booking Assistance Service

TfL Rail is a part of the National Rail Assisted Travel Service which allows you to book assistance in advance via National Rail Enquiries website, TfL Customer |Services, and at your local railway station ticket office. We also participate in the National Rail booking system called Passenger Assist. This service means you can book assistance for your entire journey, even if your journey involves another train operator's train services or stations.

When you want to book assistance before you travel, for a journey that starts at a TfL Rail station, you should contact our Assisted Travel Service:

Post: Transport for London Customer Services, 14 Pier Walk, London SE10 0ES
Phone: 0343 222 1234
Textphone: 0800 112 3456
Fax: 0343 222 6000
Online: www.tfl.gov.uk/tflrail

Please allow 24 hours' notice for your booking, especially when your journey continues beyond TfL Rail. This may be necessary for journeys which involve travel on trains or stations managed by another train operating company. Our lines (0343 222 1234) are open all day every day except Christmas day.

If your journey does involve another train operator's services we will book any assistance you need for your whole journey. We will do this through the National Rail Passenger Assist booking system which is used by all train operators. This system ensures that the information which you provide, on your journey and assistance needs, is sent automatically to other train operators on your trip. We have a commitment that if a journey with booked assistance is subsequently disrupted, staff will contact the customer and make alternative arrangements.

TfL Customer Services will be able to give you advice about trains and stations and advise you of the best time to arrive before your train leaves so as to give you the right assistance for your whole journey.

Although seats cannot be reserved on TfL Rail services, we will make every effort to ensure that wheelchair spaces are kept free for wheelchair users and that disabled customers can obtain a seat on the train. We do this through staff engagement and announcements. We have priority seats on all our trains for use by disabled customers or those less able to stand. These are well signposted and our staff will make every effort to help you find a seat and/or wheelchair space.

We will let you know of any foreseen delay when you make your booking and we recommend you to allow extra time to make any connections.

3.3 Further Help and Information

We keep the industry databases updated with any changes to the accessibility of our facilities and services at our stations to ensure that information on the National Rail Enquiries and TfL websites are up to date. We are committed to advising customers within 24 hours of a facility failure and alternative arrangements.

The 'Stations Made Easy' pages on the National Rail Enquiries website at nationalrail.co.uk/stations provide more information on station facilities, accessibility of facilities and opening times this is updated. This will be updated by the Customer Experience controllers within the MTR Crossrail control whenever there is a change to accessibility such

as:

- Physical constraints which would prevent disabled customers from accessing the station
- Significant building work affecting a station's accessibility for a short term
- Temporary changes to stations' accessibility e.g. lifts or toilets out of order
- Changes to train facilities which would have a material impact on a disabled customer's journey, including the temporary use of inaccessible trains
- Any improvements made to accessibility of trains and stations e.g. lift access etc.

We will tell you about any changes to stations, such as new escalators, lifts or pathways, and provide updated station maps and details of the changes made via the TfL website and via personal communication.

3.4 Guidance for blind and partially sighted customers

If you require assistance, a member of staff will guide you to the platform and arrange for someone to meet you at your interchange and/or destination station.

You can contact your assistance dog organisation for training on issues surrounding assistance dogs (such as safety on escalators), which both TfL Rail and TfL support. The majority of platforms have tactile paving on the edge and station enhancement works are currently underway which are all designed to enhance the customer experience. .

All trains and stations have audio announcements giving the destination of the train and the next station, and the time of the next train.

TfL produce a large print and audio version of the Tube and TfL Rail map to assist people with visual impairments to plan their journeys. This is available from TfL Customer Services. In addition, a braille version can be requested from TfL Customer Services.

3.5 Guidance for deaf and hearing impaired customers

Induction loops are available at all www.tfl.gov.uk/tflrail TfL Rail ticket offices and at some Help points. If you need to use the induction loop, and it is not switched on, please ask a member of staff.

You can contact your assistance dog organisation for training on issues surrounding assistance dogs (such as safety on escalators), which both TfL Rail and TfL support. Visual information showing the destination and the next station calling point is shown on train Customer Information Systems/visual display screens that are found in our trains.. In addition, on stations, the time of the next train is displayed on station Customer Information

Systems/visual display screens, located prominently around our stations, and customer information boards.

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

Transport for London tfl.gov.uk 0343 222 1234

Traveline: www.traveline.org.uk, 0871 200 2233

The ‘Stations Made Easy’ pages on the National Rail Enquiries website at nationalrail.co.uk/stations provide more information on station facilities, accessibility of facilities and opening times this is updated. This will be updated by the Customer Experience controllers within the MTR Crossrail control whenever there is a change to accessibility such as:

- Physical constraints which would prevent disabled customers from accessing the station
- Significant building work affecting a station’s accessibility for a short term
- Temporary changes to stations’ accessibility e.g. lifts or toilets out of order
- Changes to train facilities which would have a material impact on a disabled customer’s journey, including the temporary use of inaccessible trains
- Any improvements made to accessibility of trains and stations e.g. lift access etc.

4 Alternative Accessible Transport

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

When you arrive at the station, we will ensure that alternative transport is arranged to take you between the inaccessible station and the nearest or most convenient accessible station at no extra cost.

5 Customer Information

We understand it’s important to you that train journey information is consistent, clear,

accurate and timely. Our station staff are available at all times to provide up-to-date information and you will find customer help points on all stations. We work closely with other Train Operating Companies to ensure that when we provide information it is in line with industry good practice.

We provide up-to-date information about our facilities, services and the accessibility of our stations and trains on the National Rail Enquiries website at www.nationalrail.co.uk/stations.

If there are any temporary changes to the services we provide we are committed that industry databases are updated as quickly as possible and in any case within 24 hours.

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

The following are also available from tfl.gov.uk (<https://tfl.gov.uk/forms/12387.aspx> or telephone 020 8312 7950):

- **Audio Tube map**

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

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

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

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

This provides help with planning journeys using Tube, DLR, London Overground, buses, taxis and private hire vehicles, trains, trams and riverboats; available in large print and Braille at www.tfl.gov.uk/forms/12387.aspx

- **Step-free Tube guide**

This identifies and gives further details on step-free access at Tube, DLR and Crossrail stations at www.tfl.gov.uk/forms/12387.aspx

- **Tube toilet map**

The locations of toilet and baby changing facilities on the Tube, DLR and Crossrail at www.tfl.gov.uk/forms/12387.aspx

5.1 Keeping this leaflet up to date

We will review this leaflet every year or earlier if we make any major changes to our policies and practices or there are any changes to legislation, to ensure that the information is

correct and up to date.

If there are any changes we will publish a printed version of the updated leaflet following any changes. The most up to date version will always be available on our website or free of charge from the Assisted Travel Service or the Customer Contact Team.

6 Tickets and fares

6.1 Buying a ticket

The following table details the discounts which are available for travel on Crossrail for visually impaired customers, wheelchair users and Disabled Railcard holders:

	Adult	Child
Disabled Persons Railcard holder	34% discount on most National Rail single or return fares	Standard child rate applies (where a child holds a Disabled Persons Railcard a 34% discount is available to an adult companion on most National Rail fares)
Companion to a Disabled Persons Railcard holder	As above	The standard child rate applies to a child travelling as a companion
Wheelchair users and one companion, or wheelchair user travelling alone, or using their own wheelchair and travelling in it.	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class) 50% discount available on National Rail Anytime day return fares Accompanying adults benefit from the same discount.	50% discount available on most National Rail Anytime day single and return fares
Visually impaired customers when travelling with a companion (no discount if travelling alone)	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class) 50% discount available on	Usual child rate applies

	National Rail Anytime day return fares	
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You can buy a ticket at any staffed station ticket office or from our accessible self-service ticket machines. From December 2015 new ticket machines will be installed which will offer almost the full range of tickets available. In addition, all discounted tickets will be available with the assistance of a trained member of staff who will be readily available to help. Where a non-discounted ticket is purchased due to time constraints and/or queues we will consider favourably any request for reimbursement.

If you have a Disabled Persons Railcard or Senior Railcard, you may buy tickets at the discounted rate for you and your companion from ticket machines or ticket offices. Please ensure you have your Railcard with you as you will need to show it at the ticket office and during your journey

Crossrail commit to ensuring that, where disabled passengers are unable to buy a ticket at a station before their journey (by virtue of their disability), they can buy one on or at the end of journey without penalty.

6.2 Concessionary and discounted travel in London

Freedom Pass

If you live in London and meet the age criteria, or have an eligible disability, you may be able to get a Freedom Pass.

If you have a Freedom Pass, you can travel free on most public transport services in London, including National Rail, although time restrictions may apply. There are no such restrictions on TfL Rail.

60+ London Oyster Photocard

A 60+ London Oyster photocard allows you to travel free on public transport in London from the age of 60 until you qualify for a Freedom Pass. More details can be found at:

<http://www.tfl.gov.uk/fares-and-payments/adult-discounts-and-concessions/60-london-oyster?intcmp=1763>

To be eligible for a 60+ London Oyster photocard, you must:

- Live in a London borough and
- Be aged 60 or over

With a 60+ London Oyster photocard you'll be able to travel free on bus, Tube, tram, DLR, London Overground and most National Rail services in London.

You're not eligible for a 60+ London Oyster photocard if:

- You're eligible for an older, or disabled person's Freedom Pass
- You've got a Veterans Oyster photocard
- You're aged under 60
- You don't live in a London borough

6.3 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. There are application forms in the Rail Travel Made Easy leaflet which you will find at staffed stations.

If you buy a Disabled Persons Railcard you can put the discount concession on a standard adult Oyster card.

As well as a 34% discount on off-peak pay as you go fares and daily caps, you can also use discounted Off-Peak Day Travel cards to travel:

- At any time on weekends and public holidays
- From 09.30 Monday to Friday

If you're using pay as you go, you can also buy an Off-Peak Day Travelcard at child rate for one adult who is travelling with you for the whole of your journey.

From December 2015 new ticket machines will be installed which will offer almost the full range of tickets available. In addition, all discounted tickets will be available with the assistance of a trained member of staff who will be readily available to help. Where a non-

discounted ticket is purchased due to time constraints and/or queues we will consider favourably any request for reimbursement.

6.4 Senior Railcard

If you are 60 years of age or over you can buy a Senior Railcard. This gives you up to a third off most rail fares in Great Britain. Some restrictions apply in Southern England (generally those service travelling in/out of London) on the morning peak services arriving before 1000 hours, so please check on the national rail website or call the Senior Railcard helpline on 0345 300 0250.

If you buy a Senior Railcard, you can put the discount concession on a standard adult Oyster card. As well as a 34% discount on off-peak pay as you go fares and daily caps, you can also buy discounted Off-Peak Day Travelcards to travel:

- At any time on weekends and public holidays
- From 09:30 Monday to Friday

6.5 Concessionary fares without a railcard

6.5.1 Blind or visually impaired customers

To get the discount you will need to be accompanied and bring evidence of your visual impairment. We suggest that customers present their Certificate of Visual Impairment (CVI) or BD8 certificate. If you travel with a companion he or she will also receive the discount. Those accompanying can obtain the discounted ticket from a Ticket Vending Machine with the assistance of a member of staff who will be readily available.

6.5.2 Wheelchair users

Discounts are available without a railcard if you remain seated in your own wheelchair for the whole rail journey. Wheelchair users may also travel with a companion who will also receive the discount.

7 At the Station

TfL Rail are committed to maintaining the accessibility of our stations and will not

permanently close any station or gate if this reduces access for disabled customers. Where other organisations provide facilities on our stations, we work closely with them to ensure that these facilities are as accessible as possible.

All of our stations are equipped with PA systems and clear electronic displays for communicating customer information. We will provide you with up to date information on train departures, especially during service disruption. We provide timetable information posters at all our stations and position these so they are accessible to both wheelchair users and customers who are standing.

If you have a Disabled Persons Railcard you can use this to purchase a discounted ticket on any of our ticket machines. Where our stations have automatic ticket gates, a member of staff will be nearby when they are closed. If for any reason we are unable to have a member of staff nearby we will ensure that the gates are open. At least one wide gate for wheelchairs, disabled passengers, prams etc will be provided at each gateline.

Members of staff are available at TfL Rail stations while trains are running and they are there to help you if you require assistance or information. We offer assistance at all of our stations and you can find more information in the 'Assistance for customers' section of the TfL website.

All assistance, including luggage assistance for disabled customers, is free of charge. We do not provide facilities for left luggage at any of our stations, except the accessible facility at London Liverpool Street which is located near to Platform 10.

Boarding ramps to help you get on and off the train are available at all of our stations, whether pre-booked assistance has been requested or not. Our staff member will also summon assistance at the destination station where no advance booking has been made

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

7.1 Car parking and blue badge policy

Car parks are available at three TfL Rail stations (Harold Wood, Gidea Park and Brentwood on the Eastern section), and these have designated parking spaces for Blue Badge permit holders. These are usually located close to the station entrance and are larger than other spaces. If you have a Blue Badge permit, you may park in these spaces free of charge.

If you do not have a Blue Badge permit you will need to buy and display a ticket.

If you do have a Blue Badge permit but cannot find a vacant designated parking space you may park in any parking space at no charge as long as the Blue Badge is displayed in your vehicle.

In addition, Shenfield station has a car park operated by Abellio Greater Anglia. We work closely with Abellio Greater Anglia and the parking management contractor through various station management/interface meetings to ensure all our passenger needs are catered for.

7.2 Accessible toilets


We provide toilet facilities, including baby changing facilities, and some toilets suitable for wheelchair users, at a number of TfL Rail stations. You can check with a member of staff, the TfL website or with National Rail Enquiries website as to where these are located.

Additionally for London Underground stations please check:

<http://www.tfl.gov.uk/cdn/static/cms/documents/toilets-map.pdf>

8 On the Train

TfL Rail has taken over the existing trains on the route between London Liverpool Street and Shenfield. These trains will be gradually replaced with new trains by 2019.

The current trains have priority seating as well as visual and audio information in each carriage. Each of our four carriage units has two designated wheelchair bays. The train doors closest to the designated wheelchair space are highlighted on the exterior of the train by the standard symbol , also a 'Halo' sign around the doors.

Many of our services have visual information screens and/or automated public announcements advising customers of the calling points of the service prior to departure. Our drivers are also trained to make clear and consistent announcements via the train's public address system on the approach to each station, and, on departure, it announces the destination for the train and the next calling point. We would encourage all customers to give feedback where they do not feel the announcements are clear or consistent.

To ensure that you have enough time to leave the train, we make an announcement and display information about the next stop after departure from the previous station. We aim to ensure that we keep you regularly informed of how the train is running, especially during service disruption. Our drivers will keep you informed within 30 seconds of any stoppage and following communication from our control.

Our trains have priority seats for disabled customers or those less able to stand. These

seats are clearly signed and have a different colour fabric to help you find them more easily.

When providing assistance, our staff will make every effort to ensure that you can obtain a seat or use the wheelchair spaces by helping you board the train and find the correct space/seat. These are well signposted and our staff will make every effort to help you find a seat and/or wheelchair space.

8.1 Mobility Scooters on Trains

We can carry scooters and wheelchairs up to 700mm wide and 1200mm long with a maximum weight of 300kg (including your weight).

You can remain in your scooter or wheelchair when travelling by using the dedicated wheelchair bays.

We cannot carry scooters or wheelchairs above these sizes and weight restrictions because of the limited space in train carriages, the size of train doorways, and the maximum weight allowed on ramps.

Where service is disrupted those passengers with Mobility Scooters will be provided with assistance over the affected portion of their journey. During periods of disruption all endeavours will be made to keep the customer and mobility scooter together. Where this is not possible the customer and the mobility scooter will be reunited at the earliest opportunity through station-to-station communications and staff being on hand to help. We will always keep you informed about what is happening and how and when you will be reunited with your mobility scooter.

If you are travelling with more than one train company, they may have different rules on carrying mobility scooters. Please call us to check before you travel.

9 Making Connections

We are happy to provide assistance if you are making connections to or from other train services or other modes of onward transport calling at our stations. This includes helping you get on and off trains, as well as luggage assistance.

When you arrive at the station simply let our staff know what assistance you require and we will help. We will ensure that help is available if there is a change of platform at short notice.

While we operate a turn up and go assistance service at our stations, customers wishing to book assistance in advance should contact our Customer Contact Team. They will be happy

to book your assistance and give advice on allowing extra time to make your connections.

You can find more information regarding the assistance services we offer in the 'Assistance for customers' section of this leaflet or by getting in contact with us.

10 Accessible Onward Transport

London has a wide range of accessible transport options to help everyone get around. Each transport mode within TfL is committed to working together to ensure a seamless journey experience for all customers is available. We are working together with our sister companies such as London Underground, London Buses, DLR and London Overground to ensure the customer experience is foremost.

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

For more information, visit www.tfl.gov.uk/accessibility

11 Disruption to Facilities and Services

Unfortunately there are times when there is disruption to our services; our staff are there to help you and to ensure that you are not left stranded. We will make regular audio and visual announcements and ensure that we provide up to date information on our information screens.

If there is a change of platform at short notice, please let our staff know what assistance you require and they can help you reach your train. Our station staff are trained to look for any customers who require assistance in these circumstances and will be on the platform.

If you have booked assistance in advance, we will make every effort to contact you to make alternative arrangements. If there is a possibility that any rail replacement service will be inaccessible we will take you to or from the nearest or most convenient accessible station without any additional charge.

During planned engineering work, we will provide clear information at our stations about rail replacement services. All rail replacement bus services provided during planned engineering work are fully accessible. When our facilities and services are not available or are not

accessible to you, we will make every effort to provide you with alternatives.

In the event of an emergency we will work closely with the emergency services to ensure the customer experience is considered within all decision making.

Our Customer Experience Controllers are responsible for ensuring that whenever there is any change to accessibility this is updated on the National Rail Enquiries website within 24 hours. This information will include details of:

- Physical constraints which would prevent disabled customers from accessing the station
- Significant building work affecting a station's accessibility for a short term
- Temporary changes to stations' accessibility e.g. lifts and toilets out of order
- Changes to train facilities which would have a material impact on a disabled customer's journey, including the temporary use of inaccessible trains

Every station managed by TfL Rail will be resourced from first train to last train and emergency help-points are provided on every station with a direct link to the Control Centre. Currently, not all help-points have induction loops-. There is a programme of work which will see induction loops installed at all stations within 12-18 months.

In addition, each station has a local emergency plan which details the actions that station staff must take in an emergency. It includes the detailed evacuation arrangements and takes into account the needs of disabled customers.

All station staff are fully trained in their responsibilities for the emergency plan and evacuation exercises are held annually at all stations.

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

Also, all our drivers along with our station staff and Travel Safe Officers have been trained in the emergency and evacuation procedures for our trains. Particular assistance will be given to disabled people, young children or senior citizens when evacuating a train.

12 Contact Us

Our Customer Contact Team are happy to provide you with information about our services or to listen to your feedback on the services and facilities that we provide.

We recommend that all requests for assistance are made by phone to our Assisted Travel Service at TfL Customer Services or by email (www.tfl.gov.uk/crossrail) to ensure that we can process your bookings as soon as possible.

You can obtain the latest version and further copies of this leaflet and our guide to policies and practices from our Customer Contact Team at:

Post: Transport for London Customer Services, 14 Pier Walk, London SE10 0ES

Phone: 0343 222 1234

Textphone: 0800 112 3456

Fax: 0343 222 6000

Online: www.tfl.gov.uk/tflrail

The TfL Rail Customer Experience Director is responsible for this policy and for making sure that we take the needs of disabled customers into consideration. If you have any comments about the contents of this leaflet please get in touch with our Customer Contact Team. Their contact details are on the back page.

We do acknowledge that during times of disruption all of our customers have an increased need for information and assistance- we will take into consideration all of these needs.

The Secure Stations Scheme, which is managed by the Department for Transport (DfT) and British Transport Police (BTP), sets station design and management safety standards for crime reduction at overground and underground railway stations.

13 Station Accessibility Information

AGA Managed by Abellio Greater Anglia

NR Managed by Network Rail



	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Catering or retail facilities	Car parking and designated bays	Customer information (visual & aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities / Accessible toilet
Brentwood 3	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y/Y
Chadwell Heath 3	Y	Y	N	N	N	Y	Y	Y	Y	N/N
Forest Gate 1	Y	Y	Y	N	N	Y	N	Y	N	N/N
Gidea Park 1	Y	Y	N	N	Y	Y	Y	Y	N	Y
Goodmayes 1	Y	Y	N	Y	Y	Y	N	Y	N	N/N
Harold Wood 2	Y	Y	N	Y	Y	Y	Y	Y	N	Y
Ilford 1	Y	Y	Y	Y	Y	Y	Y	Y	N	Y/Y
London Liverpool Street [NR] 3	Y	Y	Y	Y	N	Y	N	Y	Y	Y/Y
Manor Park 1	Y	Y	N	N	N	Y	N	Y	N	N
Maryland 1	Y	Y	N	Y	N	Y	N	Y	N	N
Romford 3	Y	Y	Y	Y	N	Y	Y	Y	Y	Y/Y
Seven Kings 1	Y	Y	N	Y	N	Y	N	Y	N	N
Shenfield [AGA] 3	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y/Y
Stratford [AGA] 3	Y	Y	Y	Y	N	Y	Y	Y	Y	Y/Y

Notes below refer to 'Step-free access column in the table on page above:

1. Station with multiple entrances

Step-free access may not be available at all entrances to the station – please check before you travel. There is no step-free access for customers changing platforms.

2. Station with step-free access to some lines

Step-free access is available for Crossrail or National Rail services. There is no step-free access for customers wishing to use London Underground.

3. Station with step-free access to TfL Rail services

Step-free access is available for TfL Rail services. There is no step-free access for customers wishing to use London Underground or National Rail.















The station accessibility information is correct as at May 2015

Additional notes:

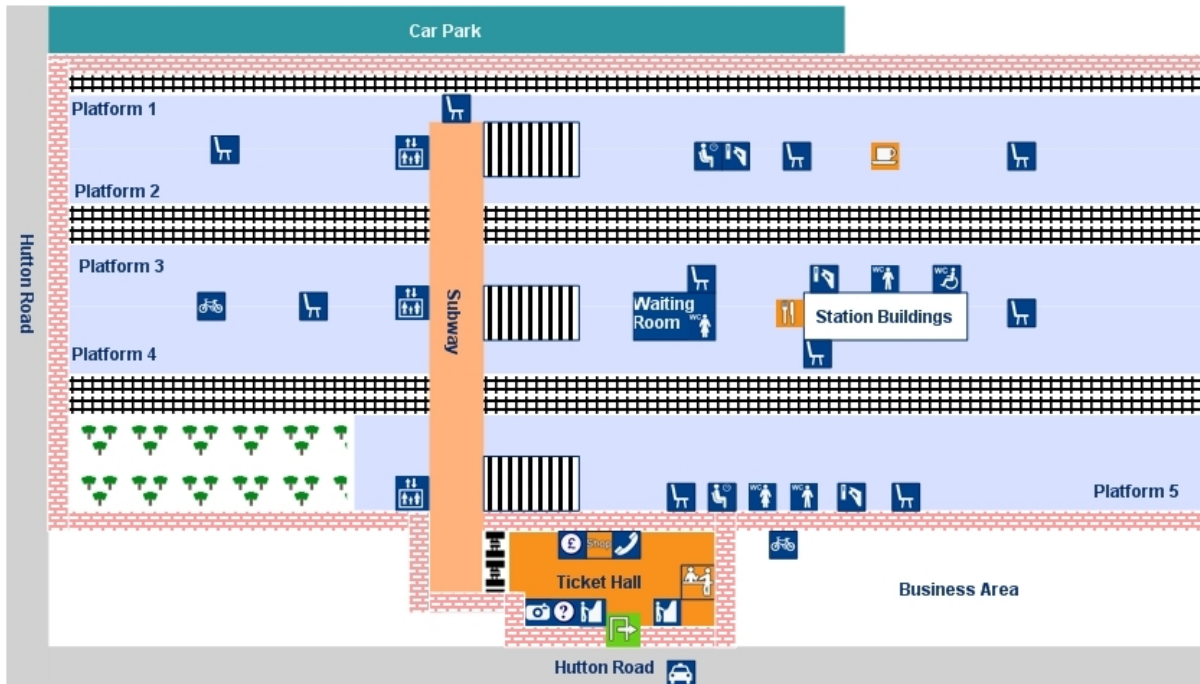
- At Network Rail managed stations (Liverpool Street), wheelchair users should check before they travel to ensure that they will be able to manage the journey they intend to make. Staff may not be able to assist customers using wheelchairs to get on and off the train. Those stations with step free access can be found at: http://www.london-tubemap.com/pdfs/Step-free_access.pdf
- This station accessibility information is reviewed every three months and updated on the TfL website as required. Updates on station accessibility can also be found on the National Rail Enquiries website.

Map of Station Accessibility Information and Legend

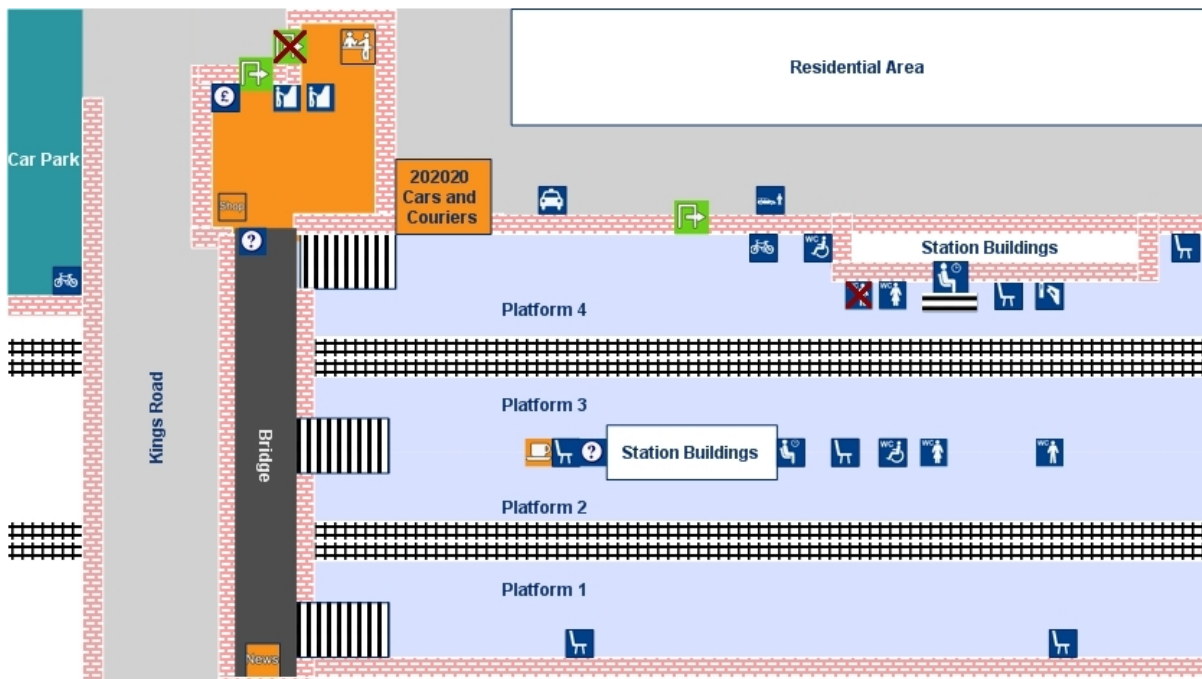
Legend

Symbol	Description
	Accessible WC
	ATM/Cash Machine
	Bar
	Bus
	Coffee Shop
	Cycle Rack/Storage
	Entrance
	Escalator
	Female Toilets
	Gift Shop
	Hairdressers
	Left Luggage
	Lift
	London Underground
	Luggage Trolleys
	Male Toilets
	News Agent
	Photo Booth
	Restaurant
	Seats
	Shop
	Single/Double Doors
	Stairs
	Subway
	Taxi Rank
	Telephone
	Ticket Machine
	Unisex Toilets
	Waiting Room

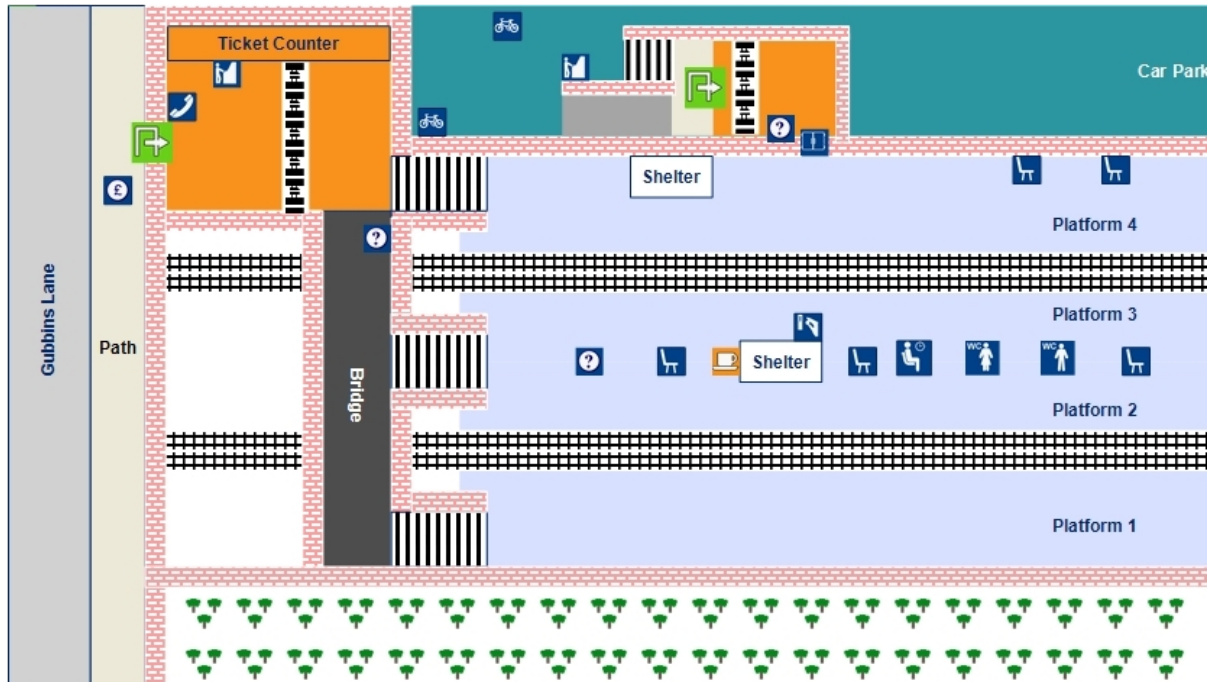
Shenfield



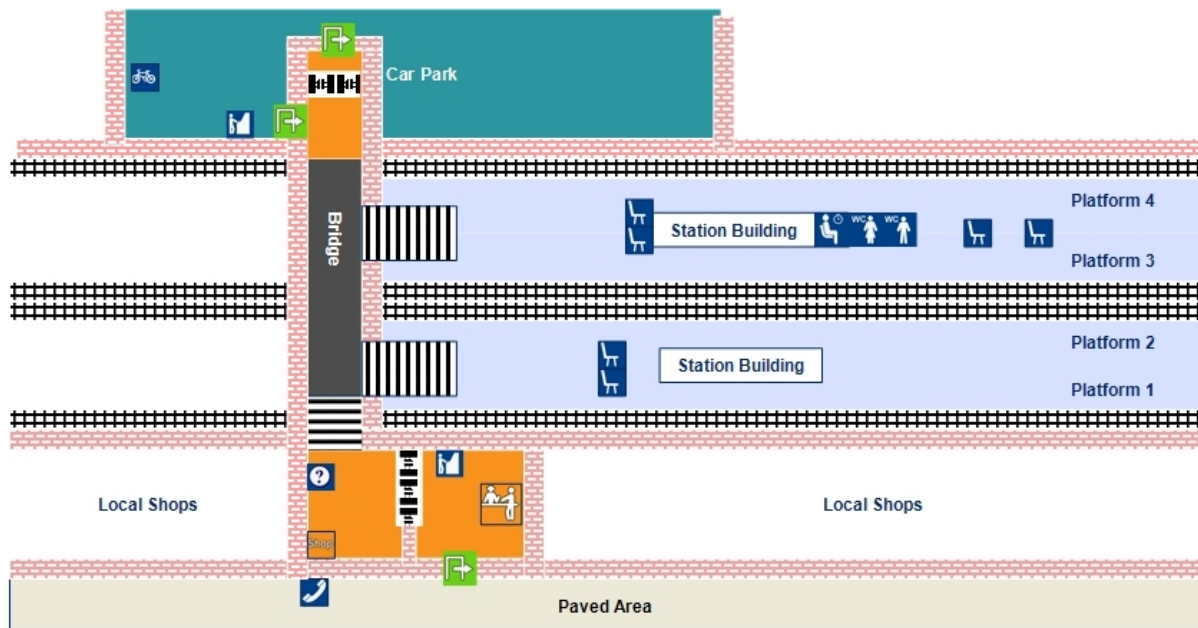
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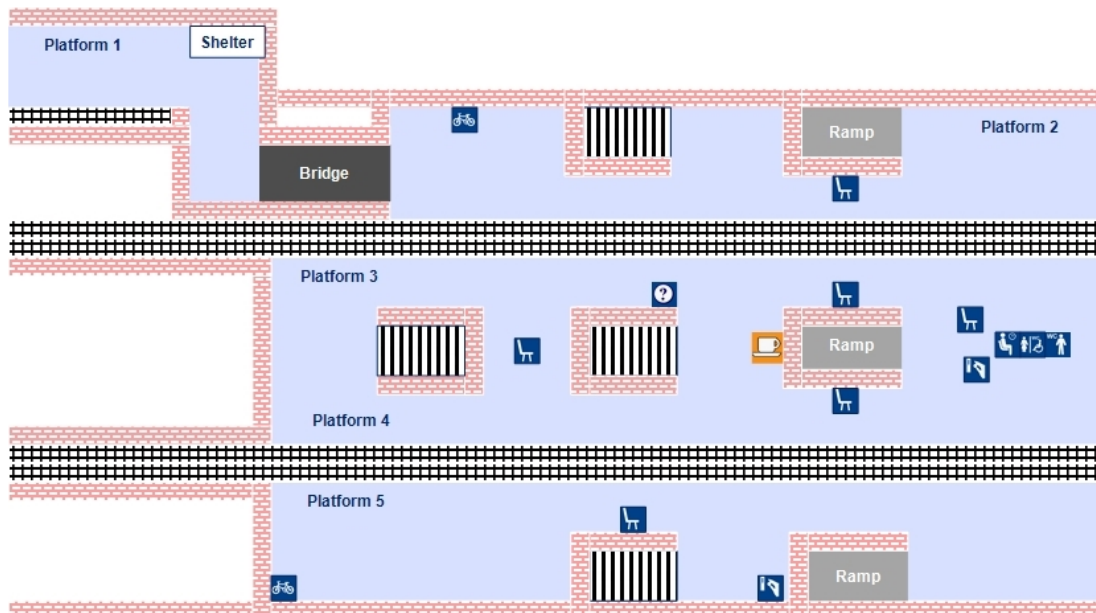
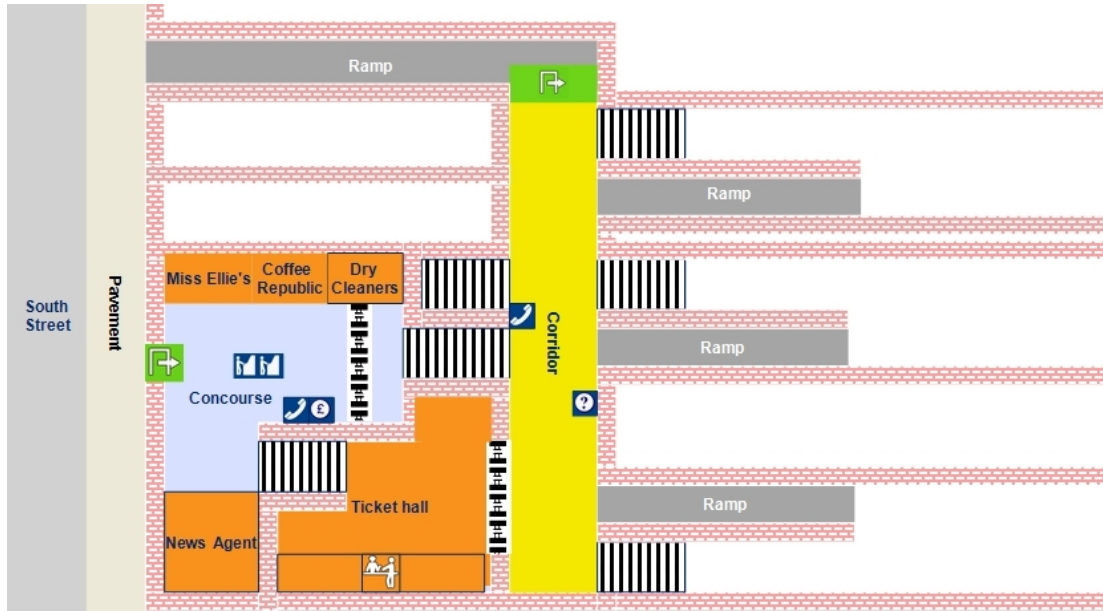


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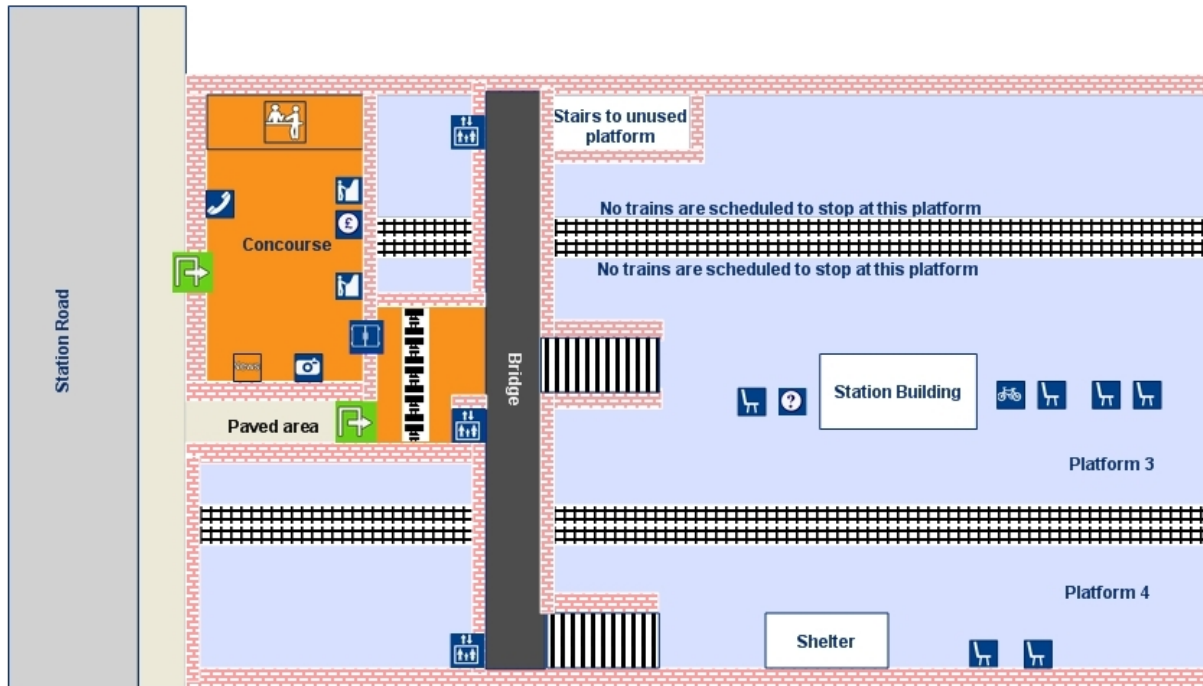


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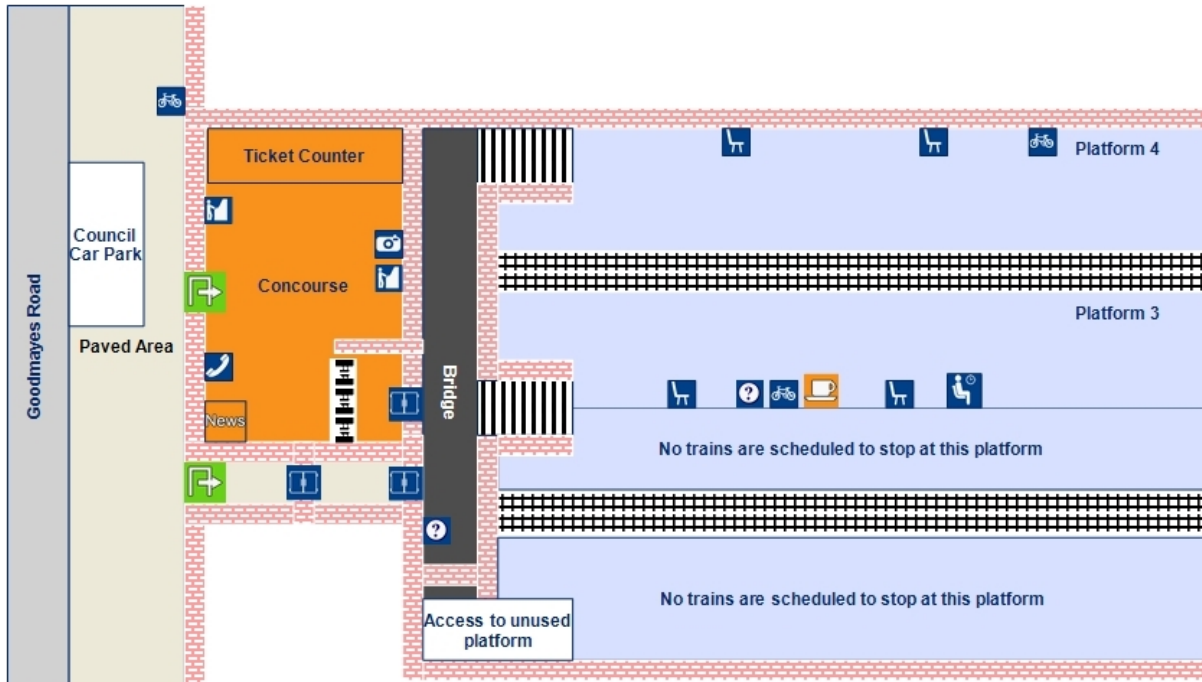
Ground floor top image, upper ground second image.



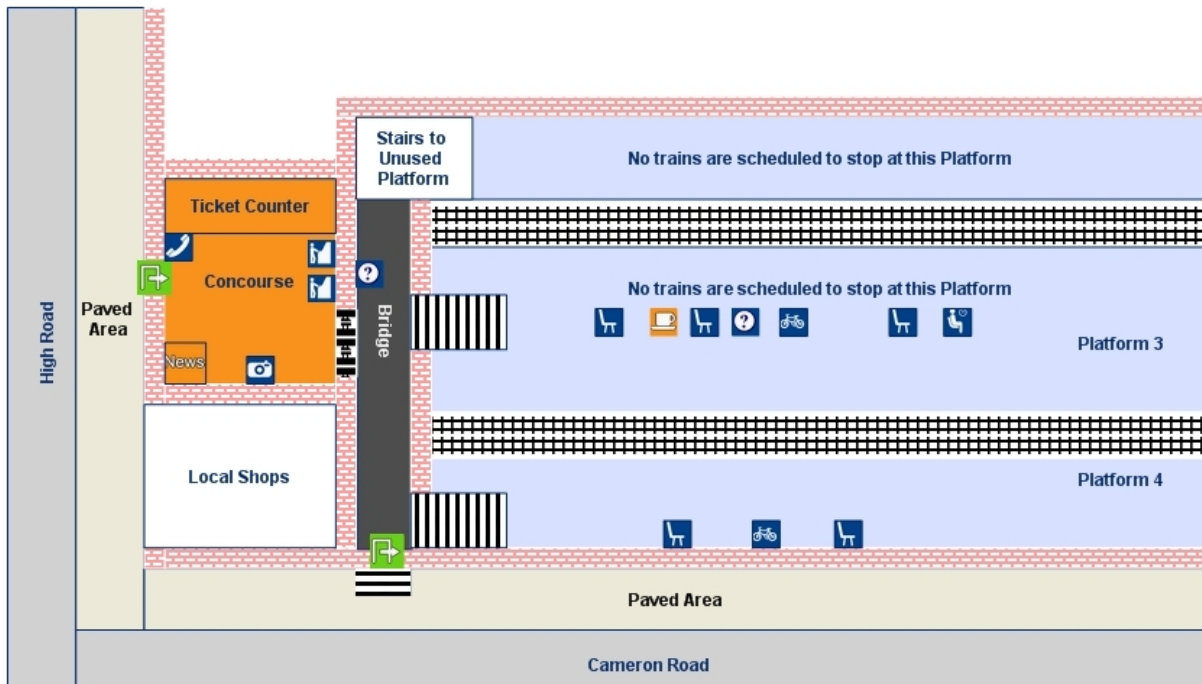
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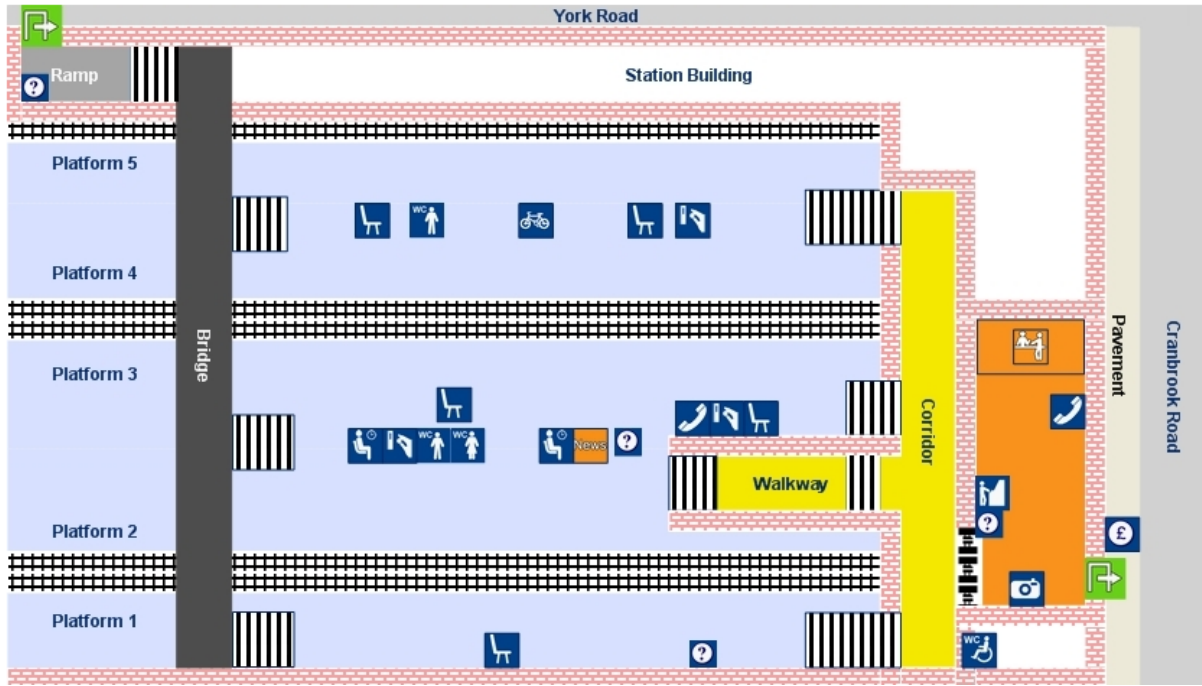
Goodmayes



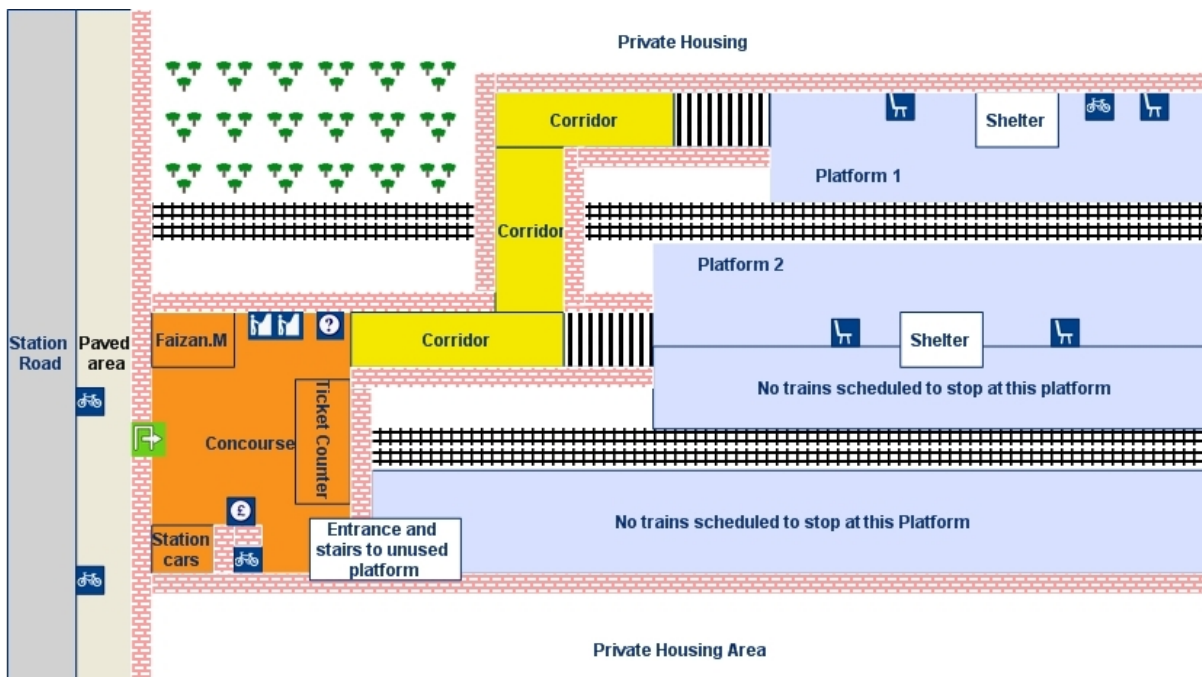
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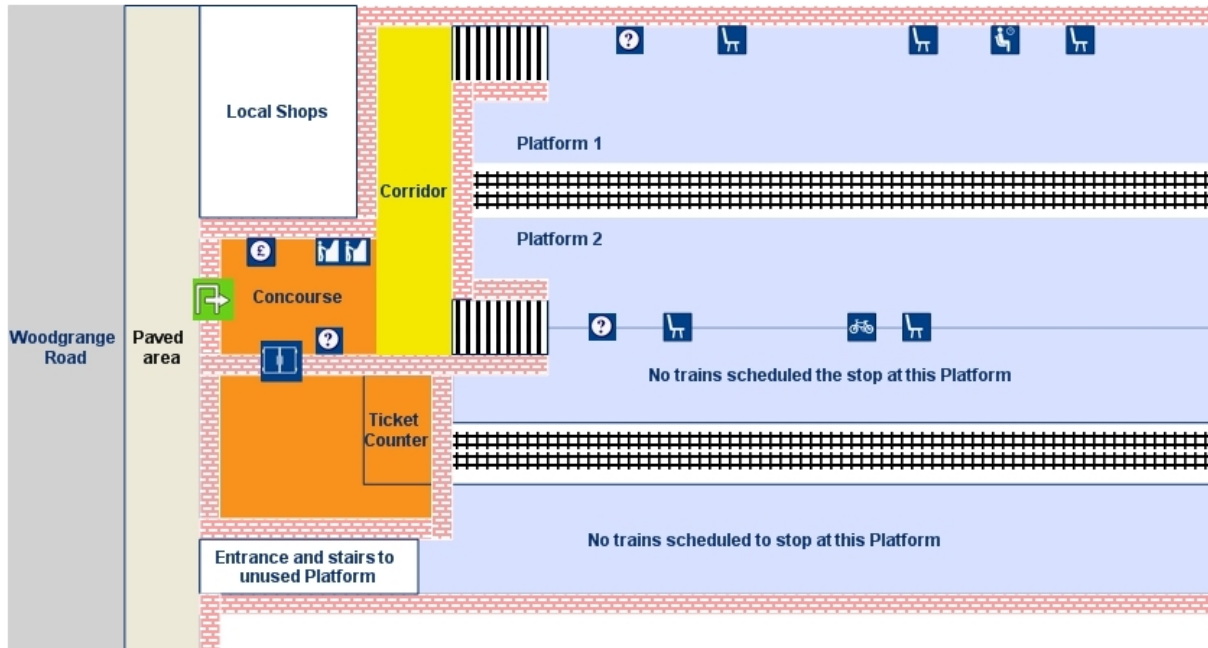
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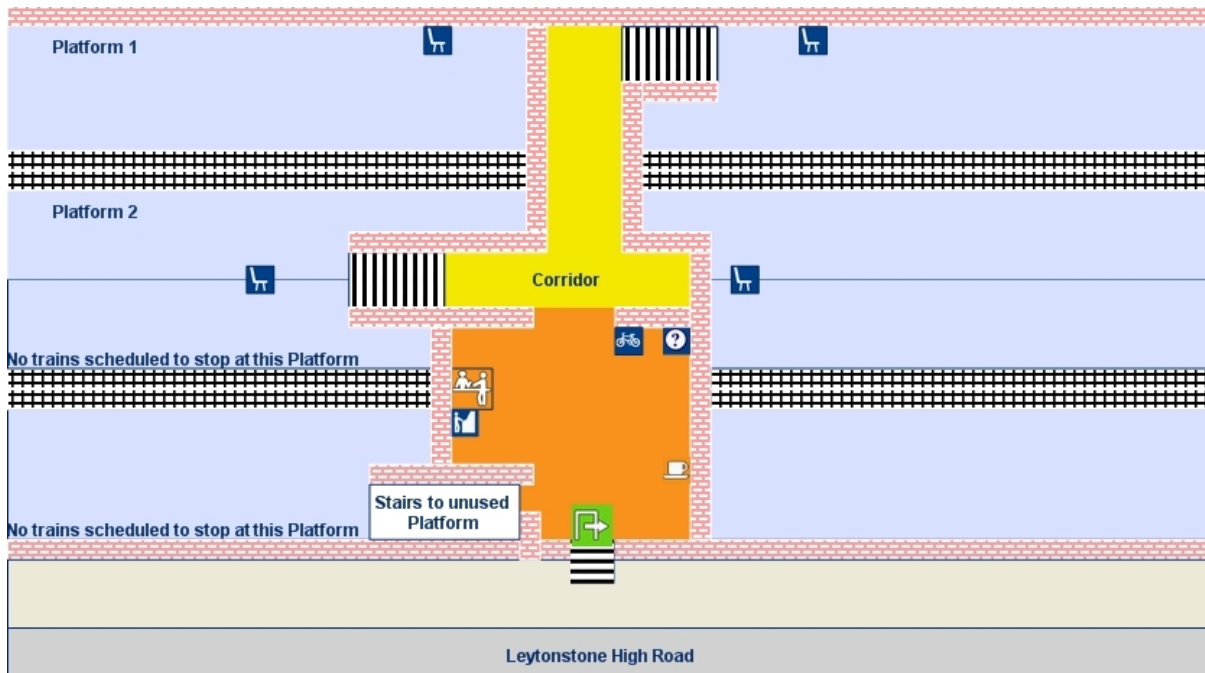
Manor Park



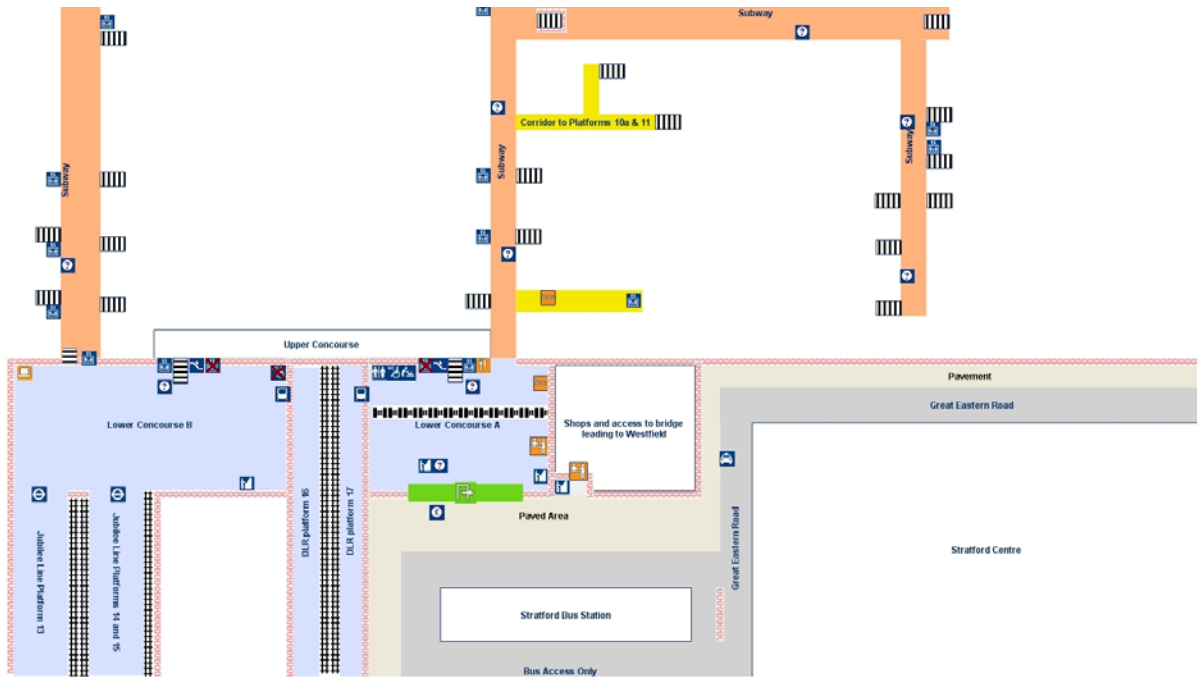
Forest Gate



Maryland



Stratford

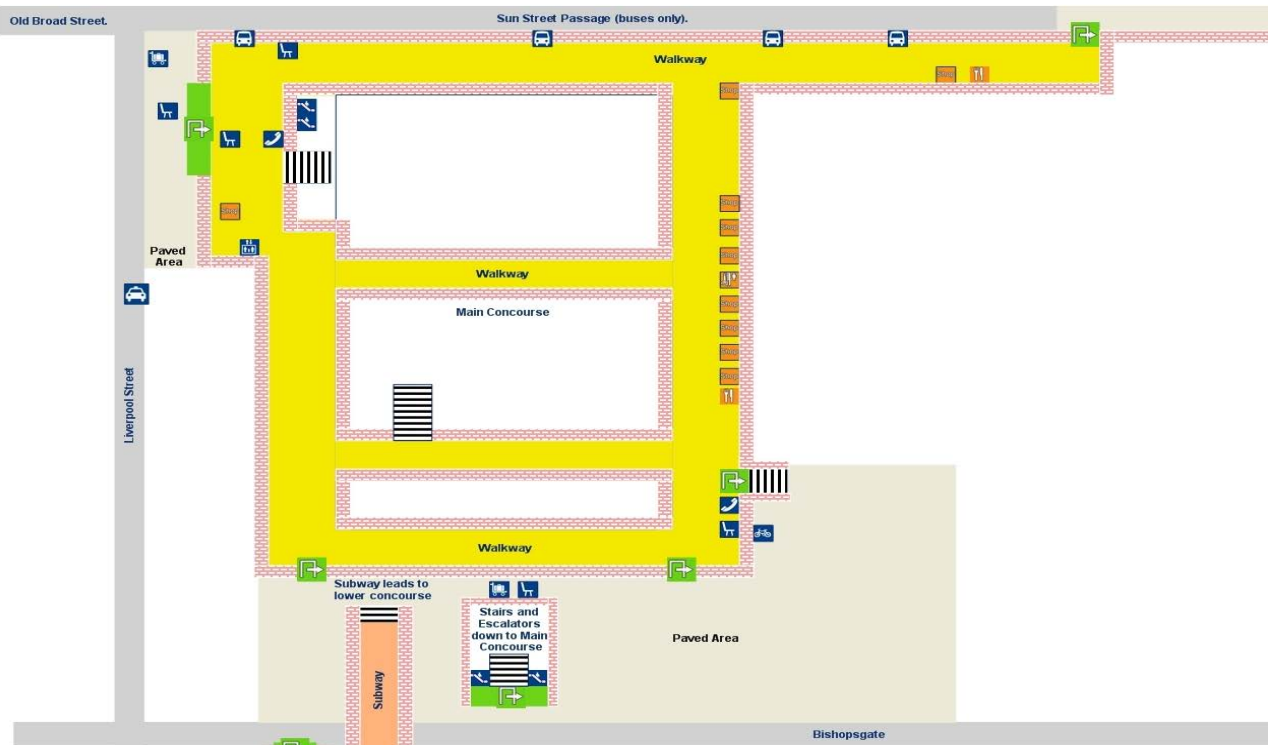


Liverpool Street



Upper Concourse

This is a map of London Liverpool Street Station, containing clickable icons that you can navigate by using your mouse or the tab key allowing you to access information about the objects in this station.



3 Contact Information

Post: Transport for London Customer Services, 14 Pier Walk, London SE10 0ES
Phone: 03432221234
Textphone: 0800 112 3456
Fax: 0343 222 6000
Online: www.tfl.gov.uk/tflrail

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

London TravelWatch, 169 Union Street, London, SE1 0LL

Telephone: 020 3176 2999 (Monday to Friday, 09.00 to 17.00)

London Travel Watch may refer complaints to Transport Focus for it to address, where the complaint concerns issues that fall under its remit. Transport Focus can be found at:

<http://www.transportfocus.org.uk/>

Fleetbank House
2-6 Salisbury Square
London
EC4Y 8JX

Telephone: 0300 123 0860

Fax: 020 7630 7355

Rail passengers who are unhappy with the outcome to their complaint with a licence holder, can contact Transport Focus (TF). As a consumer watchdog, TF may be able to pursue the complaint on the passenger's behalf. TF is able to deal with complaints about rail journeys anywhere in Great Britain, with the exception of the following which would be handled by London Travel Watch:

- Journeys wholly within the London railway area; and
- Complaint cases where the incident was at a specific station within the London railway area.



TfL Rail
Making Rail Accessible:
Guide to Policies and Practices
May 2015

Document Control

Document Created by	Version	Date
Liz Mullen	V 1.0	October 2014
Julian Dixon	V 3.0	30 April 2015
Julian Dixon	V 5.0	22 May 2015

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A Our strategy

Crossrail is a major new rail service for London and the South-East. It is a joint venture between Transport for London (TfL) and the Department for Transport (DfT). Crossrail is managed by Transport for London (TfL) and operated by MTR Corporation (TfL Rail) Limited (MTR).

By 2019 Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Easier, quicker and more direct travel opportunities across London will be possible via new railway lines, tunnels, stations and trains.

From 31 May 2015 TfL Rail (the first operational phase of the larger Crossrail project) starts running services between Liverpool Street and Shenfield, by taking over the stopping services which were operated by Abellio Greater Anglia. We are using the existing trains that operate on the route but these will be replaced gradually in 2017 by the new TfL Rail trains.

The Crossrail route will eventually serve 40 stations and run 118 km (72 miles) from Reading and Heathrow in the west, through new tunnels below central London to Shenfield and Abbey Wood in the east.

Crossrail services will be introduced as follows:

May 2018	Heathrow to Paddington (mainline platforms) when Crossrail takes over the Heathrow Connect service
December 2018	Paddington (Crossrail platforms) to Abbey Wood
May 2019	Paddington (Crossrail platforms) to Shenfield
December 2019	Full through service (including services to Reading)

When TfL Rail takes over the Liverpool Street to Shenfield services all stations along that route will be staffed from first to last train. The trains and stations will all be cleaned and refreshed. Disabled people needing assistance will be able to turn up and go, with no need to pre-book assistance, as staff will be fully trained and equipped to assist customers at all stations, as is already the case on London Underground and London Overground services.

TfL Rail will dramatically improve accessibility provision at stations and ahead of the wider Crossrail full opening in 2019 all TfL Rail/Crossrail stations both within London and outside will be step free.

MTR Crossrail are committed to accessibility improvements collaborating with Network Rail, TfL and the Department of Transport (DfT) to support the delivery and development of Access for All schemes. Where MTR identify further positive changes to the customer experience we will work with TfL and Network Rail to ensure, wherever possible, these are included with the programme of works.

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

More detail about the progress of the new TfL Rail service is available on the Transport for London website at www.tfl.gov.uk/TfLRail

Our station staff, managers, Community Ambassadors (who work on our railway and within the wider community), and Travel Safe Officers (who help people with their tickets and have a wider responsibility to ensure that all our customers are safe) are encouraged to engage with all customers and identify any travel concerns.

B Management arrangements

The Customer Experience Director is responsible for both the creation and implementation of the Disabled People's Protection Policy (DPPP) which is comprised of this policy document and a separate customer information leaflet.

These are titled as follows:

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

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

Our Customer Experience Team is responsible for frontline delivery, and for ensuring the arrangements described in our DPPP are delivered at stations and on trains.

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

We have a number of processes and systems in place to communicate the requirements of this policy to frontline staff. Our team briefing process consists of:

- High level briefing to all employees

- Briefing during induction and refresher training
- Face to face briefing by line managers.

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

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

The report provided by TfL is comprehensive and allows the Head of Customer Experience to very quickly identify issues and themes, and inconsistencies in service delivery, and address these by the use of action plans which will include briefings to staff and refresher training where required. In addition, daily conference calls take place involving the executive and senior managers, and staff are encouraged to report issues and concerns to the Head of Customer Experience.

Our Head of Customer Experience will review our DPPP every six months. The results of this review will be formally considered by the Directors of the business. If necessary, they will ensure that the relevant directors implement corrective action if any deficiencies in our arrangements are identified. Additionally our DPPP will be reviewed annually with the Office of Rail Regulation (ORR). All changes will be communicated internally to all staff via our Internal Communications Team.

We recognise the importance of working to ensure that any special arrangements requested by our customers are seamless. In order to achieve this we maintain regular contact with others within the rail industry benchmarking our service to establish what works, how we know it works, and how we improve service delivery. This will be via feedback and also through a team of specialist auditors and analysts who will examine in detail our service delivery.

Our Control and Customer Experience teams liaise with their counterparts to make arrangements for assistance for an entire journey, including where this starts or finishes beyond the TfL Rail network.

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

C Monitoring and evaluation

In addition to our routine reviews, our Head of Customer Experience will undertake a review of our performance on a six-monthly basis, including:

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

Benchmarking our service to establish what works, how we know it works, and how we improve service delivery. This will be via feedback and also through a team of specialist auditors and analysts who will examine in detail our service delivery.

The data collected as part of the review will be formally considered by the Directors of the business in order to evaluate the effectiveness via feedback for TfL of our policy and ensure that any deficiencies in our arrangements are identified and resolved. This is in addition to the daily conference calls involving the executive and departmental Heads, and encouragement of staff to report issues and/or concerns. It is intended that this feedback and our performance be published.

D Access improvements

TfL Rail is committed to making every possible effort to meet the standards of the DfT's Code of Practice for accessible train and station design. Wherever possible TfL Rail will adopt a best-practice approach to access for disabled customers.

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

- New or enhanced station facilities

- Major enhancement works on stations
- Refurbishment of existing trains
- Station or on-train services

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

E Working with others

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

We consult on the content of our minor improvements programmes and maintain a regular dialogue with local user groups and local councils. We endeavour to attend the majority of user group and local transport liaison meetings, local authority mobility forums and industry-related accessibility meetings. Where required, we are committed to working with representative groups such as Scope, Alzheimers Society, and Action on Hearing Loss.

When feedback is received on the services we provide this will be subject to immediate action and response within three days.

F Staff training

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

- Disability and discrimination, including in relation to the Equality Act 2010
- The Social Model of Disability
- The Rail Vehicle Regulations
- The effects of different types of disability

- Disabled customers using the TfL Rail network
- Communication with disabled customers and colleagues

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

- Methods of leading the visually impaired
- Assisting a wheelchair user on and off the train
- Understanding the needs of those with non-visible disabilities
- First-hand experience training of living and travelling with a disability

Members of staff in customer-facing roles are provided with specific training to assist them when speaking to the public, which focuses in particular on the clarity of speech, intonation, emphasis, timeliness and language. This training is designed to raise awareness of potential communication issues and emphasise how ineffective communication can impact upon disabled customers. This requirement is subject to feedback via Mystery Shopper process and internal audits. In addition, any customer feedback would be acted upon and the necessary training refreshed.

G **Emergency procedures**

Every station managed by TfL Rail will be resourced from first train to last train and emergency help-points are provided on every station with a direct link to the Control Centre. Currently, not all help-points have induction loops-. There is a programme of work which will see induction loops installed at all stations within 12-18 months.

In addition, each station has a local emergency plan which details the actions that station staff must take in an emergency. It includes the detailed evacuation arrangements and takes into account the needs of disabled customers.

All station staff are fully trained in their responsibilities for the emergency plan and evacuation exercises are held annually at all stations.

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

Also, all our drivers along with our station staff and Travel Safe Officers have been trained in the emergency and evacuation procedures for our trains. Particular assistance will be given to disabled people, young children or senior citizens when

evacuating a train.

H **Communications strategy**

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

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

For customers who wish to contact the TfL Customer Contact Centre, a Minicom text phone service is available which supplements the existing email and standard telephone communication channels.

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

I **Car parking**

NCP (on behalf of TfL) manage car parks at Brentwood, Gidea Park and Harold Wood. The designated disabled parking spaces at our station car parks are monitored jointly by our CCTV network (with direct access to our Control Room) and by our car parking contractor.

Enforcement of our parking scheme is undertaken by our car parking contractor and

it is our policy to prosecute persons who infringe the regulations that apply to our car parks.

While we only have a small number of stations with car parks, we view our car parks as part of the entire journey experience. We regularly review the demand for car parking and commit to providing to the DfT the usage figures for Blue Badge spaces where the number of designated disabled parking spaces is less than five per cent of the total number of parking spaces available. In addition we would not expect those customers who qualify but cannot locate a Blue Badge space to be charged.

J Contact information

The TfL Customer Contact Centre can be contacted as follows:

By phone: 0343 222 1234

By textphone: 0800 112 3456

Fax: 0343 222 6000

Online: [www.tfl.gov.uk/TfL rail](http://www.tfl.gov.uk/TfL%20rail)

For all TfL Assisted Travel visit our website: [www.tfl.gov.uk/TfL rail](http://www.tfl.gov.uk/TfL%20rail)

Or by post: Transport for London Customer Services, 14 Pier Walk, London SE10 0ES

Or contact National Rail Enquiries: 08457 48 49 50 or website www.nationalrail.co.uk

Telephone between 0900 and 1700 Monday to Friday (except Bank Holidays). Calls outside office hours will be routed to a recorded message stating the opening hours and along with options for receiving automated information.

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

London TravelWatch,
169 Union Street, London,
SE1 0LL

enquiries@londontravelwatch.org.uk
www.londontravelwatch.org.uk

Transport Focus

Telephone 0300 123 2350
Fax 0845 850 1392
Email info@transportfocus.org.uk
Website transportfocus.org.uk

The information within this booklet is available to download from

- tfl.gov.uk/tflrail

Information correct as at May 2015