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20 September 2016

Tim Shoveller  
Managing Director  
South West Trains

Dear Tim

**Review of Stagecoach South Western Trains Limited Disabled People's Protection Policy (Condition 5 of your Station Licence and GB Statement of National Regulatory Conditions: Passenger)**

Thank you for providing updated versions of your Disabled People's Protection Policy (DPPP) documents for review. A copy of your revised DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

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

We welcome the following commitments, which we believe will have a positive impact for many passengers:

- Your commitment to allow passengers travelling with an assistance dog to upgrade to first Class for free without having to wait for the guard's approval if there are no Standard Class seats available;
- Your commitment to introduce a new type of additional ticket machines at many stations in 2016 which will provide a function of a video connection between the ticket purchaser and a remote ticket agent, who are able to assist with the ticket purchase if necessary;
- Your commitment to ensure passengers who cannot access the on-train catering are able to buy refreshments;
- Your signage programme to bring all the signage in line with '*Accessible Train and Station Design for Disabled People: A Code of Practice*'; and
- The provision of a step free access map of your network.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant

with the guidance. We also sought views on your policies from Transport Focus, London TravelWatch and the Disabled Persons Transport Advisory Committee (DPTAC).

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

- **Passenger assistance:** The guidance states that operators are not expected to require passengers to give more than 24 hours' notice for booking assistance. You have now clarified that passengers are not required to give more than 24 hours' notice for assistance bookings.
- **Alternative accessible transport:** The guidance states that operators must commit to providing alternative accessible transport for passengers to the nearest or most convenient accessible station. You have confirmed that you will provide assistance in these circumstances to the nearest or most convenient accessible station and that you will discuss the passenger's individual needs with them when arranging assistance.
- **Tickets and fares:** The guidance states that operators must commit to ensuring that, where disabled passengers are unable to buy a ticket at a station before their journey, they are able to buy a ticket without penalty on the train or at their destination. You have clarified that if passengers are unable to buy a ticket before they board, they are able to buy a ticket on the train or at their destination without penalty and still receive any applicable discounts, including railcard discounts.
- **Facilities provided by third parties:** The guidance states that operators should state what actions they will take to ensure that services and facilities provided by third parties are as accessible as possible. You have confirmed that you ensure facilities provided by third parties are accessible either via contracts or via local agreements. You informed us that station management meets with tenants on a monthly basis to discuss any accessibility concerns or complaints.
- **Taxis:** The guidance states that where access by non-licensed taxis to stations is regulated under contract with the station operator, the terms of the contract must include the requirement for the taxi operator to provide wheelchair-accessible vehicles. You have clarified that your contracts with taxi companies state that accessible taxis must be provided upon request.
- **Alternative formats:** The guidance states that operators must commit to providing copies of all documents comprising their DPPP, including those in alternative formats, to passengers on request within seven working days. You have now provided this commitment in your document.

During the review process we also discussed the locking of lifts at some stations operated by South West Trains outside of station staffing hours. This is due to vandalism. The stations in question are: Aldershot, Havant, Feltham and Wokingham. You have informed us that at Havant, Feltham and Wokingham step free access continues to be available when the lifts are not in service via an accessible footbridge. At Aldershot station, which is not accessible when the lifts are not available, you have committed to making the lifts available 24 hours per day for a trial period, beginning August 2016. You have committed to a review of this trial in December 2016. Please could you provide us with an update on



the results of the trial by the end of December 2016. Please ensure that the information provided in your DPPP stations matrix and on the National Rail Enquiries and Stations Made Easy sites fully reflects the accessibility at these stations (including where stations remain accessible even where lifts are not in service), as well as the trial taking place at Aldershot.

More generally, you have informed us that you are currently in the process of updating the information shown for your stations on the Stations Made Easy website following a full audit of your stations. Please could you keep us informed of the progress of this work and provide us with confirmation when you have updated your information on the site as it is important that passengers have access to accurate and consistent information before travelling. We would expect this to be completed no later than September 2016.

Following information received by ORR during the review of your DPPP, we also asked you to clarify how you ensure that passengers using a wheelchair are not able to buy a first class ticket which in practical terms they may not be able to make use of. This is due to restrictions in first class accommodation for wheelchairs meaning wheelchair users may need to be able to transfer to a seat. You have advised that you have now updated your DPPP passenger document and the 'Assisted Travel' pages of your website to make this clear. You have also committed to working with ATOC towards finding and implementing a final solution on the National Rail Enquiries and Passenger Assist systems to ensure that passengers using wheelchairs are aware of the restrictions when buying tickets and booking seats.

In addition to this, please note that we expect all supporting information, such as that provided on your website and on your trains, to be consistent with the information provided in your DPPP.

Yours sincerely,



**Annette Egginton**





Visit us at

**southwesttrains.co.uk**

- Buying tickets online
- Plan your journey
- Special offers and days out
- Train times
- Live train information
- Latest news



Free Travel Alerts

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Keeping our registered customers up-to-date with their service running information, delays and alterations.



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**facebook.com/swtrains**

Providing South West Trains network information and details of our latest offers.



Customer Service Centre

**0345 6000 650**

Our UK based team are available 7 days a week from 6am to 10pm for:

- Ticket sales by credit or debit card
- Comments and suggestions.



Assisted Travel

**0800 5282 100** Textphone  
**0800 6920 792**

A freephone service open 6am - 10pm for older and disabled passengers. We recommend booking assistance **24 hrs in advance.**



National Rail Enquiries

**03457 48 49 50**

Train times, fares and rail information.

South West Trains accepts no liability for any inaccuracy in the information contained in this publication which is subject to alteration. Please check before you travel.



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The information in this leaflet was correct at the time of printing but may change without notice. SWT101 1016. Issued October 2016. Valid until further notice.

# Making Rail Accessible

## Helping older and disabled passengers



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## Introduction

Welcome to Stagecoach South Western Trains network (South West Trains).

We operate main line services to London Waterloo, metro and suburban services in South West London plus regional and longer distance services to Reading, Basingstoke, Southampton, Salisbury, Portsmouth, Bournemouth, Weymouth, Yeovil, Alton and Exeter.

We are committed to meeting the needs of all our passengers and we will help you if you need assistance in planning and making your journey. All our customer service staff are trained to anticipate the needs of passengers, particularly those who need some extra help when travelling, and we're working to make sure train travel is as accessible as possible.

Our aim is to 'work to provide an inclusive railway, which is available to as many people as possible through positive moves to increase accessibility'. This booklet aims to provide you with an overview of the service we can offer when you travel with us and the assistance you can request to help you to travel.

This booklet, and all our printed information, is available in alternative formats such as Large Print, Audio or Braille. If you would like any information in a format that is accessible to you, please contact our Assisted Travel team who will arrange this for you, free of charge.



## Planning your journey - assistance for passengers

Most of our stations were built in a time when the needs of some passengers were not considered. This means that not all of our stations have step-free access onto some or all platforms.

Details of step free access and other information about the facilities at our stations are available in this booklet, on our website, on 'Stations Made Easy' through National Rail Enquiries website or from our Assisted Travel Team (see below).

Our staff at Customer Service Centre update the information within 24 hours of notification of any changes.

All our written information is reviewed and updated at least once a year in line with the timetable change and is available in a format that is accessible to you.

Some stations are unsuitable for passengers who need assistance because they are not staffed for all or part of the day. In these cases, we recommend you book in advance and we can then make arrangements to assist you, for example we can provide alternative accessible transport or, where practicable, send a member of staff to an unstaffed station. If you did not book an assistance and wish to use one of our unstaffed stations, please use a Help Point or contact our Assisted Travel team. Welcome poster with the Assisted Travel team's number can be found near the entrance to any of our stations.

### Alternative Accessible Transport

If a station is not accessible to you, or if you are unsure whether the station you intend to use is accessible to you, please get in touch as we can arrange alternative transport (usually a taxi) without extra charge. This transport will take you between the nearest or most convenient station to or from an accessible station from which you can continue your journey.

The same arrangement will apply should it be necessary to replace trains with road transport due to planned engineering work or short-notice, unexpected disruption. If this happens, please make yourself known to a member of staff or use a Help Point, to enable us make arrangements for your assistance.

### Booking travel assistance in advance

If you need assistance during your journey, we recommend that you let us know 24 hours before you travel. You can do this by contacting our **Assisted Travel Team** on **Freephone 0800 52 82100, Textphone 0800 6920 792**, available 6am to 10pm every day (Christmas Day and Boxing Day excluded), using the form on our website or in person at any staffed ticket office.

Meeting the needs of our disabled passengers is not just about physical improvements to stations and trains. It is equally important that we identify your specific needs in order to establish the most suitable and practical means to give you the assistance required. We have a number of measures to cater for your requirements each of which will be considered, discussed and agreed with you at the time of booking.

Ideally we recommend you book passenger assistance by giving us 24 hours' notice, but do not worry if you cannot give this, as we will still do all we can to provide the help you need.

When booking assistance, please provide as much information as you can about the help you might need. When you book assistance we can help you travel between any two stations during the hours trains are scheduled to serve those stations.

We are able to:

- Help you plan the journey best suited to your needs
- Check the accessibility of the stations you will be using
- Confirm current staffing arrangements
- Provide details of facilities at our stations
- Arrange alternative accessible transport if necessary
- Make wheelchair space reservations on board our trains
- Meet you on arrival
- Help get you around the station
- Assist in boarding and alighting a train
- Help make a train connection
- Sell train tickets. These can be collected from the self-service ticket machines at our stations or we can post them to you (please allow 5 working days)
- Provide onward travel advice
- On station with platform staff, assist to the station entrances and to taxi ranks and bus stops if they are next to the station building

Please be aware that there are limits to the amount of assistance we can provide. We cannot provide personal care (for example help with eating, drinking, taking medication or using the toilet) or personally escort customers throughout their journey.

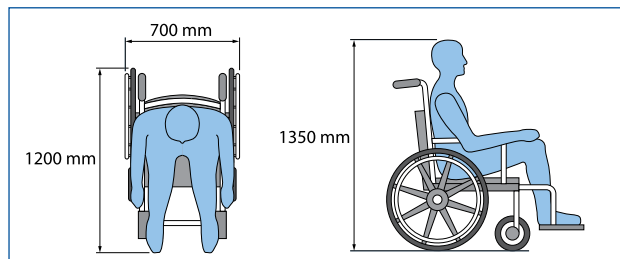
Because of their duties staff may not be able to wait with you until the train comes but will take you somewhere you can wait and come back when the train arrives.

Passengers alighting at a terminal station, will be assisted off the train at their destination as quickly as possible within 5 minutes of their train's arrival.

By advising us in advance we are able to book your whole journey even if it involves another Train Operating Company. We currently use a system called Passenger Assist. This is a national system that allows bookings for any station in the country and helps us to ensure that information is passed on to the frontline staff, so they can make the necessary arrangements for assistance to be provided. We provide sufficient resource to maintain Passenger Assist and to improve its performance.

### Wheelchair users

We are able to give assistance to manual and electric wheelchair users with wheelchairs (including arm clearance for manual chairs) that are no wider than 700mm, no longer than 1200mm, no higher than 1350mm and no heavier than 300kg (including the weight of the passenger).



The maximum weight is limited by:

- The capabilities of the individual member of staff assisting passengers
- The safe working load of the ramp.
- Manoeuvrability getting onto or movement once inside the train

### Powered mobility scooter users

Powered scooters are not generally designed for use on public transport and some mobility scooters cannot be conveyed on South West Trains due to problems with their size, weight and manoeuvrability. We operate a 'Scooter Card' scheme which allows customers with scooters to travel on South West Trains services, subject to their scooter being safe for travel. Please note that customers with powered wheelchairs do not require a Scooter Card. Powered mobility scooters cannot be carried at times when alternative transport is provided such as planned engineering works.

If an emergency situation arises during a journey that requires alternative transport, the guard will make arrangements with our control centre to provide alternative accessible transport including the carriage of the scooter.

If travelling with a mobility scooter, please stow in an accessible space, secure it to stop movement and where possible transfer to the seating provided.

### Three-wheeled scooters

For a three-wheeled scooter to be eligible for a Scooter Card, it can be up to 700mm wide, 1200mm long and 1350mm high. The weight limit is a maximum of 300kg (including the weight of the passenger).

### Four-wheeled scooters

For a four-wheeled scooter to be eligible for a Scooter Card it can be up to 560mm wide, 1120mm long and 1350mm high. The weight limit is a maximum of 300kg (including the weight of the passenger).

Scooter policies may differ on other train operator services. When you book assistance for your journey our Assisted Travel Team will be able to advise you of the other operating companies' scooter policies. You can view the policies of other train operators on the following link: [nationalrail.co.uk/stations\\_destination/disabled\\_passengers](https://nationalrail.co.uk/stations_destination/disabled_passengers)

### How to apply for a Scooter Card

Please call our **Assisted Travel Team 0800 5282 100** to request a Scooter Card application, or visit our website. Please allow 7 to 10 working days when applying for a Scooter Card.

### Reserving a wheelchair space

All South West Trains services have at least one dedicated wheelchair space. Please note that these dedicated spaces are not in First Class areas of our trains. Location of the wheelchair space is clearly marked by the International wheelchair sign on or by the appropriate door. You can reserve a wheelchair space on most of our longer distance services. Wheelchair reservations are not available on some of our London area services. However, most of these services are frequent and have at least two dedicated wheelchair spaces per train.



### Platform to Train ramps

We have portable ramps on all of our trains and stations to assist wheelchair users and other mobility impaired passengers on and off our services at accessible stations.

If you have booked assistance to board or alight from an unstaffed station using a ramp the guard will provide assistance with the wheelchair ramp but we do ask that passengers let the guard know in advance. All front line staff have been trained on the correct use of ramps at stations.

If you have not booked assistance, please advise a member of platform staff or the guard that a ramp will be required.

### Seats

Seat reservations are not available on South West Trains services but we can make seat reservations for the other parts of your journey where seat reservations are available.

All our trains (with the exception of those on the Isle of Wight) have priority seats that have been designed for

passengers with reduced mobility and are clearly labelled and located near to the train doors.

These are positioned near the doors in each carriage and are marked with a sign asking other passengers to give the seat up if required. Our on train staff will do their best to find you a seat for your journey. Our employees can ask other passengers to give up their seat, but cannot enforce it if they refuse to do so.

### Assistance dogs

Assistance dogs are welcome on all of our services, free of charge. If you are travelling with an assistance dog and there are no Standard Class seats available, you can upgrade to First Class for free without having to wait for the guard's approval.



## Tickets and fares

There are many different ways to purchase your tickets:

- At the ticket office
- Using the self-service ticket machine
- When booking Assisted Travel
- By phoning our UK-based Customer Service Centre (see back cover of this leaflet for details).
- On the Internet with a debit or credit card

We have also introduced a service called 'Ticket on Departure'. You can book your ticket by phone or visiting our website, up to 2 hours before departure. You can collect the tickets from any of our self-service ticket machines by using a credit card and a booking reference.

If you were unable to buy a ticket before boarding a train for a reason related to your disability, you can purchase it on train from the guard or at the destination station, without penalty. The full range of tickets and discounts will be available to you.



## Discounted fares

The following discounted fares are available:

### Disabled Persons Railcard

Disabled Persons Railcard holders get one-third off most tickets. A one year Railcard costs £20 or a three year Railcard costs £54. To receive a Disabled Persons Railcard please apply to the Disabled Persons Railcard Office.

You can do this by:

- Returning a completed application form from the Association of Train Operating Companies' (ATOC) 'Disabled Persons Railcard' leaflet available at all staffed stations and online
- Calling the application helpline on **0845 605 0525 (textphone 0845 601 0132)**
- Visit the disabled persons railcard website **[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)**



### 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. They are valid for one year 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 age. At stations you can also use your birth certificate.

- Senior Railcard Office Helpline: **0345 300 0250\***
- Website: **[senior-railcard.co.uk](http://senior-railcard.co.uk)**

There may be other Railcards that may be suitable for you please visit **[railcard.co.uk](http://railcard.co.uk)** for further information.

- \* Calls cost no more than calls to standard UK landlines and must be included in inclusive minutes and discount schemes in the same way. Calls from landlines are typically charged up to 10p per minute; calls from mobiles typically cost between 10p and 40p per minute. Calls from landlines and mobiles are included in free call packages (check with your provider).

## Concessionary Fares

Discounts are also available to some disabled people who do not have a Disabled Persons Railcard. Please be aware these cannot be purchased from the Ticket Vending Machines and can only be purchased from staffed National Rail station ticket offices.

### Blind or visually-impaired customers travelling with a companion

If you are registered as blind or visually impaired and you are travelling with another person, the concessionary discounts overleaf apply to adult fares only for both you and your companion. You cannot get a discount if you are travelling on your own. You must show a document confirming your disability when you buy your ticket and when travelling. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK.

### People who stay in their own wheelchair for a rail journey

If you need to stay in your own wheelchair during a journey and you do not have a Railcard, you are eligible for the concessionary discounts below on both adult and child fares.

The discounts below apply if you are travelling alone. They are also available to one adult travelling with you.

### Concessionary Fare Discounts

**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**

In some cases Off-Peak, Super Off-Peak or Advance fares may cost less than the discounted Anytime Fare. Ticket office staff will make you aware if there is a cheaper fare available.

### Season tickets

If you are blind or visually-impaired you can buy one adult Season ticket that enables a companion to travel with you on National Rail services only at no extra cost (so two people travel for the price of one). It doesn't have to be the same person travelling with you on every journey. Please take evidence of your visual impairment (as described in 'Blind or visually impaired customers

travelling with a companion' above) with you to prove your eligibility.

### Freedom Passes

Older or disabled passengers who live in the London area and have a Freedom Pass are entitled to free travel on South West Trains services within the London Fare Zones only after 0930 Monday – Friday and any time at weekends or public holidays.

### Oyster Cards

Oyster Cards are valid for travel in the London Area and must be touched in at the start of the journey and touched out at the end. The Disabled Persons Railcard or Senior Railcard discounts can be registered onto an Oyster card at any London Underground or London Overground station, as well as any National Rail station ticket office that issues Oyster cards. This will entitle you to the Railcard discount on the Oyster pay as you go single fares and daily caps on National Rail, London Underground and Docklands Light Railway services in the London Fare Zones.

For more information about Oyster Cards please go to [tfl.gov.uk/oyster](http://tfl.gov.uk/oyster) or [nationalrail.co.uk/oyster](http://nationalrail.co.uk/oyster)

## At the station

### Aural and Visual information

All our stations have real-time train running customer information systems on all platforms and booking halls. Automated aural announcements are designed to be clear and easy to understand and anyone who makes manual announcements is trained to make clear, jargon free announcements.

Visual information is designed to help people with hearing communications and visual impairments. Our customer service staff in the ticket office and on the platform are trained in disability awareness and understand the need to speak clearly and to write information down to assist.

### Information Points and Displays

All our ticket offices can provide information on rail services, tickets and assisted travel. There are induction loops at every station ticket office to help hearing aid users. At many of our larger stations we are also installing a lower level counter or a continuous lower level window, which will allow wheelchair users and people of short stature to access the office. Details of stations with lower level counter are shown in the station table at the back of this leaflet.

London Waterloo station has a dedicated Information Point on the central concourse. Here information can be given on South West Trains' services, onward travel from London Waterloo and is the meeting point for Assisted Travel.

Where possible, timetable information, leaflets and Station Information posters are located in areas that are easily accessible, but if you do need help our staff will be happy to assist you.

All staff and information points at stations will provide updated information on train services and station facilities available at that station and where trains call at. This includes information on other train operator train services and stations where applicable.

When you arrive at the station and have booked or require assistance please make yourself known to a member of staff. They can then make arrangements for your assistance. Some of our stations have a dedicated assistance point – please see the Station Facilities Table section of this booklet.



### Help Points

The help points are white circular units with blue/green buttons for general and emergency calls. If the emergency button is pressed, you will be connected to someone who can call the right emergency services. There are Help Points on every platform at all our stations.

These Help Points are staffed 24 hours a day, seven days a week. Our Help Point operators are able to give train service updates, and to advise on train and station accessibility. When it is necessary, they can also arrange alternative transport. All our Help Points are fitted with an induction loop.



### **Ticket Machines**

We have over 440 self-service ticket machines at our stations. These are all compliant with the Disability Discrimination Act 1995, and can sell a wide range of tickets for travel, including those with Senior Railcards and Disabled Persons Railcard discounts. We are working to make these machines more accessible, particularly for those with visual impairments.

During 2016 we will be introducing a new type of additional ticket machines at many of our stations. These will provide a function of a video connection between the ticket purchaser and a remote ticket agent, who is able to assist with the ticket purchase if necessary. Please check our website for more details.

### **Ticket Gates**

Many of our stations have ticket gates at the entrance and exit to the platform. Where stations have ticket gates there is a wide aisled gate to allow extra room to pass through. All our ticket gates, when in operation, have a member of staff available that can help.

When the ticket gates are not in operation they will be left in the open position for passengers to enter or leave the station unrestricted. At some stations, these gatelines may be operated remotely, but a member of staff is always available to provide assistance.



### **Station wheelchairs**

Some stations have wheelchairs that are used by station staff to assist passengers for transfers around the station. If assistance using the station wheelchair is required, please can this be requested when booking in order to ensure that this is available.

### **Luggage**

We provide free luggage assistance for disabled customers and those who have booked assistance. You may take a single item of hand luggage that must be capable of being held in your lap if required, plus up to two items of luggage each not exceeding 30x70x90 cm in size. We do request that consideration is given to size and weight of luggage as our staff might not be able to assist if the luggage is too large or heavy.

### **Left Luggage**

London Waterloo station is the only station on the South West Trains' network with a Left Luggage facility. This facility is accessible and is available from Monday to Sunday 7am to 11pm. This facility is managed by Excess Baggage Company, for more information contact 0800 524 4815.

### **Car parking**

All of our stations with car parks include designated parking spaces for blue badge holders who are using our trains. Where these spaces are within the main car park, normal car park charges apply. If you are unable to use the ticket machines, you can buy car park tickets from the ticket office.

Please see the Station Facilities Table section in this leaflet for details. Our car parks are patrolled to prevent drivers who do not have a valid blue badge using blue badge spaces.



### Toilets

There are passenger toilets at many of our stations, but are only available when the station is staffed. Those stations with accessible toilets are shown in the Station Facilities Table section and the 'Step-free access' map at the back of this leaflet. All our accessible toilets are part of the RADAR National Key Scheme.

### Other facilities on stations

Where facilities are provided by a third party on the station, such as catering facilities or shops, we work with them to ensure these facilities are accessible to disabled passengers. We regularly liaise with our tenants and highlight to them any issues which have been brought to our notice. Catering facilities are also shown in the Station Facilities Table section of this leaflet.

## On the train

### On train staff

For your safety we have guards on all of our trains. Our guards are trained in the use of the on-board wheelchair ramps and station wheelchair ramps and they will provide the assistance on or off the train where there is no station staff available. Our guards provide train service updates and they will move through the train to check tickets and answer enquiries, when they are able to. If you need help in any way, such as getting on and off the train or receiving information, please let the guard know as soon as you can.

### Announcements on train

All our services have aural and visual information announcements with the exception of Island Line Trains services that just have aural announcements. The announcements include train journey information, safety information and connection information. Aural and visual announcements are also made on the approach to each station to alert passengers and give sufficient warning to prepare to alight. Visual information is designed to help people with hearing and visual impairments.

Our guards are trained in disability awareness and understand the need to speak clearly and jargon-free, especially when making passenger information announcements.

### Catering on trains

Our on-train catering is provided in partnership with Rail Gourmet. It is provided by an at-seat trolley service, depending on the route and time of day. Our on-train staff will liaise with Rail Gourmet stewards to make sure passengers who cannot access this service are able to buy refreshments.

### Toilets on trains

Many of our trains, and all those that run on longer distance routes, have toilets. Each of these trains has at least one toilet which is accessible to wheelchair users. Our diesel fleet of trains are currently going through a refurbishment programme to improve accessibility on the units including the toilet area. This will allow extra room for a passenger to transfer from a wheelchair to the toilet.



## Rolling Stock Information

Under current law, all new trains introduced into service should be built in compliance with the Rail Vehicle Access Regulations (RVAR) or Technical Specification for Interoperability: Persons with Reduced Mobility (TSI PRM). These regulations set the standard for access to services for disabled people.

The table on the following pages gives details of the different types of train, the routes on which they operate, the facilities on board and the RVAR status. All our trains introduced since 1998 are RVAR compliant. The trains built before 1998 are not, but modifications have been made to ensure these trains do provide access for disabled people.

During 2015/16, we will be introducing additional carriages to reduce overcrowding and provide extra seats and facilities for all passengers.

Train Type	Routes	Wheelchair Spaces	RVAR compliant	Wheelchair ramp	Accessible toilets
<b>Class 458</b>	<ul style="list-style-type: none"> <li>• Waterloo to Reading</li> <li>• Waterloo to Windsor</li> </ul>	2	Yes	Yes	Yes
<b>Class 444</b>	<ul style="list-style-type: none"> <li>• Waterloo to Weymouth</li> <li>• Waterloo to Portsmouth Harbour</li> <li>• Waterloo to Alton</li> </ul>	2	Yes	Yes	Yes
<b>Class 450</b>	<ul style="list-style-type: none"> <li>• Waterloo to Weybridge/Hounslow</li> <li>• Waterloo to Weymouth</li> <li>• Waterloo to Portsmouth Harbour</li> <li>• Waterloo to Alton</li> <li>• Southampton to Portsmouth</li> <li>• Ascot to Guildford</li> <li>• Brockenhurst to Lymington</li> <li>• Waterloo to Reading</li> </ul>	2	Yes	Yes	Yes



Train Type	Routes	Wheelchair Spaces	RVAR compliant	Wheelchair ramp	Accessible toilets
<b>Class 158 &amp; 159</b>	<ul style="list-style-type: none"> <li>• Waterloo to Exeter St Davids</li> <li>• Waterloo to Bristol Temple Meads</li> <li>• Waterloo to Salisbury</li> <li>• Brockenhurst to Lymington</li> </ul>	1	No	Yes	Yes
<b>Class 455</b>	All suburban services on the lines to Chessington, Dorking, Guildford, Woking, Hampton Court, Hounslow, Kingston and Shepperton	2 plus 2 flexible spaces	No	Yes	No toilets
<b>Class 483</b>	Island Line Trains, Isle of Wight	No but sufficient space on train	No	Yes	No toilets
<b>Class 456</b>	Alton, Aldershot and Guildford to Ascot, Richmond and Waterloo	2	No	Yes	No toilets



## Making connections

All our assisted travel bookings use Passenger Assist. Where the journey involves a change in train, the interchange station will be aware of your journey and will be available to help you make your connection. There are laid down connection times for individual stations and these will be taken into account when you book your journey. We can allow longer connection times when booking your journey to make sure that we allow enough time to provide the assistance that is required.

This includes assistance for a connecting train or other modes of transport that call at the station. If you have not booked we will still do all we can to provide the required assistance, but the service we provide might be affected by the availability of platform staff or accessible taxis.

### Connections to other transport modes

We recognise that many passengers need to use other transport modes to/from stations. At staffed stations, we can offer disabled passengers assistance to the station entrance/exit, access to LUL, Tramlink and signage to taxi's and bus stops. Beyond these points, staff can provide information on how to make connections with other modes which are also shown on the station posters.

We provide local authorities, stakeholders and other transport providers advance notice of our future, temporary or emergency timetables. This enables other transport providers the opportunity to align services to meet the changes to the rail timetable.

### Taxis

A large number of our stations have a taxi rank available for passenger use. These licensed taxis are authorised to 'ply for hire' at our stations and we will work with local authorities to promote an increase in wheelchair accessible taxis available at stations, although availability at stations cannot be guaranteed. For the taxis booked by our station staff or provided for passenger assistance, we have a single supply contract with a taxi operator. As part of the contract accessible taxi has to be provided upon request.

## Disruptions to facilities and services

### Planned engineering works

We do have planned engineering works that will involve a replacement bus or coach service. Where possible we use accessible transport. If this is inaccessible to you we will provide a taxi or an alternative rail route at no extra cost to you.



### Unplanned disruption

There are occasions when the train service is disrupted. During these times we will make every effort to ensure that your needs are met and that you are advised of any changes to the services. We understand how important it is to have reliable information especially in the event of delays or disruption. Wherever possible, we provide clear and consistent aural and visual information on train departures and other relevant messages. If the train services are delayed and you are at an unstaffed station, all our platforms have a Help Point that a member of staff will answer and be able to help you. They can also arrange alternative transport, accessible to you, if required for you to continue your journey.

There are occasions where we need to re-platform trains at very short notice. This can only happen at the larger stations and in the majority of cases they do have step free access. If you require assistance to get to your new platform, and you have not booked it in advance, please make yourself

known to a member of staff who will then help you make your connection. If a train is re-platformed at a station with no step-free interchange, alternative arrangements will be made for you to complete your journey.

If a train is disrupted at short notice, an announcement will be made by the on-board guard. Where possible the guard will make themselves known to any mobility impaired passenger he is aware of on train and provide information and assistance directly.

### Replacement services

When disruption leaves services altered or removed, we will provide reasonable alternatives at no cost to the passenger. If this involves a bus, we will request that these are low floor in order to accommodate those passengers in wheelchairs and if this is not possible, we will arrange for a taxi.

### Emergency situations

All our staff are trained in how to deal with the rare occurrence of an emergency situation. The training covers how to effectively communicate with all our passengers during an emergency and what to do if a train or station needs to be evacuated. All our trains do have an on-train guard who has specific training to ensure the needs of older and disabled passengers are not compromised and provide the assistance required.

## Short notice alteration to facilities

### Lifts

There are occasions when station lifts are not working. Any lift reported not working will be faulted immediately and every effort made to repair the lift within 2 hours. Information regarding the lifts is sent out to all the staff affected so that prompt communication and alternative arrangements are made for passengers requiring step-free access to continue their journey. Every station with lifts has a local plan detailing what alternative arrangements are to be made when the lifts are not working.



### Long term alterations to facilities

Any long term alteration to a station, will be posted on the South West Trains website and included on the National Rail Enquiries website. This will allow any passengers or station, to look at an updated database of the facilities at the station. Posters will also be displayed on the affected stations. This will be supported by consultation with local groups affected by the change and a publicity campaign based around the station concerned.

### What to do if you want to report a fault at a station

If you notice a fault or a temporary alteration that is not shown on the respective websites, please advise a member of staff or use the help point at an unstaffed station. Our Customer Service Centre team will work with the station management and station property teams to rectify the problem. We will ensure that this station database, known as 'Knowledge Base', is kept fully updated with any alterations made within 24 hours.

## After your journey

### Comments and questions

We are always looking at ways to improve the service we offer to our passengers and would welcome your feedback. If you have any comments, questions or suggestions, please let our Customer Service Centre know.

They can be contacted as follows:

<b>By post</b>	<b>Customer Relations South West Trains Overline House Southampton SO15 1GW</b>
<b>e-mail</b>	<b>customerrelations@swtrains.co.uk</b>
<b>telephone</b>	<b>0800 52 82 100</b>
<b>text phone</b>	<b>0800 6920 792</b>
<b>fax</b>	<b>02380 728187</b>

Our Customer Service Centre will normally respond to customers in writing and if requested they are able to respond in large print, Braille or by telephone. We may also contact you after you have booked assistance with us to receive specific feedback about your journey.

### Liaison with external stakeholders

Our Stakeholder Manager is in frequent contact with passengers, other transport providers, and organisations with an interest in our service. These include Transport Focus, London TravelWatch as well as representatives from local access groups and national groups such as Guide Dogs.

Twice yearly we produce a newsletter that gives information about South West Trains work with local disabled groups and updates on its service. The mailing list for the newsletter covers more than 200 groups and individuals who have an interest in accessibility.

The Stakeholder Management team are happy to talk to and consult with passenger groups, access groups, local councils and any other appropriate groups or bodies with an interest in our service. If you would like to speak to the team directly or to be added to our list of consultees or to receive the newsletter, please contact our Customer Service Centre.

## Future improvements

'Access for All' is a scheme to improve access at stations nationally with Network Rail and the Department for Transport. Alton, Aldershot and Wokingham stations received improvements to accessibility as part of the 'Access for All' scheme. The improvements included lifts and step-free access throughout the station.

Between 2015-19, Access for All footbridge and lift schemes will be developed for Whitton, Barnes, Teddington, Ewell West, Virginia Water, Walton on Thames and Godalming as a well as a programme of smaller accessibility schemes across our network.

We will not make any permanent alterations to any stations that will reduce accessibility at stations such as closure of station entrances, without prior consultation with all affected groups such as Transport Focus, London TravelWatch, Local Access group, Local Authorities and the Department for Transport.

## Making rail accessible: guide to policies and practices

Our 'Making rail accessible: guide to policies and practices' details the ways in which we will protect the interests of older and disabled passengers who use our services, and how we will comply with our responsibilities under the legislation relevant to this area of our business. A full copy is available from our Customer Service Centre and at [southwesttrains.co.uk](http://southwesttrains.co.uk)

## Alternative formats

If you need any information in an alternative format such as Braille, Audio, Large Print or Easy Read, please contact our Assisted Travel team who will be able to provide you with free copy within 7 days.



## Station facilities table

The table on the following pages is a guide to accessibility and facilities at our stations. The information is correct at time of printing. For the latest information please go to the South West Trains or National Rail Enquiries website.

### Definition of terms

#### Step-free Access

Full - station has level/step-free access onto the station and platforms.

Part - step-free access to at least one but not all platforms or difficult interchange. Please see comments in the table.

#### Passenger Assistance Staff

Indicates availability of staff able to provide passenger assistance. Some stations may be unstaffed or only staffed for part of the day. Where staffing is indicated as full time, station may not be staffed until the end of service. Please enquire for current hours of availability. Ticket Office staff are unable to provide assistance with boarding and alighting the train.

#### Ticket Office Height Adjusted

The ticket office has an accessible ticket office window.

#### Blue Badge Parking

Blue Badge Parking is available at the station.

#### Compliant seating

All our stations have seating. This indicates whether the seating is compliant, for example, if it has armrests.

#### Toilets/Accessible Toilets

Station has got toilet facilities and/or accessible toilets.

#### Secure station

The station has got secure station accreditation.

#### Catering

Refreshment facilities available on the station.

#### Waiting Room

The station has a waiting room that is open when the station is staffed.

### Customer Information Systems

CIS - Customer Information Screens providing clear visual information

PA - Public Address system providing clear aural information

Help Point - On few of our stations CIS and PA are not available. If you require information on one of these stations you are advised to use the Help Point.

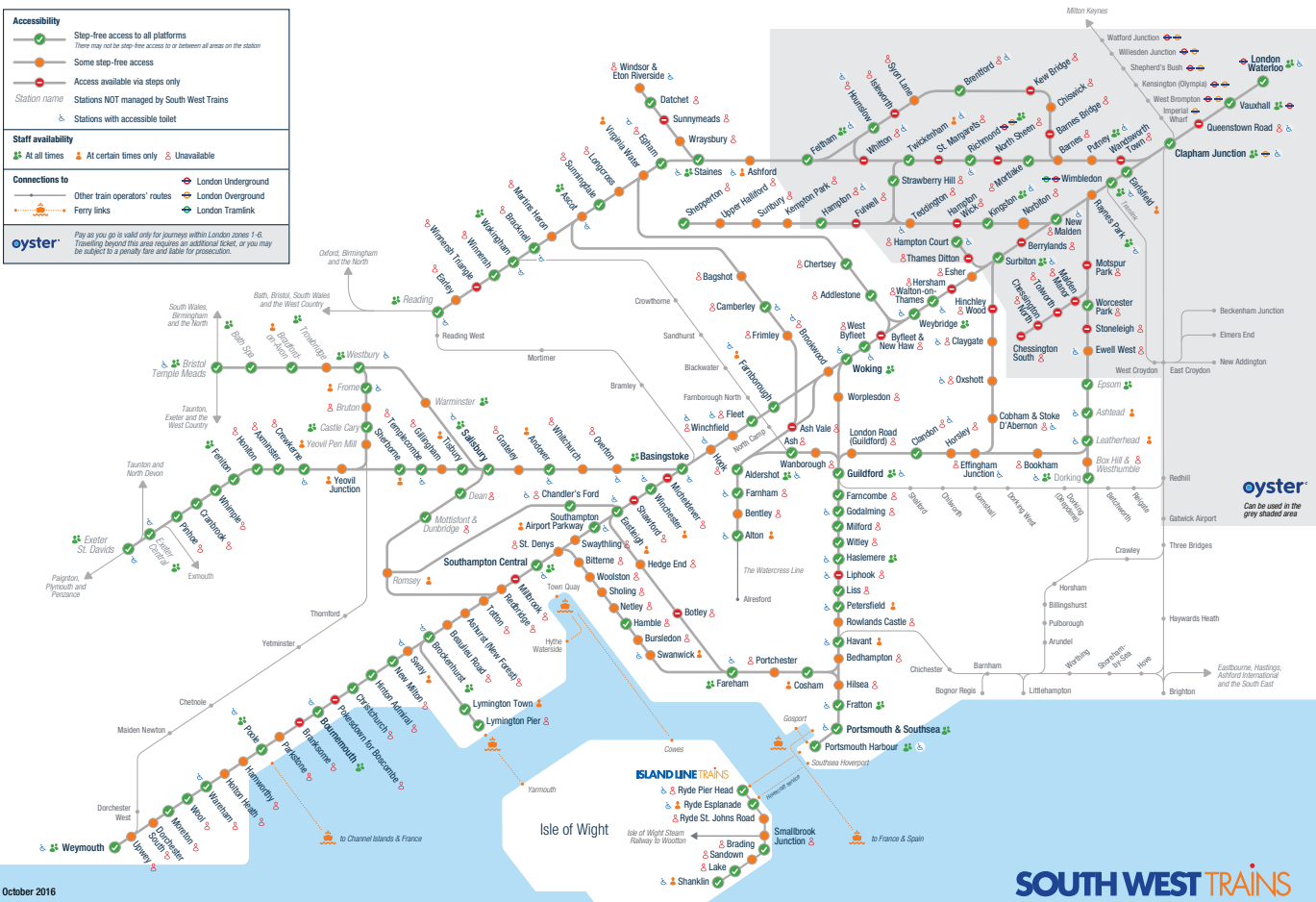
### Designated Meeting Point

Meeting point for booked assisted travel during staffing hours. If the meeting point is unmanned, please approach any member of staff for assistance.

**All South West Trains ticket vending machines are accessible and all are able to sell tickets with Disabled Persons Railcard discounts.**



Accessibility	
	Step-free access to all platforms <small>There may not be step-free access to or between all areas on the station</small>
	Some step-free access
	Access available via steps only
Staff availability	
	At all times
	At certain times only
	Unavailable
Connections to	
	London Underground
	London Overground
	Other train operators' routes
	Ferry links
	Stations NOT managed by South West Trains
	Stations with accessible toilet
oyster	
<small>Play as you go is valid only for journeys within London zones 1-9. Travelling beyond this area requires an additional ticket, or you may be subject to a penalty fare and liable for prosecution.</small>	



**SOUTH WEST TRAINS**

October 2016

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
<b>Addlestone</b>	SWT	Full	Unavailable	No	No	Yes	No	No	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms. Platform interchange via level crossing.
<b>Aldershot</b>	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to both platforms via lifts. Lifts might not be available after 23:30, please check availability before you travel.
<b>Alton</b>	SWT	Full	Part Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access and interchange. Toilets only available when the ticket office is open.
<b>Andover</b>	SWT	Full	Part Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Level access to platform 2 (to Salisbury). Interchange and access to platform 1 (to Southampton) via subway with steep ramps only. Staff operated powered wheelchair available.
<b>Ascot (Berks)</b>	SWT	Part	Full Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to platform 1 (to London Waterloo) only. Platforms 2 (to Reading) and 3 (to Guildford) will not have any step-free access between September '16 and February '17 due to station improvement works.
<b>Ash</b>	SWT	Full	Unavailable	No	Yes	Yes	No	No	No	Yes	CIS/PA	Unavailable	Level access to both platforms, interchange via a level crossing.
<b>Ash Vale</b>	SWT	None	Unavailable	No	No	Yes	Toilets	Yes	Yes	Yes	CIS/PA	Unavailable	No step-free access to the station.
<b>Ashford (Surrey)</b>	SWT	Part	Part Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to both platforms and ticket office, interchange via footbridge with steps. Waiting room and toilets facilities only available when ticket office is opened.
<b>Ashtead</b>	Southern	Full	Part Time	No	Yes	Yes	Accessible	Unknown	Yes	Yes	CIS/PA	Approach Staff	Access between platforms via level crossing
<b>Ashurst New Forest</b>	SWT	Part	Unavailable	N/A	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to Platform 1 (to London Waterloo). Access to platform 2 (to Weymouth) is via gravel path. Step-free interchange via street.
<b>Axminster</b>	SWT	Full	Unavailable	No	Yes	Yes	Toilets	No	Yes	Yes	CIS/PA	Unavailable	Step free access to Platform 1. Access to platform 2 via lifts, available 24 hours a day. Toilets only available when the ticket office is open.
<b>Bagshot</b>	SWT	Part	Unavailable	No	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 1 (to Ascot), interchange and access to platform 2 via stepped footbridge only.
<b>Barnes</b>	SWT	Part	Unavailable	No	Yes	No	No	Yes	No	No	CIS/PA	Unavailable	Step-free access to platforms 1 and 4, access to ticket office and platforms 2 and 3 only via stepped footbridge.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
<b>Barnes Bridge</b>	SWT	None	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Basingstoke</b>	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to platforms, interchange via lifts available 24 hours a day.
<b>Bath Spa</b>	GWR	Full	Full Time	Yes	Yes	Yes	Toilets	Yes	Yes	Yes	CIS/PA	Approach Staff	Step-free access to station and platforms.
<b>Beaulieu Road</b>	SWT	Part	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	Level access to platform 2 (to Bournemouth). Interchange and access to platform 1 (to London Waterloo) via footbridge with steps.
<b>Bedhampton</b>	SWT	Part	Unavailable	No	No	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, platform interchange via level crossing. Wheelchair ramp cannot be deployed at this station.
<b>Bentley (Hants)</b>	SWT	Part	Unavailable	No	Yes	Yes	Toilets	No	No	Yes	CIS/PA	Unavailable	Step-free access to platform 1 only. Station is single line working for most of the day.
<b>Berrylands</b>	SWT	None	Unavailable	No	Yes	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Bitterne</b>	SWT	Part	Unavailable	N/A	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to Platform 2 (to Portsmouth). Interchange and access to platform 1 (to Southampton Central) via footbridge with steps.
<b>Bookham</b>	SWT	Part	Unavailable	No	Yes	Yes	Toilets	No	No	No	CIS/PA	Unavailable	Step-free access to platform 1 (to London Waterloo), interchange and access to platform 2 via footbridge with steps.
<b>Botley</b>	SWT	None	Unavailable	N/A	Yes	No	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Bournemouth</b>	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Interchange is via either a stepped footbridge or a ramped underpass.
<b>Box Hill &amp; Westhumble</b>	Southern	Part	Unavailable	N/A	Yes	No	No	Unkown	No	No	CIS/Help Point	Unavailable	Step-free access to platform 2 (to Dorking), steps to platform 1 (to London).
<b>Bracknell</b>	SWT	Full	Unavailable	Yes	Yes	Yes	Accessible	Yes	Yes	No	CIS/PA	Unavailable	Step-free access to platforms, interchange via lifts available 24 hours a day.
<b>Bradford-on-Avon</b>	GWR	Full	Part Time	Yes	Yes	Yes	No	Yes	No	Yes	CIS/PA	Approach Staff	Step-free access to platforms, no step-free interchange.
<b>Brading</b>	IOW	Full	Unavailable	N/A	Yes	Yes	No	No	No	No	Help Point	Unavailable	Step-free access to the single operational platform.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
<b>Branksome</b>	SWT	None	Unavailable	No	Yes	Yes	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Brentford</b>	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms. Platform interchange is via lifts available 24 hours a day or via road next to station.
<b>Bristol Temple Meads</b>	NR	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Approach Staff	Step-free access to station and platforms.
<b>Brockenhurst</b>	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to platforms, interchange via lifts available 24 hours a day.
<b>Brookwood</b>	SWT	Part	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to London Waterloo), interchange and access to platform 2 via subway with steps.
<b>Bruton</b>	GWR	Part	Unavailable	No	Yes	No	No	No	No	No	Help Point	Unavailable	Step-free access to platforms, no step-free interchange.
<b>Bursledon</b>	SWT	Part	Unavailable	N/A	Yes	Yes	No	No	No	No	CIS/PA	Unavailable	Level access to platform 2 (to Portsmouth). Interchange and access to platform 1 (to Southampton) via footbridge with steps only.
<b>Byfleet &amp; New Haw</b>	SWT	None	Unavailable	No	No	No	No	No	Yes	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Camberley</b>	SWT	Full	Unavailable	No	Yes	No	Accessible	No	No	Yes	CIS/PA	Unavailable	Both platforms have level access. Interchange via level crossing.
<b>Castle Cary</b>	GWR	Full	Full Time	Yes	Yes	No	Toilets	No	No	No	CIS/PA	Approach Staff	Step-free access to station and platforms.
<b>Chandler's Ford</b>	SWT	Full	Unavailable	Yes	Yes	No	Accessible	No	No	Yes	CIS/PA	Unavailable	Step-free access to the single operational platform.
<b>Chertsey</b>	SWT	Full	Unavailable	No	Yes	No	No	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms. Interchange via level crossing.
<b>Chessington North</b>	SWT	None	Unavailable	No	Yes	Yes	No	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Chessington South</b>	SWT	None	Unavailable	No	Yes	Yes	No	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Chiswick</b>	SWT	Part	Unavailable	No	Yes	Yes	No	Yes	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge only.
<b>Christchurch</b>	SWT	Full	Unavailable	Yes	Yes	Yes	Toilets	No	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via footbridge with steps or via street.
<b>Clandon</b>	SWT	Full	Unavailable	No	Yes	Yes	Accessible	No	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge or via street. Waiting room and toilets only available when ticket office is opened.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Clapham Junction	SWT	Full	Full Time	Yes	No	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Brighton Yard Reception	Step-free access to platforms, interchange via lifts. Brighton Yard entrance easier to access. Gap between train and platform might be large.
Claygate	SWT	Part	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms. Interchange via stepped footbridge or 20 minute walk round by road.
Cobham & Stoke D'Abernon	SWT	Part	Unavailable	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to London Waterloo), interchange and access to platform 2 via footbridge with steps.
Cosham	SWT	Full	Part Time	No	Yes	No	Toilets	Yes	Yes	No	CIS/PA	Ticket Office	Step-free access to both platforms, interchange via level crossing.
Cranbrook (Devon)	SWT	Full	Unavailable	N/A	No	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to the single operational platform.
Crewkerne	SWT	Full	Unavailable	No	Yes	Yes	Accessible	No	No	Yes	CIS/PA	Unavailable	Step-free access to the single operational platform.
Datchet	SWT	Full	Unavailable	No	No	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing.
Dean (Wilts)	GWR	Full	Unavailable	No	Yes	No	No	Yes	No	No	Help Point	Unavailable	Step-free access to station and platforms.
Dorchester South	SWT	Part	Unavailable	No	Yes	No	Toilets	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via footbridge with steps only.
Dorking (Main)	Southern	Full	Full Time	No	Yes	No	Accessible	Unknown	Yes	Yes	CIS/PA	Approach Staff	Step-free access via lifts.
Earley	SWT	Part	Unavailable	No	No	No	Toilets	No	No	Yes	CIS/PA	Unavailable	Step-free access to platform 1, interchange and access to platform 2 via footbridge with steps.
Earlsfield	SWT	Full	Part Time	No	No	Yes	Toilets	Yes	Yes	No	CIS/PA	Ticket Office	Fully accessible via lifts available 24 hours a day.
Eastleigh	SWT	Full	Part Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Fully accessible via lifts available 24 hours a day.
Effingham Junction	SWT	Part	Unavailable	Yes	Yes	Yes	Accessible	No	No	No	CIS/PA	Unavailable	Step-free access to platform 2 (to Guildford), interchange and access to platform 1 via stepped footbridge. Toilet only available when the ticket office is staffed.
Egham	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing. Toilet only available when the ticket office is staffed.
Epsom (Surrey)	Southern	Full	Full Time	Yes	Yes	Yes	Toilets	Unknown	Yes	Yes	CIS/PA	Approach Staff	Level access from street to Ticket Office. Staff-operated lift access to all platforms.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Esher	SWT	Part	Unavailable	Yes	Yes	No	Toilets	Yes	Yes	Yes	CIS/PA	Unavailable	Step ramp access to platform 1, interchange and access to platform 4 via steps only.
Ewell West	SWT	Part	Unavailable	No	Yes	Yes	Accessible	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, footpath to platform 1 is not suitable for wheelchair users. Interchange via footbridge with steps or via road.
Exeter Central	GWR	Full	Full Time	Yes	No	Yes	Accessible	No	Yes	Yes	CIS/PA	Approach Staff	Step-free access to station and platforms.
Exeter St David's	GWR	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Approach Staff	Step-free access to station and platforms.
Fareham	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Fully accessible via lifts, available 24 hours a day.
Farnborough (Main)	SWT	Full	Part Time	Yes	Yes	No	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Fully accessible via lifts, available 24 hours a day.
Farncombe	SWT	Full	Unavailable	Yes	Yes	Yes	No	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via a footbridge with steps or via road bridge (15 mins).
Farnham	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing.
Feltham	SWT	Full	Full Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to platforms, interchange via lifts operational until 23:30 every day. There is step-free interchange available via road.
Feniton	SWT	Full	Full Time	No	Yes	Yes	No	No	No	Yes	CIS/PA	Ticket Office	Step-free access to the single operational platform.
Fleet	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to platforms, interchange via lifts, available 24 hours a day.
Fratton	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Passenger Assistance Office	Step-free access to platforms, interchange via lifts, available 24 hours a day.
Frimley	SWT	Part	Unavailable	No	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 1 (to Aldershot/Guildford), platform 2 accessed via stepped footbridge only.
Frome	GWR	Full	Part Time	No	No	No	Accessible	No	No	Yes	CIS/PA	Approach Staff	Step-free access to the single operational platform.
Fulwell	SWT	None	Unavailable	No	Yes	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Gillingham (Dorset)	SWT	Part	Unavailable	No	Yes	No	Toilets	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to London), platform 2 accessed via unkempt pathway. Interchange via footbridge with steps only.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Godalming	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped subway. Lifts are being installed under Access for All programme.
Grateley	SWT	Part	Unavailable	No	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge only.
Guildford	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to platforms via subway with steep ramps. Staff operated electric wheelchair available.
Hamble	SWT	Full	Unavailable	N/A	No	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms. Interchange via stepped footbridge or level access via Hamble Lane outside station.
Hampton (London)	SWT	Full	Unavailable	No	No	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms. Interchange via footbridge with steps or the road (allow 15 minutes).
Hampton Court	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	No	CIS/PA	Unavailable	Level access to all platforms.
Hampton Wick	SWT	None	Unavailable	No	No	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Hamworthy	SWT	Part	Unavailable	No	No	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 1 (to London), access to platform 2 and interchange via stepped subway.
Haslemere	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Platform 1 step-free, platforms 2 and 3 fully accessible via lifts available 24 hours a day.
Havant	SWT	Full	Part Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to both platforms, lifts (available until 22:00 daily) or ramp for interchange.
Hedge End	SWT	Part	Unavailable	No	Yes	No	No	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to London), platform 2 accessed via footbridge with steps only. Waiting room is available when the Ticket Office is open.
Hersham	SWT	None	Unavailable	No	No	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Hilsea	SWT	Part	Unavailable	No	No	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped bridge only.
Hinchley Wood	SWT	None	Unavailable	Yes	No	Yes	No	Yes	No	Yes	CIS/PA	Unavailable	No step-free access to the station.
Hinton Admiral	SWT	Full	Unavailable	No	Yes	Yes	Toilets	No	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via the road outside the station.
Holton Heath	SWT	Part	Unavailable	No	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 1, access to platform 2 via bridge with steps only.



Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Honiton	SWT	Full	Unavailable	Yes	Yes	Yes	Toilets	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via footbridge with steps or via road under the rail bridge (10 mins walk).
Hook	SWT	Part	Unavailable	No	Yes	No	Accessible	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via footbridge with steps or via road bridge outside the station.
Horsley	SWT	Part	Unavailable	No	Yes	Yes	Toilets	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to platform 2, platform 1 only accessed via long steps from the main entrance.
Hounslow	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Interchange between platforms is via a footbridge with steps or by road immediately outside station.
Isleworth	SWT	None	Unavailable	N/A	Yes	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Kempton Park	SWT	Part	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 2 only, access to platform 1 via footbridge with steps only.
Kew Bridge	SWT	None	Unavailable	N/A	No	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Keynsham	GWR	Part	Part Time	No	Yes	No	No	Yes	No	No	CIS/Help Point	Approach Staff	Step-free access to platforms, no step-free interchange.
Kingston	SWT	Full	Full Time	Yes	No	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Fully accessible via lifts available 24 hours a day.
Lake	IOW	Full	Unavailable	N/A	No	No	No	No	No	No	Help Point	Unavailable	Step-free access to the single operational platform.
Leatherhead	Southern	Full	Part Time	Yes	Yes	No	Accessible	Unknown	Yes	Yes	CIS/PA	Approach Staff	Step-free access to all platforms, interchange via steep street.
Liphook	SWT	None	Unavailable	No	Yes	Yes	Accessible	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Liss	SWT	Full	Unavailable	No	Yes	No	Toilets	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing.
London Rd (Guildford)	SWT	Part	Unavailable	No	Yes	Yes	Toilets	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to platform 2 (to Guildford), no step-free access to platform 1. Interchange via stepped footbridge.
London Waterloo	NR	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	No	CIS/PA	Rail Information Desk	Step-free access to all platforms.
Longcross	SWT	Part	Unavailable	N/A	No	No	No	No	No	No	Help Point	Unavailable	Step-free access to platforms. The pathways to the station are uneven and not lit and may not be suitable for wheelchair users.
Lymington Pier	SWT	Full	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to the single operational platform.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
<b>Lymington Town</b>	SWT	Full	Part Time	No	Yes	Yes	Toilets	No	No	Yes	CIS/PA	Ticket Office	Step-free access to the single operational platform.
<b>Malden Manor</b>	SWT	None	Unavailable	No	Yes	No	No	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Martins Heron</b>	SWT	Part	Unavailable	No	Yes	No	No	No	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge only.
<b>Micheldever</b>	SWT	None	Unavailable	No	Yes	Yes	No	No	No	Yes	CIS/PA	Unavailable	No step-free access to the station.
<b>Milford (Surrey)</b>	SWT	Full	Unavailable	No	Yes	No	Toilets	No	Yes	Yes	CIS/PA	Unavailable	Step free access to both platforms, interchange via level crossing.
<b>Millbrook (Hants)</b>	SWT	None	Unavailable	No	No	No	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Moreton (Dorset)</b>	SWT	Full	Unavailable	N/A	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing.
<b>Mortlake</b>	SWT	Full	Unavailable	No	Yes	Yes	No	Yes	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing.
<b>Motspur Park</b>	SWT	None	Unavailable	No	No	Yes	No	Yes	Yes	Yes	CIS/PA	Unavailable	No step-free access to the station.
<b>Mottisfont &amp; Dunbridge</b>	GWR	Full	Unavailable	No	Yes	Yes	No	Yes	No	No	Help Point	Unavailable	Step-free access to station and platforms.
<b>Netley</b>	SWT	Part	Unavailable	No	Yes	No	No	No	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge only.
<b>New Malden</b>	SWT	Full	Unavailable	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Fully accessible with lifts available 24 hours a day.
<b>New Milton</b>	SWT	Full	Unavailable	No	Yes	Yes	Toilets	Yes	No	Yes	CIS/PA	Unavailable	There is step free access to each platform. Interchange via stepped footbridge only.
<b>Norbiton</b>	SWT	Part	Unavailable	Yes	Yes	Yes	Toilets	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped subway.
<b>North Sheen</b>	SWT	None	Unavailable	No	No	Yes	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Oldfield Park</b>	GWR	Full	Part Time	Yes	No	No	No	Yes	No	No	Help Point	Approach Staff	Step-free access to station and platforms.
<b>Overton</b>	SWT	Part	Unavailable	No	Yes	Yes	Accessible	No	No	No	CIS/PA	Unavailable	Step-free access to platform 2 (to Salisbury), access to platform 1 via stepped footbridge only. Toilet only available when the ticket office is staffed.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Oxshott	SWT	Part	Unavailable	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to platform 1, platform 2 is accessible via stepped footbridge or a steeply sloped path to platform.
Parkstone (Dorset)	SWT	Part	Unavailable	No	Yes	Yes	No	No	No	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to London), access to platform 2 via footbridge with steps only.
Petersfield	SWT	Full	Part Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to both platforms, interchange via stepped subway or level crossing outside the station.
Pinhoe	SWT	Full	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing outside the station.
Pokesdown	SWT	None	Unavailable	No	No	Yes	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
Poole	SWT	Full	Full Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to both platforms, interchange via ramped underpass.
Portchester	SWT	Part	Unavailable	No	No	No	No	No	No	No	CIS/PA	Unavailable	Access to platform 2 (to Portsmouth) via steep ramp - wheelchair users may require assistance. No step-free access to platform 1 (to London/Southampton).
Portsmouth & S'sea	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Fully accessible with lifts operational 24 hours a day.
Portsmouth Harbour	SWT	Full	Full Time	No	No	Yes	Accessible	Yes	Yes	No	CIS/PA	Meeting Point	Step-free access to all platforms, ramp to IOW ferry is steep.
Putney	SWT	Part	Full Time	Yes	No	Yes	Accessible	Yes	Yes	No	CIS/PA	Ticket Office	Step-free access and interchange within station via lifts, ramp into the station is currently not fully compliant.
Queenstown Road (Battersea)	SWT	None	Unavailable	N/A	No	Yes	Accessible	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the platforms.
Raynes Park	SWT	Part	Full Time	Yes	No	No	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Platforms 1/2 (to London Waterloo) fully accessible. Large gap between train and the platform. Platforms 3/4 have access via steps.
Reading	NR	Full	Full Time	Yes	Yes	Yes	Accessible	Unknown	Yes	Yes	CIS/PA	Approach Staff	Step-free access to all platforms via lifts operational 24 hours a day.
Redbridge	SWT	Part	Unavailable	No	Yes	Yes	No	No	No	No	Help Point	Unavailable	Step-free access to platform 1, interchange and access to platform 2 via stepped footbridge only.
Richmond (London)	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Hall	Step-free access to all platforms via lifts operational 24 hours a day.
Romsey	GWR	Part	Part Time	No	Yes	No	No	No	No	Yes	CIS/PA	Approach Staff	Step-free access to platforms, no step-free interchange.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Rowlands Castle	SWT	Part	Unavailable	No	Yes	No	No	No	No	No	CIS/PA	Unavailable	Platform 1 step-free, Platform 2 (to Portsmouth) is accessed via stepped footbridge only.
Ryde Esplanade	IOW	Full	Part Time	Yes	No	Yes	Accessible	No	Yes	Yes	CIS/Help Point	Ticket Office	Step-free access to the single operational platform.
Ryde Pier Head	IOW	Full	Unavailable	No	No	Yes	Accessible	No	Yes	Yes	CIS/Help Point	Unavailable	Step-free access to platforms.
Ryde St Johns Road	IOW	Part	Unavailable	N/A	Yes	Yes	No	No	No	Yes	HelpPoint	Unavailable	Step-free access to one platform only.
Salisbury	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to all platforms via subway with steep ramps. Staff-operated electric wheelchair available.
Sandown	IOW	Part	Unavailable	N/A	Yes	Yes	No	No	No	No	HelpPoint	Unavailable	Step-free access to platforms, no step-free interchange.
Shanklin	IOW	Full	Part Time	No	Yes	Yes	Accessible	No	Yes	Yes	HelpPoint	Ticket Office	Step-free access to the single operational platform.
Shawford	SWT	None	Unavailable	N/A	No	No	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
Shepperton	SWT	Full	Unavailable	Yes	Yes	Yes	No	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to the single operational platform.
Sherborne	SWT	Full	Part Time	No	Yes	No	Toilets	No	Yes	Yes	CIS/PA	Ticket Office	Step-free access to both platforms, interchange via level crossing.
Sholing	SWT	Part	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 2 (to Portsmouth), Platform 1 only accessible via stepped footbridge.
Smallbrook Junction	IOW	Part	Unavailable	N/A	No	Yes	No	No	No	No	HelpPoint	Unavailable	No access to and from the station - station is provided for interchange only. Step-free interchange to steam-railway.
Southampton Airport Parkway	SWT	Full	Part Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to both platforms, interchange via lifts operational 24 hours a day.
Southampton Central	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to platforms 1 and 4, interchange and access to platforms 2 and 3 via lifts operational 24 hours a day.
St Denys	SWT	Part	Unavailable	No	No	Yes	Toilets	No	No	Yes	CIS/PA	Unavailable	Step-free access to platforms 1 and 4. Platforms 2 and 3 and ticket issuing facilities are accessible via steps only.
St Margarets (London)	SWT	None	Unavailable	No	No	Yes	No	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the station.
Staines	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Passenger Assistance Office	Step-free access to both platforms, interchange via lifts operational 24 hours a day.
Stoneleigh	SWT	None	Unavailable	No	No	Yes	No	Yes	No	Yes	CIS/PA	Unavailable	No step-free access to the station.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
<b>Strawberry Hill</b>	SWT	Full	Unavailable	No	No	Yes	No	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge or via level crossing.
<b>Sunbury</b>	SWT	Part	Unavailable	Yes	Yes	Yes	No	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, access to booking hall via high kerb only. Interchange via road (15 minutes).
<b>Sunningdale</b>	SWT	Full	Unavailable	No	Yes	Yes	Toilets	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge or via level crossing.
<b>Sunnymeads</b>	SWT	None	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Surbiton</b>	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to all platforms, interchange via lifts operational 24 hours a day.
<b>Swanwick</b>	SWT	Part	Part Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to platform 1 (to Southampton), interchange and access to platform 2 (to Portsmouth) is via stepped footbridge.
<b>Sway</b>	SWT	Part	Part Time	No	Yes	Yes	Accessible	No	No	Yes	CIS/PA	Ticket Office	Step-free access to both platforms, interchange via stepped footbridge.
<b>Swaythling</b>	SWT	Part	Unavailable	No	Yes	Yes	No	No	No	No	CIS/PA	Unavailable	Platform 2 step-free, Platform 1 accessed via stepped footbridge.
<b>Syon Lane</b>	SWT	Part	Unavailable	N/A	No	Yes	No	Yes	No	No	CIS/PA	Unavailable	Step-free access to platform 1, platform 2 (to Twickenham) is accessed via steps only. Station change is currently taking place - lifts will be provided as part of this project.
<b>Teddington</b>	SWT	Part	Unavailable	Yes	No	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via street - allow 20 minutes.
<b>Templecombe</b>	SWT	Full	Unavailable	Yes	Yes	No	Accessible	No	No	Yes	CIS/PA	Unavailable	Step-free access to the single operational platform.
<b>Thames Ditton</b>	SWT	None	Unavailable	No	No	Yes	No	Yes	Yes	Yes	CIS/PA	Unavailable	No step-free access to the station.
<b>Tisbury</b>	SWT	Full	Part Time	No	Yes	No	Toilets	No	No	Yes	CIS/PA	Ticket Office	Step-free access to the single operational platform.
<b>Tolworth</b>	SWT	None	Unavailable	Yes	Yes	Yes	No	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Totton</b>	SWT	Part	Unavailable	No	Yes	No	No	No	No	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to Southampton), interchange and access to platform 2 (to Bournemouth) is via stepped footbridge.
<b>Trowbridge</b>	GWR	Part	Full Time	Yes	Yes	No	Toilets	Yes	Yes	Yes	CIS/PA	Approach Staff	Step-free access to platforms, no step-free interchange.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Twickenham	SWT	Full	Part Time	Yes	Yes	Yes	Accessible	Yes	Yes	No	CIS/PA	Ticket Office	Access to platforms 4/5 via staff-operated stair lift. Access to platforms 2/3 via the car park.
Upper Halliford	SWT	Part	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 2, platform 1 is accessed via footbridge with steps only.
Upwey	SWT	Part	Unavailable	N/A	Yes	No	No	No	No	No	CIS/PA	Unavailable	Platform 1 (to London) step-free access, interchange and platform 2 (to Weymouth) only via stepped footbridge.
Vauxhall	SWT	Full	Full Time	Yes	No	Yes	No	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to all platforms via lifts operational 24 hours a day.
Virginia Water	SWT	Part	Part Time	No	Yes	Yes	Toilets	Yes	Yes	Yes	CIS/PA	Ticket Office	Only platform 1 (to London Waterloo) has step-free access.
Walton-on-Thames	SWT	Full	Unavailable	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms via ramps, no step-free interchange.
Wanborough	SWT	Part	Unavailable	N/A	No	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 2 only, interchange and access to platform 1 via stepped footbridge.
Wandsworth Town	SWT	None	Unavailable	No	No	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Wareham (Dorset)	SWT	Full	Unavailable	No	Yes	Yes	Accessible	No	No	Yes	CIS/PA	Unavailable	Both platforms have step-free access, interchange is via stepped footbridge or level crossing.
Warminster	GWR	Part	Full Time	Yes	Yes	No	Toilets	Yes	No	Yes	CIS/PA	Approach Staff	Step-free access to platforms, no step-free interchange.
West Byfleet	SWT	Full	Unavailable	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to all platforms via level access or lifts operational 24 hours a day.
Westbury (Wilts)	GWR	Full	Full Time	Yes	Yes	Yes	Accessible	No	Yes	Yes	CIS/PA	Approach Staff	Step-free access to station and platforms.
Weybridge	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to all platforms with lifts operational 24 hours a day.
Weymouth	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Passenger Assistance Office	Level access to all platforms.
Whimple	SWT	Full	Unavailable	N/A	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to the single operational platform.
Whitchurch (Hants)	SWT	Part	Unavailable	No	Yes	Yes	No	No	No	Yes	CIS/PA	Unavailable	Platform 2 (to Salisbury) step-free. Platform 1 (to London Waterloo) accessible via footbridge with steps only.
Whitton (London)	SWT	None	Unavailable	Yes	No	Yes	Accessible	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the station.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Wimbledon	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to all platforms via lifts operational 24 hours a day.
Winchester	SWT	Full	Part Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to both platforms, interchange via lifts operational 24 hours a day.
Winchfield	SWT	Part	Unavailable	No	Yes	No	Accessible	No	Yes	Yes	CIS/PA	Unavailable	Step-free access to platform 1, steep ramp to platform 2. No step-free interchange.
Windsor & Eton Riverside	SWT	Part	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	No	CIS/PA	Unavailable	Step-free access to all platforms.
Winnersh	SWT	Full	Unavailable	No	No	Yes	No	Yes	No	No	CIS/PA	Unavailable	Step-free access to all platforms.
Winnersh Triangle	SWT	None	Unavailable	No	No	No	No	No	No	Yes	CIS/PA	Unavailable	No step-free access to the station.
Witley	SWT	Full	Unavailable	No	Yes	Yes	Toilets	No	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge only.
Woking	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to all platforms, interchange via lifts operational 24 hours a day.
Wokingham	SWT	Full	Full Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to all platforms, interchange via lifts. Lifts are not available when the station is unstaffed - alternative interchange available via road.
Wool	SWT	Full	Unavailable	No	Yes	Yes	Toilets	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge only.
Woolston	SWT	Part	Unavailable	No	Yes	Yes	No	No	No	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to Southampton), interchange and access to platforms 2 (to Portsmouth) via stepped footbridge only.
Worcester Park	SWT	Full	Unavailable	No	Yes	Yes	Toilets	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to all platforms.
Worplesdon	SWT	Part	Unavailable	No	Yes	Yes	Toilets	No	Yes	Yes	CIS/PA	Unavailable	Step-free access to Platform 1 only, for services to Guildford change at Woking.
Wraysbury	SWT	Part	Unavailable	N/A	Yes	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 1, access to platform 2 via high kerb only.
Yeovil Junction	SWT	Part	Part Time	No	Yes	No	Toilets	No	Yes	Yes	CIS/PA	Ticket Office / Barrow Crossing	Access to platforms via barrow crossing with staff assistance only. Ticket office staff provide passenger assistance on or off the trains as well.
Yeovil Pen Mill	GWR	Part	Part Time	Yes	Yes	No	Toilets	Yes	Yes	Yes	CIS/PA	Approach Staff	Step-free access to platform 1, access to platform 3 via stepped footbridge only.

# **Stagecoach South Western Trains Ltd**

## **Making Rail Accessible:**

### **Guide to policies and practices**

**June 2016**



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# Making Rail Accessible: Guide to Policies and Practices

## Introduction

- (i) Welcome to Stagecoach South Western Trains network (South West Trains).

We operate main line services to London Waterloo , metro and suburban services in South West London plus regional and longer distance services to Reading, Alton, Haslemere, Poole, Wareham, Basingstoke, Southampton, Salisbury, Portsmouth, Bournemouth, Weymouth, Yeovil and Exeter.

We are committed to running safe, punctual and reliable services whilst continuing to offer a consistently high level of customer service to all of our customers. We will continue to identify any opportunities to improve accessibility at stations and work with our industry, local authorities and Department for Transport partners to source funding opportunities and/or work closely to improve integration between all onward transport modes at stations.

This document details our policy in relation to disabled customers and a guide to the detailed arrangements and services we provide. This document forms part of the DPPP alongside the document *Making Rail Accessible – helping older and disabled customers*.

- (ii) Our DPPP comprises of two documents. This one (*Making Rail Accessible: Guide to policies and practices*) sets out how we will protect the interests of older and disabled passengers who use our trains and stations. The other document is a passenger leaflet, *Making Rail Accessible: Helping older and disabled passengers* and is available on line or at station ticket offices.
- (iii) We have written it in accordance with the requirements of both our Passenger Licence and Station Licence. It sets out how we will comply with our responsibilities under the legislation relevant to this area of our business. This legislation includes:
- The Railways Act 1993 Section 71B
  - The Equality Act (2010)
  - The Human Rights Act 1998
  - The Rail Vehicle Accessibility Regulations 1998
  - The Transport Act 2000
  - Department of the Environment Transport and the Regions (DETR) Transport 2010 Section 6.5
  - RSSBs Technical Specification for Interoperability
- (iv) Our DPPP is rooted in the principles set out in the Department for Transport (DfT) publication *How to Write Your Disabled People’s Protection Policy: A Guide for Train and Station Operators November 2009*
- (v) We have had these documents approved by Office for Rail and Road (ORR) and produced it in consultation with:
- Transport Focus (TF)
  - London TravelWatch (LTW)
  - Disabled Persons Transport Advisory Committee (DPTAC)
- (vi) The networks known as South West Trains and Island Line Trains are operated as one company by Stagecoach South Western Trains Ltd (SSWT). All the commitments in this document relate to both networks unless otherwise stated.
- (vii) This document gives a detailed and accurate description of the services and facilities our older and disabled passengers can expect to receive from us to assist in making it easier to

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use the network. It also outlines our proposals and strategies for continuously improving these services and facilities. It is a “live” document, and as such we will review it internally every twelve months. Additionally we will update it in light of any relevant developments in policies, practices, facilities or changes to regulations as and when they occur.

- (viii) We will submit our DPPP documents to the Office of Rail and Road for review annually from the date of approval.

## 1. Operator's Strategy

- 1.1 We are committed to meeting the travelling needs of our disabled passengers and providing excellent customer service.
- 1.2 We are committed to adopting the services, standards, and guidance contained in the current version of DfT's *Accessible Train and Station Design: A Code of Practice* (The Code of Practice) Version 4, from March 2015.
- 1.3 We recognise that there is a wide range of disabilities that affect our passengers and that these disabilities require us to adjust the way we provide our service. Where practicable we will provide equipment at our stations to enable staff to make these reasonable adjustments and to offer excellent customer service to our older and disabled passengers.
- 1.4. In partnership with both Rolling Stock Leasing Companies (ROSCOs) and the DfT with regard to trains and both Network Rail and the DfT with regard to our stations, we will work to improve access to our services for older and disabled passengers. Until this is achieved we will make reasonable adjustments to our existing practices to make sure that older and disabled passengers can get to and from every station on our network, though this may mean using alternative means of transport where appropriate.
- 1.5 We will ensure that our facilities are designed to meet the standards of the *Code of Practice and Technical Specification of Interoperability: Persons with Reduced Mobility* (2008) in relation to:
  - the refurbishment of existing rolling stock
  - new, renewed or enhanced facilities at stations and transport interchanges
  - services provided at stations and on trains.

Should we not be in a position to meet these standards we will consult the DfT at the earliest stage in the design process, so that suitable alternatives can be considered and dispensation from the Code of Practice will be sought once all other possibilities have been exhausted.

- 1.6 Meeting the needs of our mobility impaired passengers is not just about physical improvements to stations and trains. It is equally important to identify the specific passenger needs for assistance when a booking is made in order to establish the most suitable and practicable means to give the assistance required. SSWT have a number of measures to cater for passenger assistance each of which will be considered, discussed and agreed with the passenger at the time of booking to give the re-assurance to the passenger. These may require the use of ramps and wheelchairs, meeting passengers at set destinations and facilitating travel to inaccessible station. See our document '*Making Rail Accessible: Helping older and disabled passenger*' for more details.
- 1.7 As a service-based business that relies heavily on the actions of the people we employ, there will be occasions when we fail to reach the standards set out in our DPPP. In recognition of this, we monitor our service so that we are aware of any such failures and can take appropriate action to guard against their re-occurrence.

## 2. Investment plans

- 2.1 We have a franchise commitment to invest on small station scheme enhancements plus we look to identify any opportunities to make accessibility improvements at stations in partnership with others. Section 5 details those major schemes completed, in progress and a list of proposed small scheme improvements.

### 3. Management Arrangements

#### Passenger Licence

- 3.1 Establishing and maintaining the compliance with our DPPP is a condition of our Passenger Licence (Condition 5: GB passenger SNRP) and Station Licence.

#### Accountability

- 3.2 The Customer Services Director (working closely with the Head of Business Excellence) is currently accountable for both the Passenger Licence and the Station Licence.
- 3.3 Accountability for owning and developing our DPPP rests with our Customer Service Director (working closely with the Head of Business Excellence). Acting as a Sponsor, he/she will liaise with the relevant managers working on the specific tasks to achieve compliance that the document necessitates. Compliance will be a feature of the South West Trains management review process and will include DPPP responsibilities for their respective areas such as:-
- The station property team who manage our estates will ensure that all aspects of the DPPP are considered and complied with or take the responsibility to apply for dispensation under the normal industry process if an adaptation is reasonable, and that our tenants trading on our premises are aware of their own responsibilities under the Equality Act 2010.
  - All managers and staff receive a disability awareness introduction when joining SSWT which is then followed up with additional information developed in consultation with passengers with disabilities, for all frontline staff and managers. The stakeholder management team carry out regular and diarised meetings with the station management teams to discuss access and mobility issues including a review of the passenger assist process plus any other facility or training issues.
  - The Stakeholder Manager is responsible for the day-to-day implementation and compliance with DPPP. This will largely be achieved through communication with the relevant managers and their teams. The implementation of developments in train and station design will be achieved by close liaison with the respective project teams, and if reasonable in consultation with passengers with disabilities. The Stakeholder Manager will also monitor activity and request feedback from staff at the upgraded station to evaluate the change in disabled and other passenger usage in order to demonstrate to interested parties what passenger benefits the investment has actually delivered.
- 3.7 This is all under pinned by our Management Business Plan, which has identified that stakeholder management is one of our core activities over the next 5 years. Our Stakeholder Management team understand the importance of identifying the needs of our stakeholders, including passengers with a wide range of impairments, and establishing a structure and framework to look after their needs at the most appropriate level within the SSWT team. This Management Business Plan is under constant review in order to ensure that we review our stakeholder strategy and manage the key relationships to deliver an improved relationship with all of our passengers and access groups.
- 3.8 The Stakeholder Manager will carry out external discussions with local authorities, accessibility user groups, passenger transport liaison meetings, RNIB, Guide Dogs and Transport for All groups. In order to improve and widen our stakeholder engagement, a Stakeholder Support Manager post was added to the team to give additional support on all activities. This role has allowed SSWT to enhance the service we offer to accessibility groups in terms of meetings, guidance, compliance, station database information and generally

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promoting confidence in rail travel. As the Stakeholder Manager is a consultee on station scheme compliance and is included on all correspondence relating to passenger assists that come through our Customer Service Centre he can then use his first-hand knowledge from these groups to inform decisions.

### **4. Monitoring and Evaluation**

- 4.1 Our Customer Service Centre at Southampton (CSC) monitor all complaints received by South West Trains. Our trained customer service team will identify any complaints made on any accessibility or passenger assistance issue and will send out a request to the responsible manager (such as station manager or guards manager) for a report on the issue raised by our passengers.
- 4.2 The introduction of the Stakeholder Support Manager has allowed us to actively support our CSC team by closely monitoring correspondence on accessibility/mobility issues across SSWT network. This comprises of a database of topics and issues raised with a follow up action which may include the Stakeholder Manager or Stakeholder Support Manager arranging a personal visit to discuss the issues directly with the customer. All correspondence is sent to the appropriate manager, who is given the opportunity to respond and deal with the issues concerned. This is logged by the Stakeholder Support Manager in order to ensure a timely response or a chase up where required.
- 4.3 We will regularly review our policies and procedures to make sure that they take account of the needs of our older and disabled passengers. We collate feedback about a customers' journey experience either by e-mail or by phone (in the case of visually impaired passengers who book with us) or personal meetings when appropriate. This feedback is taken via our customer service centre and used to highlight areas of improvement in our business.
- 4.3 We will continually monitor all customer correspondence relating to our delivery of assistance and are committed to working with stakeholders to improve the service we provide. This is supported by a quarterly graph which shows the number of passenger assistance complaints received by our CSC at Southampton against the overall number of passenger assistances booked.
- 4.5 We will also seek feedback on our services and facilities at various local Access Group Meetings held throughout the SSWT network. These include Wandsworth & Runnymede Mobility Forums, Woking & Guildford Access Group Meetings where Stagecoach South Western Trains are represented and act on their members' feedback to make improvements. Stagecoach South Western Trains also plays an active role on the ATOC Disability Group Meetings.
- 4.6 Annual electronic survey is undertaken to evaluate overall achievement in Passenger Assistance. SSWT use the information provided to improve our service by feeding the results back to the rest of the business. This includes improvements to the future training of new employees.
- 4.7 We will also hold an annual Accessibility Conference, to update local user groups on accessibility improvements and changes. The Accessibility Conference also seeks feedback from the user groups and their members to ensure a two-way dialogue is maintained. This is supplemented by a bi-annual Stakeholder Conference for local authorities, rail user and community groups who will also represent the interests of those with mobility difficulties.
- 4.8 To monitor and evaluate our performance we hold an annual Accessibility Conference where we seek feedback on our services and facilities. We seek feedback from local access groups and monitor the feedback we do receive via our Customer Service Centre.

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- 4.9 We receive from ATOC the number of passenger assist bookings every month for SSWT and other TOCs. This provides vital information in terms of monitoring growth of usage and comparisons with any national trends and those experienced by adjacent TOCs.

### 5. Access improvements

- 5.1 We will ensure that our facilities are designed to meet the standards of the Department for Transport *Code of Practice and Technical Specification of Interoperability: Persons with Reduced Mobility* (2008)

Should we not be in a position to meet these standards, we will consult the DfT at the earliest stage in the design process so that suitable alternatives can be considered and dispensation from the Code of Practice will be sought once all other possibilities have been exhausted.

- 5.2 The DfT set aside £370 million to pay for Major Works at stations until March 2014. This was to create an accessible route from one entrance to, and between, all platforms at selected stations across the national rail network. This "Access for All" programme is delivered by Network Rail. An additional £160 million was set aside in 2014 for the programme to extend it until 2019.

Under Access for All, the DfT invited train operating companies to make submissions for funding 2014 – 2019. The decision making criteria includes:-

- Key Interchanges
- Geographical spread
- Local circumstances (e.g. near a hospital, disability college, rehabilitation unit)
- Passenger footfall
- Third Party funding

Stagecoach South Western Trains have made a bid for £30 million at 18 stations and during 2014/15, have been successful with:-

- |  |                          |
|--|--------------------------|
| • Barnes, New accessible footbridge                    | (Design works commenced) |
| • Ewell West, New accessible footbridge                | (awaiting DfT approval)  |
| • Godalming, New accessible footbridge                 | (works commenced Oct 15) |
| • Teddington, New lifts to existing station footbridge | (awaiting DfT approval)  |
| • Virginia Water, New accessible footbridge            | (Design works commenced) |
| • Walton on Thames, New accessible footbridge          | (Design works commenced) |
| • Whitton, New lifts to existing footbridge            | (works commenced Nov 15) |

These schemes are scheduled for delivery by 2018/19.

- 5.3 Major Access for All schemes completed during 2014/15
- Fleet - New accessible station and footbridge (to compliment NSIP new station)
  - New Malden - New accessible footbridge
  - Winchester - New accessible Footbridge
  - Worcester - Park New accessible Footbridge
  - Brockenhurst - New accessible Footbridge
  - Putney - New accessible footbridge

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5.4 Below is a table of works to improve accessibility as part of the South West Trains station refurbishment programme 2015/16

Station	Accessible Toilet	Accessible Ticket office window	Other
Andover			New handrails linking the platform to car park (Country end)
Fareham	New Toilet		
Fratton			Anti – slip on footbridge
Island Line			Accessible seating at all stations
Pokesdown			Installation of Automatic Doors
Putney		Low counter ticket window	
Putney			Installation of Automatic Doors
Putney			Removal of drainage channel on platform to improve level access
Putney			Installation of new accessible information point
Putney			Anti – slip booking hall flooring
Rowlands Castle			Anti – slip on footbridge
Surbiton			Anti – slip on staircase
Teddington			Installation of Automatic Doors
Thames Ditton			Widen station access to downside platform
Various Locations			Accessible seating at a number of stations
Virginia Water		Low counter ticket window	
Virginia Water	New Toilet		
Virginia Water			Installation of Automatic Doors
West Byfleet			Anti – slip on footbridge
Winchester			New accessible drop off area in station forecourt
Yeovil Junction			Anti – slip on footbridge

5.5 National Station Improvement Programme Schemes

The National Station Improvement Programme (NSIP) was a DfT backed programme to deliver improvements to 150 medium sized stations in England and Wales. As part of the programme the following Stagecoach South Western Trains stations saw improvements over the last 12 months.



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Completed during 2014/15

### **Wokingham - completed March 2014**

- In partnership with Wokingham Borough Council, a new station building has been built to replace the existing station building
- New accessible footbridge has complimented the station scheme
- The scheme delivered by Network Rail incorporates a new interchange (taxis, bus and passenger drop-off area) linked to a new access road through Wokingham

### **Fleet - completed June 2014**

- In partnership with Hart District Council, a new station building has been built to replace the existing station building
- The scheme delivered by Network Rail incorporates a new ticket office with low level counters, new waiting room and improved interchange
- New accessible footbridge to compliment the station scheme

### **Whitton - partially completed September 2015**

- In partnership with London Borough of Richmond a new station building has been built to replace the existing station building
- The scheme delivered by Network Rail incorporates a new ticket office with low level counters, new booking hall and retail facilities
- New accessible toilet has been installed
- Completed in readiness for Rugby World Cup 2015
- New accessible footbridge is being built following the end of Rugby World Cup (to be completed Summer '16) providing step free interchange to all platforms

The DfT have announced an extension to this programme for 2014-19 making £100 million available nationwide to improve stations.

This is based on the following criteria:

- Need to generate £50 million in third party funding
  - Key focus on developing partnership
  - All TOCs have been given an initial allocation with further funding available if agreed level of third party contributions have been reached.
- 5.6 Within the franchise we have ring-fenced an annual amount of money for developing small-scale disability-related access schemes. The Stakeholder Manager will work with local organisations and disability groups, including DPTAC, to make sure that the schemes are targeted to benefit disabled people and remove barriers to access.
- 5.7 Our Stakeholder Manager works within the Business Excellence team and is able to provide advice and explore alternative options where it is not possible to meet the standards set out in the above Code of Practice. Should we not be in a position to meet these standards, we will consult the DfT and user groups at the station, at the earliest stage, so that suitable alternatives, including dispensation, can be considered.

## **6. Working with others**

- 6.1 We will consult with many organisations that represent the interests of older and disabled passengers - including DPTAC, the DfT, London TravelWatch, Passenger Focus, Guide Dogs, Action on Hearing Loss, Hearing Dogs, MS Society, Age Concern, Deafblind UK, Macular

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Degeneration, National Autistic Society, Shopmobility. This is to make sure that we stay informed of the needs of older and disabled passengers and that these needs are considered in all of our plans. These groups are invited to our annual Accessibility Conference as well as being consulted individually on specific projects.

- 6.2 The Stakeholder Manager or nominated representative will continue to attend local Access meetings across the South West Trains network, actively promoting the rail network and acting on feedback. Try the Trains days will continue at South West Trains stations to encourage older and disabled people to come and try the train in an environment that is welcoming and informative.
- 6.3 Treloar College: Stagecoach South Western Trains have developed a partnership approach with this school and college for students with a physical disability located at Alton. This has resulted in discussions over the accessibility scheme at Alton station, presentations at our Accessibility Conference and working with the college looking at our training needs.
- 6.4 An Accessibility Conference is held annually which seeks feedback from the user groups and their members to ensure a two way dialogue is maintained. This is supplemented by a bi-annual Stakeholder Conference for local authorities, rail user and community groups who will also represent the interests of mobility impaired passengers.
- 6.5 SSWT welcomes the opportunity to liaise with all groups who have an interest in access to travel. This includes discussions on any specific issues at stations, on trains or rail travel generally. SSWT recognises that improving access to rail is not just about station improvements, but also making people aware of the opportunities to travel using rail services. Over the last year, SSWT have been actively seeking new groups to liaise with and this had led to new partnerships with groups such as Transport for All, Eastleigh Accessibility Forum and London Borough of Richmond Accessibility Forum.

## 7. Staff Training

- 7.1 The Stagecoach South Western Trains Customer Service Training Team is committed to delivering training, which gives our front line employees the skills, tools and knowledge of the disabling environment of rail services, so as to provide exceptional care and customer service to all our passengers. An overview of this training policy will be submitted to the ORR for review.
- 7.2 Staff groups who work with our passengers face to face, on a daily basis, are:
  - Rail Operators/ Passenger Assistants (Waterloo)
  - Guards
  - Commercial Guards
  - Revenue Protection Inspectors
  - Customer Service Assistants
  - Catering Stewards (contractor)
  - Ticket Office Clerks/Customer Ambassadors
  - Customer Service Centre (Incl. Telephone Sales and Assistance booking)
  - Rail Community Officers
  - Customer Communication Security Centre Operators

All existing customer-facing employees have had disability awareness training and we will continue to train new entrants on this course. On-going staff briefings are circulated electronically to ensure that the knowledge and skills of the staff groups listed above are kept up to date.

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7.3 There is a one-day disability awareness course included within the introductory training of all employees entering service in customer-facing roles. It focuses on the knowledge, skills and tools that are necessary to enable our employees to assist our passengers with disabilities in the best possible way.

7.4 The course aim is to build delegates' knowledge and skills to enable them to best meet the needs of older and disabled passengers; and do this in accordance with both the law and South West Trains' commitment to give our customers the best service they have ever had.

The course objectives are, that by the end of the session delegates will be able to:

- explain how social factors (such as attitude and design) can be seen as “disabling” people who have impairments
- explain how they can carry out their day-to-day duties in line with the Equalities Act – being in customer service roles we have legal duties that impact on us
- be able to demonstrate how to safely assist a passenger who is using a wheelchair in accordance with recommended methods
- be able to demonstrate how to guide a visually-impaired passenger in accordance with SWT recommended guidelines
- be able to describe a variety of “invisible” impairments (such as degenerative conditions, long term illness, mental illness, incontinence) and the appropriate techniques to assist passengers who have them
- be able to describe a variety of techniques they can use to aid communication with passengers who have communication-related impairments (such as learning difficulties and hearing impairments)
- be able to explain both where to find and how to use the resources/aids South West Trains provide to assist passengers with disabilities

7.5 All managers of customer-facing employees also receive the one-day disability awareness training.

7.6 These managers, and others who are not in a customer-facing role but who perform duties which might impact on disabled passengers, also receive (written/verbal) briefings on disability issues from the Stakeholder Manager

7.7 The Employers Forum on Disability's publication *Welcoming Disabled Customers*, which presents issues of disability awareness in an easy to understand way, is issued to all attendees of the one-day disability awareness course.

7.8 The Customer Service Centre staff also receive a 3-week comprehensive in-house telephone course that includes details on how to communicate with callers who may have an impairment which may affect the ability of both parties to have a full understanding of each other's requirements.

### Ongoing Briefing

7.9 Briefings on disability issues, on either new matters of policy (for example, a change in the law) or as refreshers of core issues, are inserted into the briefing cycles of all customer-facing employees.

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- 7.10 During 2012, our internal internet site was upgraded and renamed The Platform. All employees have access to this, which has the latest briefing material and useful information about disability awareness.

### 8. Emergency Procedures

- 8.1 Details appropriate for assisting disabled passengers in emergencies can be found in the Health & Safety Manual. A summary of our policies and practices in assisting disabled passengers in such circumstances follows.
- 8.2 Our staff will supervise any action that needs to be taken in the event of an emergency either at a station or on a train. Our staff will identify the most expedient route and method for evacuating the location they are responsible for. They will also identify alternative routes and contingency arrangements, if predetermined routes are not available.
- 8.3 Should an incident occur, frontline employees will use their disability awareness skills and judgement to anticipate the needs of passengers with disabilities and communicate any instructions. At stations or on trains that are fitted with Passenger Information Systems, emergency information will be provided in both visual and aural formats should circumstances permit.
- 8.4 In accordance with the nature of the incident, our staff are trained to take into account the need to identify and deal safely with:
- Passengers with mobility/visual/hearing impairments, including those in wheelchairs
  - Passengers who are older or who may be infirm
  - Passengers with young children
  - Passengers whose first language may not be English

This will involve communicating with disabled passengers to ascertain what their assistance needs are.

- 8.5 In the event of an incident on a train, except when the train is at a station platform, we will not evacuate wheelchair users unless there is an immediate life-threatening situation. This is because there is always a risk of causing injury to people with physical impairments in an evacuation.
- 8.6 Whenever possible, we will move the passenger to a safer part of the train until arrangements can be made to move the train to the nearest station. We will endeavour to make sure that they are accompanied and kept informed of progress at all times.
- 8.7 If it becomes absolutely necessary to evacuate a train between stations, we will seek advice from the Emergency Services to ensure expert assistance is provided.

### 9. Communications Strategy

- 9.1 The services and facilities Stagecoach South Western Trains offers older and disabled passengers are promoted in the leaflet *Making Rail Accessible: Helping older and disabled passengers*, our comprehensive timetable publication *Train Timetable and guide to bus and ferry services*, and on our website. The leaflet titled *Making Rail Accessible: Helping older and disabled passengers* contains an overview of our service, a map showing accessibility on our network, and a table detailing every station on South West Trains with accessibility services

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and facilities. These are all available at our stations and via the website and customer services.

- 9.2 Our Assisted Travel number **0800 5282 100** is a freephone number staffed 06:00 to 22:00 everyday and text phone **0800 6920 792**.
- 9.3 We produce a stakeholder update document aimed at our stakeholders, providing information about the work we are doing to improve our service to all passengers, including those with mobility impairments. Our Stakeholder Manager will ensure that this is distributed to interested parties by the most suitable means.
- 9.4 Our Customer Service Centre will supply key literature (Assisted Travel/Passenger's Charter/Railway Byelaws/Making Rail Accessible: Helping older and disabled passengers) in large print, audiotape and easy-read, within 7 working days, free of charge. We also have the capacity to supply any of our marketing literature in large print on request. Our stakeholder update document is available in the above formats, plus a screen reader-friendly version, free of charge.
- 9.5 We will work with other train operators to look to standardise descriptions and symbols used on the access map of our network in order to provide consistency and ease of reading for passengers.

### On the Internet

- 9.6 Our website is designed to be compatible with browsers and add-on devices used by a wide range of people with disabilities. The website is built to achieve W3C AA Level Compliance.

### Station Facilities Website

- 9.7 The facilities, services and accessibility at all our stations are available on [www.nationalrail.co.uk](http://www.nationalrail.co.uk) as well as core content that is available from [southwesttrains.co.uk](http://southwesttrains.co.uk). This information includes our solutions for travelling to and from stations that are currently inaccessible to wheelchair users and some passengers with mobility-impairments. In accordance with the DfT's Railways for All programme we will, in partnership with the DfT and/or other parties, endeavour to secure funding to improve station access for older and disabled people.
- 9.8 We are committed to supporting the ATOC (The Association of Train Operating Companies) which provides detailed station information on its National Rail website and Stations Made Easy website. We will work with ATOC and other train operators to ensure accuracy and consistency of this and any future generation technical developments.
- 9.9 As part of our on-going work to improve the quality of information on this website our Stakeholder Manager carries out an annual review of the information about each station with the local management teams and will ensure that this information is updated by the end of each year.

### Databases of Access Information

- 9.10 The full text of our *Making Rail Accessible: guide to policies and practices* will be available in hard copy in a full range of alternative formats from our Customer Service Centre. A copy of the guide will also be available on our website.
- 9.11 Continuous update of the information contained on the National Rail Website and on the Passenger Assist national station database. This information is available on the internet from

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[www.nationalrail.com](http://www.nationalrail.com) and to other railway employees through both the national Rail Journey Information Service and the Assisted Passenger Reservation Service (APRS)

- 9.12 Through the use of XML feeds (direct links to our website, which display information from other websites), we will integrate station information available on the National Rail website within [southwesttrains.co.uk](http://southwesttrains.co.uk). We will also include basic plans of the station and details of its geographic location.

### Signage

- 9.13 All Stagecoach South Western Trains stations have undergone a complete signage programme to bring all the signage in line with *Accessible Train and Station Design for Disabled People: A Code of Practice*.
- 9.14 Through our stakeholder team, Area Managers and Station Managers, a series of networks exist with local authorities, passenger transport liaison groups and Accessibility Groups to promote access signage to a station from adjacent areas.

## **10. Car Parking**

- 10.1 At every station that has a tarmac or concrete surfaced car park for passengers, designated parking spaces will be available for blue badge holders.
- 10.2 We will locate these spaces in the most suitable place to ensure disabled users have easy access to our stations. Usually these spaces will be located as close to the main station entrance as possible.
- 10.3 Passengers who have a disability that makes it difficult or impossible for them to use the car park ticket machines can purchase their ticket at the station ticket office. Our employees will then notify our car park contractors that a ticket has been purchased.
- 10.4 All our spaces for blue badge holders in tarmac or concrete surfaced car parks are marked with the International Symbol for Access on the ground. When we redevelop our car parks we will ensure that the bays for blue badge holders are compliant with the guidelines given in the Code of Practice.
- 10.5 We are satisfied that the present number of spaces for blue badge holders meets current demand at all of our car parks.
- 10.6 Where we provide marked bays for blue badge holders, which are within the chargeable parking area, the normal car parking rate will apply.
- 10.7 Our staff monitor the occupancy of our spaces for blue badge holders at every South West Trains Station where the number of spaces was increased and dispensation was given to not meet the criteria set out in the Code of Practice. Where a growth in demand is shown in the monitoring figures, we will endeavour to increase the number of spaces.
- 10.8 Our car park security team and staff will also monitor any spaces that are misused. A notice will be issued to any motorist parked in a blue badge space without a valid blue badge.



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- Live train information
- Latest news



Free Travel Alerts

**southwesttrains.co.uk/jca**

Keeping our registered customers up-to-date with their service running information, delays and alterations.



Twitter

**@SW\_Trains**

Follow South West Trains on Twitter and be the first to know what's happening on our network.



**facebook.com/swtrains**

Providing South West Trains network information and details of our latest offers.



Customer Service Centre

**0345 6000 650**

Our UK based team are available 7 days a week from 6am to 10pm for:

- Ticket sales by credit or debit card
- Comments and suggestions.



Assisted Travel

**0800 5282 100** Textphone **0800 6920 792**

A freephone service open 6am - 10pm for older and disabled passengers. We recommend booking assistance **24 hrs in advance.**



National Rail Enquiries

**03457 48 49 50**

Train times, fares and rail information.

South West Trains accepts no liability for any inaccuracy in the information contained in this publication which is subject to alteration. Please check before you travel.



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# Making Rail Accessible

## Helping older and disabled passengers



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## Introduction

Welcome to Stagecoach South Western Trains network (South West Trains).

We operate main line services to London Waterloo, metro and suburban services in South West London plus regional and longer distance services to Reading, Basingstoke, Southampton, Salisbury, Portsmouth, Bournemouth, Weymouth, Yeovil, Alton and Exeter.

We are committed to meeting the needs of all our passengers and we will help you if you need assistance in planning and making your journey. All our customer service staff are trained to anticipate the needs of passengers, particularly those who need some extra help when travelling, and we're working to make sure train travel is as accessible as possible.

Our aim is to 'work to provide an inclusive railway, which is available to as many people as possible through positive moves to increase accessibility'. This booklet aims to provide you with an overview of the service we can offer when you travel with us and the assistance you can request to help you to travel.

This booklet, and all our printed information, is available in alternative formats such as Large Print, Audio or Braille. If you would like any information in a format that is accessible to you, please contact our Assisted Travel team who will arrange this for you, free of charge.





## Planning your journey - assistance for passengers

Most of our stations were built in a time when the needs of some passengers were not considered. This means that not all of our stations have step-free access onto some or all platforms.

Details of step free access and other information about the facilities at our stations are available in this booklet, on our website, on 'Stations Made Easy' through National Rail Enquiries website or from our Assisted Travel Team (see below).

Our staff at Customer Service Centre update the information within 24 hours of notification of any changes.

All our written information is reviewed and updated at least once a year in line with the timetable change and is available in a format that is accessible to you.

Some stations are unsuitable for passengers who need assistance because they are not staffed for all or part of the day. In these cases, we recommend you book in advance and we can then make arrangements to assist you, for example we can provide alternative accessible transport or, where practicable, send a member of staff to an unstaffed station. If you did not book an assistance and wish to use one of our unstaffed stations, please use a Help Point or contact our Assisted Travel team. Welcome poster with the Assisted Travel team's number can be found near the entrance to any of our stations.

### Alternative Accessible Transport

If a station is not accessible to you, or if you are unsure whether the station you intend to use is accessible to you, please get in touch as we can arrange alternative transport (usually a taxi) without extra charge. This transport will take you between the nearest or most convenient station to or from an accessible station from which you can continue your journey.

The same arrangement will apply should it be necessary to replace trains with road transport due to planned engineering work or short-notice, unexpected disruption. If this happens, please make yourself known to a member of staff or use a Help Point, to enable us make arrangements for your assistance.

### Booking travel assistance in advance

If you need assistance during your journey, we recommend that you let us know 24 hours before you travel. You can do this by contacting our **Assisted Travel Team** on **Freephone 0800 52 82100, Textphone 0800 6920 792**, available 6am to 10pm every day (Christmas Day and Boxing Day excluded), using the form on our website or in person at any staffed ticket office.

Meeting the needs of our disabled passengers is not just about physical improvements to stations and trains. It is equally important that we identify your specific needs in order to establish the most suitable and practical means to give you the assistance required. We have a number of measures to cater for your requirements each of which will be considered, discussed and agreed with you at the time of booking.

Ideally we recommend you book passenger assistance by giving us 24 hours' notice, but do not worry if you cannot give this, as we will still do all we can to provide the help you need.

When booking assistance, please provide as much information as you can about the help you might need. When you book assistance we can help you travel between any two stations during the hours trains are scheduled to serve those stations.

We are able to:

- Help you plan the journey best suited to your needs
- Check the accessibility of the stations you will be using
- Confirm current staffing arrangements
- Provide details of facilities at our stations
- Arrange alternative accessible transport if necessary
- Make wheelchair space reservations on board our trains
- Meet you on arrival
- Help get you around the station
- Assist in boarding and alighting a train
- Help make a train connection
- Sell train tickets. These can be collected from the self-service ticket machines at our stations or we can post them to you (please allow 5 working days)
- Provide onward travel advice
- On station with platform staff, assist to the station entrances and to taxi ranks and bus stops if they are next to the station building

Please be aware that there are limits to the amount of assistance we can provide. We cannot provide personal care (for example help with eating, drinking, taking medication or using the toilet) or personally escort customers throughout their journey.

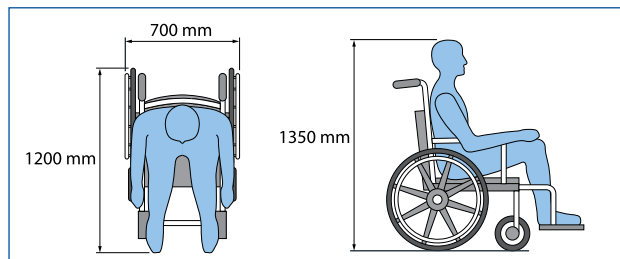
Because of their duties staff may not be able to wait with you until the train comes but will take you somewhere you can wait and come back when the train arrives.

Passengers alighting at a terminal station, will be assisted off the train at their destination as quickly as possible within 5 minutes of their train's arrival.

By advising us in advance we are able to book your whole journey even if it involves another Train Operating Company. We currently use a system called Passenger Assist. This is a national system that allows bookings for any station in the country and helps us to ensure that information is passed on to the frontline staff, so they can make the necessary arrangements for assistance to be provided. We provide sufficient resource to maintain Passenger Assist and to improve its performance.

### Wheelchair users

We are able to give assistance to manual and electric wheelchair users with wheelchairs (including arm clearance for manual chairs) that are no wider than 700mm, no longer than 1200mm, no higher than 1350mm and no heavier than 300kg (including the weight of the passenger).



The maximum weight is limited by:

- The capabilities of the individual member of staff assisting passengers
- The safe working load of the ramp.
- Manoeuvrability getting onto or movement once inside the train

### Powered mobility scooter users

Powered scooters are not generally designed for use on public transport and some mobility scooters cannot be conveyed on South West Trains due to problems with their size, weight and manoeuvrability. We operate a 'Scooter Card' scheme which allows customers with scooters to travel on South West Trains services, subject to their scooter being safe for travel. Please note that customers with powered wheelchairs do not require a Scooter Card. Powered mobility scooters cannot be carried at times when alternative transport is provided such as planned engineering works.

If an emergency situation arises during a journey that requires alternative transport, the guard will make arrangements with our control centre to provide alternative accessible transport including the carriage of the scooter.

If travelling with a mobility scooter, please stow in an accessible space, secure it to stop movement and where possible transfer to the seating provided.

### Three-wheeled scooters

For a three-wheeled scooter to be eligible for a Scooter Card, it can be up to 700mm wide, 1200mm long and 1350mm high. The weight limit is a maximum of 300kg (including the weight of the passenger).

### Four-wheeled scooters

For a four-wheeled scooter to be eligible for a Scooter Card it can be up to 560mm wide, 1120mm long and 1350mm high. The weight limit is a maximum of 300kg (including the weight of the passenger).

Scooter policies may differ on other train operator services. When you book assistance for your journey our Assisted Travel Team will be able to advise you of the other operating companies' scooter policies. You can view the policies of other train operators on the following link: [nationalrail.co.uk/stations\\_destination/disabled\\_passengers](https://nationalrail.co.uk/stations_destination/disabled_passengers)

### How to apply for a Scooter Card

Please call our **Assisted Travel Team 0800 5282 100** to request a Scooter Card application, or visit our website. Please allow 7 to 10 working days when applying for a Scooter Card.

### Reserving a wheelchair space

All South West Trains services have at least one dedicated wheelchair space. Please note that these dedicated spaces are not in First Class areas of our trains. Location of the wheelchair space is clearly marked by the International wheelchair sign on or by the appropriate door. You can reserve a wheelchair space on most of our longer distance services. Wheelchair reservations are not available on some of our London area services. However, most of these services are frequent and have at least two dedicated wheelchair spaces per train.



### Platform to Train ramps

We have portable ramps on all of our trains and stations to assist wheelchair users and other mobility impaired passengers on and off our services at accessible stations.

If you have booked assistance to board or alight from an unstaffed station using a ramp the guard will provide assistance with the wheelchair ramp but we do ask that passengers let the guard know in advance. All front line staff have been trained on the correct use of ramps at stations.

If you have not booked assistance, please advise a member of platform staff or the guard that a ramp will be required.

### Seats

Seat reservations are not available on South West Trains services but we can make seat reservations for the other parts of your journey where seat reservations are available.

All our trains (with the exception of those on the Isle of Wight) have priority seats that have been designed for

passengers with reduced mobility and are clearly labelled and located near to the train doors.

These are positioned near the doors in each carriage and are marked with a sign asking other passengers to give the seat up if required. Our on train staff will do their best to find you a seat for your journey. Our employees can ask other passengers to give up their seat, but cannot enforce it if they refuse to do so.

### Assistance dogs

Assistance dogs are welcome on all of our services, free of charge. If you are travelling with an assistance dog and there are no Standard Class seats available, you can upgrade to First Class for free without having to wait for the guard's approval.



## Tickets and fares

There are many different ways to purchase your tickets:

- At the ticket office
- Using the self-service ticket machine
- When booking Assisted Travel
- By phoning our UK-based Customer Service Centre (see back cover of this leaflet for details).
- On the Internet with a debit or credit card

We have also introduced a service called 'Ticket on Departure'. You can book your ticket by phone or visiting our website, up to 2 hours before departure. You can collect the tickets from any of our self-service ticket machines by using a credit card and a booking reference.

If you were unable to buy a ticket before boarding a train for a reason related to your disability, you can purchase it on train from the guard or at the destination station, without penalty. The full range of tickets and discounts will be available to you.

## Discounted fares

The following discounted fares are available:

### Disabled Persons Railcard

Disabled Persons Railcard holders get one-third off most tickets. A one year Railcard costs £20 or a three year Railcard costs £54. To receive a Disabled Persons Railcard please apply to the Disabled Persons Railcard Office.

You can do this by:

- Returning a completed application form from the Association of Train Operating Companies' (ATOC) 'Disabled Persons Railcard' leaflet available at all staffed stations and online
- Calling the application helpline on **0845 605 0525 (textphone 0845 601 0132)**
- Visit the disabled persons railcard website **[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)**



### 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. They are valid for one year 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 age. At stations you can also use your birth certificate.

- Senior Railcard Office Helpline: **0345 300 0250\***
- Website: **[senior-railcard.co.uk](http://senior-railcard.co.uk)**

There may be other Railcards that may be suitable for you please visit **[railcard.co.uk](http://railcard.co.uk)** for further information.

- \* Calls cost no more than calls to standard UK landlines and must be included in inclusive minutes and discount schemes in the same way. Calls from landlines are typically charged up to 10p per minute; calls from mobiles typically cost between 10p and 40p per minute. Calls from landlines and mobiles are included in free call packages (check with your provider).

## Concessionary Fares

Discounts are also available to some disabled people who do not have a Disabled Persons Railcard. Please be aware these cannot be purchased from the Ticket Vending Machines and can only be purchased from staffed National Rail station ticket offices.

### Blind or visually-impaired customers travelling with a companion

If you are registered as blind or visually impaired and you are travelling with another person, the concessionary discounts overleaf apply to adult fares only for both you and your companion. You cannot get a discount if you are travelling on your own. You must show a document confirming your disability when you buy your ticket and when travelling. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK.

### People who stay in their own wheelchair for a rail journey

If you need to stay in your own wheelchair during a journey and you do not have a Railcard, you are eligible for the concessionary discounts below on both adult and child fares.

The discounts below apply if you are travelling alone. They are also available to one adult travelling with you.

### Concessionary Fare Discounts

**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**

In some cases Off-Peak, Super Off-Peak or Advance fares may cost less than the discounted Anytime Fare. Ticket office staff will make you aware if there is a cheaper fare available.

### Season tickets

If you are blind or visually-impaired you can buy one adult Season ticket that enables a companion to travel with you on National Rail services only at no extra cost (so two people travel for the price of one). It doesn't have to be the same person travelling with you on every journey. Please take evidence of your visual impairment (as described in 'Blind or visually impaired customers

travelling with a companion' above) with you to prove your eligibility.

### Freedom Passes

Older or disabled passengers who live in the London area and have a Freedom Pass are entitled to free travel on South West Trains services within the London Fare Zones only after 0930 Monday – Friday and any time at weekends or public holidays.

### Oyster Cards

Oyster Cards are valid for travel in the London Area and must be touched in at the start of the journey and touched out at the end. The Disabled Persons Railcard or Senior Railcard discounts can be registered onto an Oyster card at any London Underground or London Overground station, as well as any National Rail station ticket office that issues Oyster cards. This will entitle you to the Railcard discount on the Oyster pay as you go single fares and daily caps on National Rail, London Underground and Docklands Light Railway services in the London Fare Zones.

For more information about Oyster Cards please go to [tfl.gov.uk/oyster](http://tfl.gov.uk/oyster) or [nationalrail.co.uk/oyster](http://nationalrail.co.uk/oyster)

## At the station

### Aural and Visual information

All our stations have real-time train running customer information systems on all platforms and booking halls. Automated aural announcements are designed to be clear and easy to understand and anyone who makes manual announcements is trained to make clear, jargon free announcements.

Visual information is designed to help people with hearing communications and visual impairments. Our customer service staff in the ticket office and on the platform are trained in disability awareness and understand the need to speak clearly and to write information down to assist.

### Information Points and Displays

All our ticket offices can provide information on rail services, tickets and assisted travel. There are induction loops at every station ticket office to help hearing aid users. At many of our larger stations we are also installing a lower level counter or a continuous lower level window, which will allow wheelchair users and people of short stature to access the office. Details of stations with lower level counter are shown in the station table at the back of this leaflet.

London Waterloo station has a dedicated Information Point on the central concourse. Here information can be given on South West Trains' services, onward travel from London Waterloo and is the meeting point for Assisted Travel.

Where possible, timetable information, leaflets and Station Information posters are located in areas that are easily accessible, but if you do need help our staff will be happy to assist you.

All staff and information points at stations will provide updated information on train services and station facilities available at that station and where trains call at. This includes information on other train operator train services and stations where applicable.

When you arrive at the station and have booked or require assistance please make yourself known to a member of staff. They can then make arrangements for your assistance. Some of our stations have a dedicated assistance point – please see the Station Facilities Table section of this booklet.



### Help Points

The help points are white circular units with blue/green buttons for general and emergency calls. If the emergency button is pressed, you will be connected to someone who can call the right emergency services. There are Help Points on every platform at all our stations.

These Help Points are staffed 24 hours a day, seven days a week. Our Help Point operators are able to give train service updates, and to advise on train and station accessibility. When it is necessary, they can also arrange alternative transport. All our Help Points are fitted with an induction loop.



### **Ticket Machines**

We have over 440 self-service ticket machines at our stations. These are all compliant with the Disability Discrimination Act 1995, and can sell a wide range of tickets for travel, including those with Senior Railcards and Disabled Persons Railcard discounts. We are working to make these machines more accessible, particularly for those with visual impairments.

During 2016 we will be introducing a new type of additional ticket machines at many of our stations. These will provide a function of a video connection between the ticket purchaser and a remote ticket agent, who is able to assist with the ticket purchase if necessary. Please check our website for more details.

### **Ticket Gates**

Many of our stations have ticket gates at the entrance and exit to the platform. Where stations have ticket gates there is a wide aisled gate to allow extra room to pass through. All our ticket gates, when in operation, have a member of staff available that can help.

When the ticket gates are not in operation they will be left in the open position for passengers to enter or leave the station unrestricted. At some stations, these gatelines may be operated remotely, but a member of staff is always available to provide assistance.



### **Station wheelchairs**

Some stations have wheelchairs that are used by station staff to assist passengers for transfers around the station. If assistance using the station wheelchair is required, please can this be requested when booking in order to ensure that this is available.

### **Luggage**

We provide free luggage assistance for disabled customers and those who have booked assistance. You may take a single item of hand luggage that must be capable of being held in your lap if required, plus up to two items of luggage each not exceeding 30x70x90 cm in size. We do request that consideration is given to size and weight of luggage as our staff might not be able to assist if the luggage is too large or heavy.

### **Left Luggage**

London Waterloo station is the only station on the South West Trains' network with a Left Luggage facility. This facility is accessible and is available from Monday to Sunday 7am to 11pm. This facility is managed by Excess Baggage Company, for more information contact 0800 524 4815.

### **Car parking**

All of our stations with car parks include designated parking spaces for blue badge holders who are using our trains. Where these spaces are within the main car park, normal car park charges apply. If you are unable to use the ticket machines, you can buy car park tickets from the ticket office.

Please see the Station Facilities Table section in this leaflet for details. Our car parks are patrolled to prevent drivers who do not have a valid blue badge using blue badge spaces.



### Toilets

There are passenger toilets at many of our stations, but are only available when the station is staffed. Those stations with accessible toilets are shown in the Station Facilities Table section and the 'Step-free access' map at the back of this leaflet. All our accessible toilets are part of the RADAR National Key Scheme.

### Other facilities on stations

Where facilities are provided by a third party on the station, such as catering facilities or shops, we work with them to ensure these facilities are accessible to disabled passengers. We regularly liaise with our tenants and highlight to them any issues which have been brought to our notice. Catering facilities are also shown in the Station Facilities Table section of this leaflet.

## On the train

### On train staff

For your safety we have guards on all of our trains. Our guards are trained in the use of the on-board wheelchair ramps and station wheelchair ramps and they will provide the assistance on or off the train where there is no station staff available. Our guards provide train service updates and they will move through the train to check tickets and answer enquiries, when they are able to. If you need help in any way, such as getting on and off the train or receiving information, please let the guard know as soon as you can.

### Announcements on train

All our services have aural and visual information announcements with the exception of Island Line Trains services that just have aural announcements. The announcements include train journey information, safety information and connection information. Aural and visual announcements are also made on the approach to each station to alert passengers and give sufficient warning to prepare to alight. Visual information is designed to help people with hearing and visual impairments.

Our guards are trained in disability awareness and understand the need to speak clearly and jargon-free, especially when making passenger information announcements.

### Catering on trains

Our on-train catering is provided in partnership with Rail Gourmet. It is provided by an at-seat trolley service, depending on the route and time of day. Our on-train staff will liaise with Rail Gourmet stewards to make sure passengers who cannot access this service are able to buy refreshments.

### Toilets on trains

Many of our trains, and all those that run on longer distance routes, have toilets. Each of these trains has at least one toilet which is accessible to wheelchair users. Our diesel fleet of trains are currently going through a refurbishment programme to improve accessibility on the units including the toilet area. This will allow extra room for a passenger to transfer from a wheelchair to the toilet.



## Rolling Stock Information

Under current law, all new trains introduced into service should be built in compliance with the Rail Vehicle Access Regulations (RVAR) or Technical Specification for Interoperability: Persons with Reduced Mobility (TSI PRM). These regulations set the standard for access to services for disabled people.

The table on the following pages gives details of the different types of train, the routes on which they operate, the facilities on board and the RVAR status. All our trains introduced since 1998 are RVAR compliant. The trains built before 1998 are not, but modifications have been made to ensure these trains do provide access for disabled people.

During 2015/16, we will be introducing additional carriages to reduce overcrowding and provide extra seats and facilities for all passengers.

Train Type	Routes	Wheelchair Spaces	RVAR compliant	Wheelchair ramp	Accessible toilets
<b>Class 458</b>	<ul style="list-style-type: none"> <li>• Waterloo to Reading</li> <li>• Waterloo to Windsor</li> </ul>	2	Yes	Yes	Yes
<b>Class 444</b>	<ul style="list-style-type: none"> <li>• Waterloo to Weymouth</li> <li>• Waterloo to Portsmouth Harbour</li> <li>• Waterloo to Alton</li> </ul>	2	Yes	Yes	Yes
<b>Class 450</b>	<ul style="list-style-type: none"> <li>• Waterloo to Weybridge/Hounslow</li> <li>• Waterloo to Weymouth</li> <li>• Waterloo to Portsmouth Harbour</li> <li>• Waterloo to Alton</li> <li>• Southampton to Portsmouth</li> <li>• Ascot to Guildford</li> <li>• Brockenhurst to Lymington</li> <li>• Waterloo to Reading</li> </ul>	2	Yes	Yes	Yes



Train Type	Routes	Wheelchair Spaces	RVAR compliant	Wheelchair ramp	Accessible toilets
<b>Class 158 &amp; 159</b>	<ul style="list-style-type: none"> <li>• Waterloo to Exeter St Davids</li> <li>• Waterloo to Bristol Temple Meads</li> <li>• Waterloo to Salisbury</li> <li>• Brockenhurst to Lymington</li> </ul>	1	No	Yes	Yes
<b>Class 455</b>	All suburban services on the lines to Chessington, Dorking, Guildford, Woking, Hampton Court, Hounslow, Kingston and Shepperton	2 plus 2 flexible spaces	No	Yes	No toilets
<b>Class 483</b>	Island Line Trains, Isle of Wight	No but sufficient space on train	No	Yes	No toilets
<b>Class 456</b>	Alton, Aldershot and Guildford to Ascot, Richmond and Waterloo	2	No	Yes	No toilets





## Making connections

All our assisted travel bookings use Passenger Assist. Where the journey involves a change in train, the interchange station will be aware of your journey and will be available to help you make your connection. There are laid down connection times for individual stations and these will be taken into account when you book your journey. We can allow longer connection times when booking your journey to make sure that we allow enough time to provide the assistance that is required.

This includes assistance for a connecting train or other modes of transport that call at the station. If you have not booked we will still do all we can to provide the required assistance, but the service we provide might be affected by the availability of platform staff or accessible taxis.

### Connections to other transport modes

We recognise that many passengers need to use other transport modes to/from stations. At staffed stations, we can offer disabled passengers assistance to the station entrance/exit, access to LUL, Tramlink and signage to taxi's and bus stops. Beyond these points, staff can provide information on how to make connections with other modes which are also shown on the station posters.

We provide local authorities, stakeholders and other transport providers advance notice of our future, temporary or emergency timetables. This enables other transport providers the opportunity to align services to meet the changes to the rail timetable.

### Taxis

A large number of our stations have a taxi rank available for passenger use. These licensed taxis are authorised to 'ply for hire' at our stations and we will work with local authorities to promote an increase in wheelchair accessible taxis available at stations, although availability at stations cannot be guaranteed. For the taxis booked by our station staff or provided for passenger assistance, we have a single supply contract with a taxi operator. As part of the contract accessible taxi has to be provided upon request.

## Disruptions to facilities and services

### Planned engineering works

We do have planned engineering works that will involve a replacement bus or coach service. Where possible we use accessible transport. If this is inaccessible to you we will provide a taxi or an alternative rail route at no extra cost to you.



### Unplanned disruption

There are occasions when the train service is disrupted. During these times we will make every effort to ensure that your needs are met and that you are advised of any changes to the services. We understand how important it is to have reliable information especially in the event of delays or disruption. Wherever possible, we provide clear and consistent aural and visual information on train departures and other relevant messages. If the train services are delayed and you are at an unstaffed station, all our platforms have a Help Point that a member of staff will answer and be able to help you. They can also arrange alternative transport, accessible to you, if required for you to continue your journey.

There are occasions where we need to re-platform trains at very short notice. This can only happen at the larger stations and in the majority of cases they do have step free access. If you require assistance to get to your new platform, and you have not booked it in advance, please make yourself

known to a member of staff who will then help you make your connection. If a train is re-platformed at a station with no step-free interchange, alternative arrangements will be made for you to complete your journey.

If a train is disrupted at short notice, an announcement will be made by the on-board guard. Where possible the guard will make themselves known to any mobility impaired passenger he is aware of on train and provide information and assistance directly.

### Replacement services

When disruption leaves services altered or removed, we will provide reasonable alternatives at no cost to the passenger. If this involves a bus, we will request that these are low floor in order to accommodate those passengers in wheelchairs and if this is not possible, we will arrange for a taxi.

### Emergency situations

All our staff are trained in how to deal with the rare occurrence of an emergency situation. The training covers how to effectively communicate with all our passengers during an emergency and what to do if a train or station needs to be evacuated. All our trains do have an on-train guard who has specific training to ensure the needs of older and disabled passengers are not compromised and provide the assistance required.

## Short notice alteration to facilities

### Lifts

There are occasions when station lifts are not working. Any lift reported not working will be faulted immediately and every effort made to repair the lift within 2 hours. Information regarding the lifts is sent out to all the staff affected so that prompt communication and alternative arrangements are made for passengers requiring step-free access to continue their journey. Every station with lifts has a local plan detailing what alternative arrangements are to be made when the lifts are not working.



### Long term alterations to facilities

Any long term alteration to a station, will be posted on the South West Trains website and included on the National Rail Enquiries website. This will allow any passengers or station, to look at an updated database of the facilities at the station. Posters will also be displayed on the affected stations. This will be supported by consultation with local groups affected by the change and a publicity campaign based around the station concerned.

### What to do if you want to report a fault at a station

If you notice a fault or a temporary alteration that is not shown on the respective websites, please advise a member of staff or use the help point at an unstaffed station. Our Customer Service Centre team will work with the station management and station property teams to rectify the problem. We will ensure that this station database, known as 'Knowledge Base', is kept fully updated with any alterations made within 24 hours.

## After your journey

### Comments and questions

We are always looking at ways to improve the service we offer to our passengers and would welcome your feedback. If you have any comments, questions or suggestions, please let our Customer Service Centre know.

They can be contacted as follows:

**By post**     **Customer Relations  
South West Trains  
Overline House  
Southampton  
SO15 1GW**

**e-mail**     **customerrelations@swtrains.co.uk**

**telephone**   **0800 52 82 100**

**text phone**   **0800 6920 792**

**fax**     **02380 728187**

Our Customer Service Centre will normally respond to customers in writing and if requested they are able to respond in large print, Braille or by telephone. We may also contact you after you have booked assistance with us to receive specific feedback about your journey.

### Liaison with external stakeholders

Our Stakeholder Manager is in frequent contact with passengers, other transport providers, and organisations with an interest in our service. These include Transport Focus, London TravelWatch as well as representatives from local access groups and national groups such as Guide Dogs.

Twice yearly we produce a newsletter that gives information about South West Trains work with local disabled groups and updates on its service. The mailing list for the newsletter covers more than 200 groups and individuals who have an interest in accessibility.

The Stakeholder Management team are happy to talk to and consult with passenger groups, access groups, local councils and any other appropriate groups or bodies with an interest in our service. If you would like to speak to the team directly or to be added to our list of consultees or to receive the newsletter, please contact our Customer Service Centre.

## Future improvements

'Access for All' is a scheme to improve access at stations nationally with Network Rail and the Department for Transport. Alton, Aldershot and Wokingham stations received improvements to accessibility as part of the 'Access for All' scheme. The improvements included lifts and step-free access throughout the station.

Between 2015-19, Access for All footbridge and lift schemes will be developed for Whitton, Barnes, Teddington, Ewell West, Virginia Water, Walton on Thames and Godalming as a well as a programme of smaller accessibility schemes across our network.

We will not make any permanent alterations to any stations that will reduce accessibility at stations such as closure of station entrances, without prior consultation with all affected groups such as Transport Focus, London TravelWatch, Local Access group, Local Authorities and the Department for Transport.

## Making rail accessible: guide to policies and practices

Our 'Making rail accessible: guide to policies and practices' details the ways in which we will protect the interests of older and disabled passengers who use our services, and how we will comply with our responsibilities under the legislation relevant to this area of our business. A full copy is available from our Customer Service Centre and at [southwesttrains.co.uk](http://southwesttrains.co.uk)

## Alternative formats

If you need any information in an alternative format such as Braille, Audio, Large Print or Easy Read, please contact our Assisted Travel team who will be able to provide you with free copy within 7 days.

## Station facilities table

The table on the following pages is a guide to accessibility and facilities at our stations. The information is correct at time of printing. For the latest information please go to the South West Trains or National Rail Enquiries website.

### Definition of terms

#### Step-free Access

Full - station has level/step-free access onto the station and platforms.

Part - step-free access to at least one but not all platforms or difficult interchange. Please see comments in the table.

#### Passenger Assistance Staff

Indicates availability of staff able to provide passenger assistance. Some stations may be unstaffed or only staffed for part of the day. Where staffing is indicated as full time, station may not be staffed until the end of service. Please enquire for current hours of availability. Ticket Office staff are unable to provide assistance with boarding and alighting the train.

#### Ticket Office Height Adjusted

The ticket office has an accessible ticket office window.

#### Blue Badge Parking

Blue Badge Parking is available at the station.

#### Compliant seating

All our stations have seating. This indicates whether the seating is compliant, for example, if it has armrests.

#### Toilets/Accessible Toilets

Station has got toilet facilities and/or accessible toilets.

#### Secure station

The station has got secure station accreditation.

#### Catering

Refreshment facilities available on the station.

#### Waiting Room

The station has a waiting room that is open when the station is staffed.

### Customer Information Systems

CIS - Customer Information Screens providing clear visual information

PA - Public Address system providing clear aural information

Help Point - On few of our stations CIS and PA are not available. If you require information on one of these stations you are advised to use the Help Point.

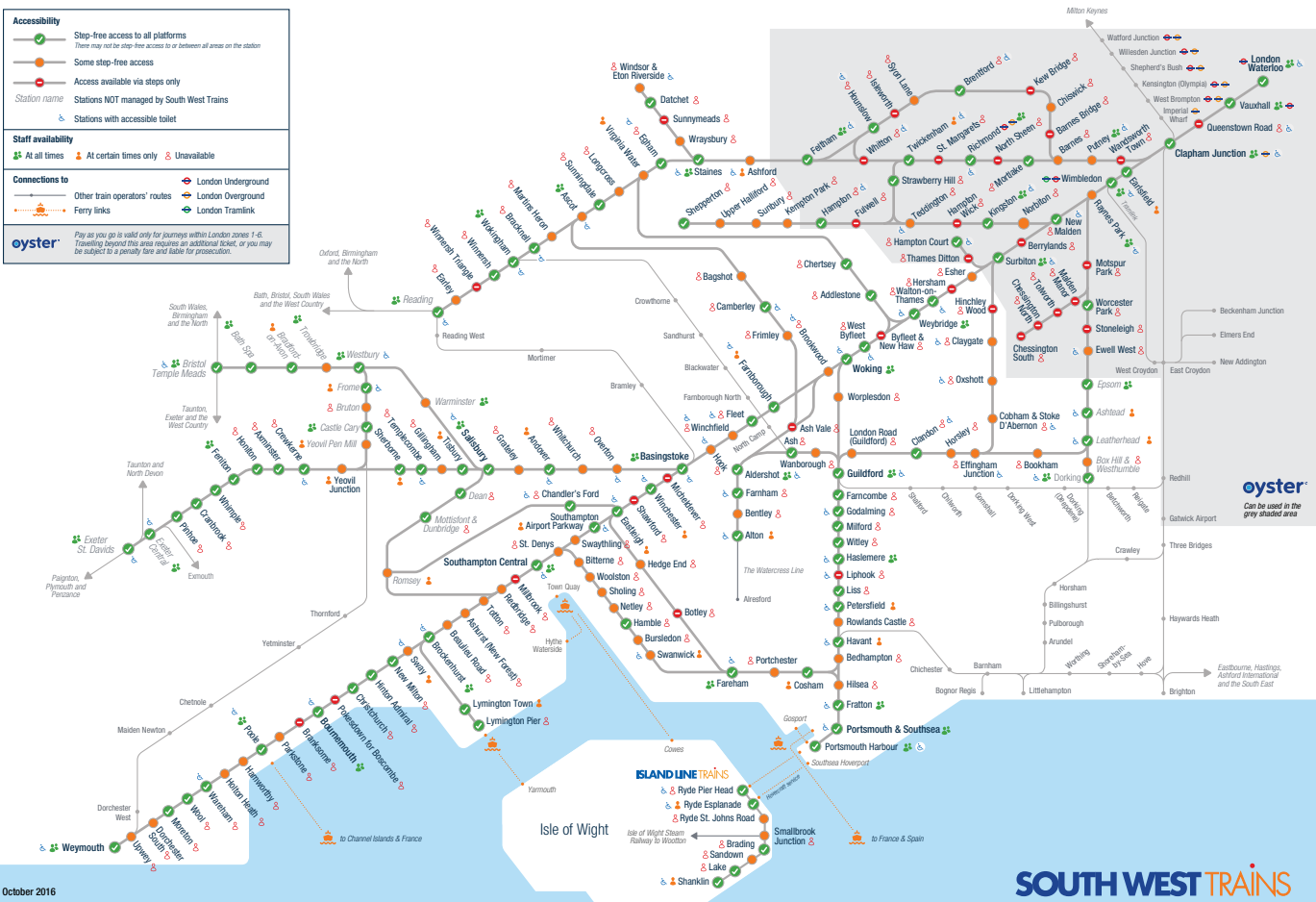
### Designated Meeting Point

Meeting point for booked assisted travel during staffing hours. If the meeting point is unmanned, please approach any member of staff for assistance.

**All South West Trains ticket vending machines are accessible and all are able to sell tickets with Disabled Persons Railcard discounts.**



Accessibility	
	Step-free access to all platforms <i>There may not be step-free access to or between all areas on the station</i>
	Some step-free access
	Access available via steps only
Staff availability	
	At all times
	At certain times only
	Unavailable
Connections to	
	London Underground
	London Overground
	Ferry links
	Other train operators' routes
	London Tramlink
oyster	
Play as you go is valid only for journeys within London zones 1-6. Travelling beyond this area requires an additional ticket, or you may be subject to a penalty fare and liable for prosecution.	



oyster  
Can be used in the grey shaded area

**SOUTH WEST TRAINS**

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
<b>Addlestone</b>	SWT	Full	Unavailable	No	No	Yes	No	No	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms. Platform interchange via level crossing.
<b>Aldershot</b>	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to both platforms via lifts. Lifts might not be available after 23:30, please check availability before you travel.
<b>Alton</b>	SWT	Full	Part Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access and interchange. Toilets only available when the ticket office is open.
<b>Andover</b>	SWT	Full	Part Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Level access to platform 2 (to Salisbury). Interchange and access to platform 1 (to Southampton) via subway with steep ramps only. Staff operated powered wheelchair available.
<b>Ascot (Berks)</b>	SWT	Part	Full Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to platform 1 (to London Waterloo) only. Platforms 2 (to Reading) and 3 (to Guildford) will not have any step-free access between September '16 and February '17 due to station improvement works.
<b>Ash</b>	SWT	Full	Unavailable	No	Yes	Yes	No	No	No	Yes	CIS/PA	Unavailable	Level access to both platforms, interchange via a level crossing.
<b>Ash Vale</b>	SWT	None	Unavailable	No	No	Yes	Toilets	Yes	Yes	Yes	CIS/PA	Unavailable	No step-free access to the station.
<b>Ashford (Surrey)</b>	SWT	Part	Part Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to both platforms and ticket office, interchange via footbridge with steps. Waiting room and toilets facilities only available when ticket office is opened.
<b>Ashtead</b>	Southern	Full	Part Time	No	Yes	Yes	Accessible	Unknown	Yes	Yes	CIS/PA	Approach Staff	Access between platforms via level crossing
<b>Ashurst New Forest</b>	SWT	Part	Unavailable	N/A	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to Platform 1 (to London Waterloo). Access to platform 2 (to Weymouth) is via gravel path. Step-free interchange via street.
<b>Axminster</b>	SWT	Full	Unavailable	No	Yes	Yes	Toilets	No	Yes	Yes	CIS/PA	Unavailable	Step free access to Platform 1. Access to platform 2 via lifts, available 24 hours a day. Toilets only available when the ticket office is open.
<b>Bagshot</b>	SWT	Part	Unavailable	No	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 1 (to Ascot), interchange and access to platform 2 via stepped footbridge only.
<b>Barnes</b>	SWT	Part	Unavailable	No	Yes	No	No	Yes	No	No	CIS/PA	Unavailable	Step-free access to platforms 1 and 4, access to ticket office and platforms 2 and 3 only via stepped footbridge.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
<b>Barnes Bridge</b>	SWT	None	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Basingstoke</b>	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to platforms, interchange via lifts available 24 hours a day.
<b>Bath Spa</b>	GWR	Full	Full Time	Yes	Yes	Yes	Toilets	Yes	Yes	Yes	CIS/PA	Approach Staff	Step-free access to station and platforms.
<b>Beaulieu Road</b>	SWT	Part	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	Level access to platform 2 (to Bournemouth). Interchange and access to platform 1 (to London Waterloo) via footbridge with steps.
<b>Bedhampton</b>	SWT	Part	Unavailable	No	No	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, platform interchange via level crossing. Wheelchair ramp cannot be deployed at this station.
<b>Bentley (Hants)</b>	SWT	Part	Unavailable	No	Yes	Yes	Toilets	No	No	Yes	CIS/PA	Unavailable	Step-free access to platform 1 only. Station is single line working for most of the day.
<b>Berrylands</b>	SWT	None	Unavailable	No	Yes	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Bitterne</b>	SWT	Part	Unavailable	N/A	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to Platform 2 (to Portsmouth). Interchange and access to platform 1 (to Southampton Central) via footbridge with steps.
<b>Bookham</b>	SWT	Part	Unavailable	No	Yes	Yes	Toilets	No	No	No	CIS/PA	Unavailable	Step-free access to platform 1 (to London Waterloo), interchange and access to platform 2 via footbridge with steps.
<b>Botley</b>	SWT	None	Unavailable	N/A	Yes	No	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Bournemouth</b>	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Interchange is via either a stepped footbridge or a ramped underpass.
<b>Box Hill &amp; Westhumble</b>	Southern	Part	Unavailable	N/A	Yes	No	No	Unkown	No	No	CIS/Help Point	Unavailable	Step-free access to platform 2 (to Dorking), steps to platform 1 (to London).
<b>Bracknell</b>	SWT	Full	Unavailable	Yes	Yes	Yes	Accessible	Yes	Yes	No	CIS/PA	Unavailable	Step-free access to platforms, interchange via lifts available 24 hours a day.
<b>Bradford-on-Avon</b>	GWR	Full	Part Time	Yes	Yes	Yes	No	Yes	No	Yes	CIS/PA	Approach Staff	Step-free access to platforms, no step-free interchange.
<b>Brading</b>	IOW	Full	Unavailable	N/A	Yes	Yes	No	No	No	No	Help Point	Unavailable	Step-free access to the single operational platform.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
<b>Branksome</b>	SWT	None	Unavailable	No	Yes	Yes	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Brentford</b>	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms. Platform interchange is via lifts available 24 hours a day or via road next to station.
<b>Bristol Temple Meads</b>	NR	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Approach Staff	Step-free access to station and platforms.
<b>Brockenhurst</b>	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to platforms, interchange via lifts available 24 hours a day.
<b>Brookwood</b>	SWT	Part	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to London Waterloo), interchange and access to platform 2 via subway with steps.
<b>Bruton</b>	GWR	Part	Unavailable	No	Yes	No	No	No	No	No	Help Point	Unavailable	Step-free access to platforms, no step-free interchange.
<b>Bursledon</b>	SWT	Part	Unavailable	N/A	Yes	Yes	No	No	No	No	CIS/PA	Unavailable	Level access to platform 2 (to Portsmouth). Interchange and access to platform 1 (to Southampton) via footbridge with steps only.
<b>Byfleet &amp; New Haw</b>	SWT	None	Unavailable	No	No	No	No	No	Yes	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Camberley</b>	SWT	Full	Unavailable	No	Yes	No	Accessible	No	No	Yes	CIS/PA	Unavailable	Both platforms have level access. Interchange via level crossing.
<b>Castle Cary</b>	GWR	Full	Full Time	Yes	Yes	No	Toilets	No	No	No	CIS/PA	Approach Staff	Step-free access to station and platforms.
<b>Chandler's Ford</b>	SWT	Full	Unavailable	Yes	Yes	No	Accessible	No	No	Yes	CIS/PA	Unavailable	Step-free access to the single operational platform.
<b>Chertsey</b>	SWT	Full	Unavailable	No	Yes	No	No	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms. Interchange via level crossing.
<b>Chessington North</b>	SWT	None	Unavailable	No	Yes	Yes	No	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Chessington South</b>	SWT	None	Unavailable	No	Yes	Yes	No	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Chiswick</b>	SWT	Part	Unavailable	No	Yes	Yes	No	Yes	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge only.
<b>Christchurch</b>	SWT	Full	Unavailable	Yes	Yes	Yes	Toilets	No	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via footbridge with steps or via street.
<b>Clandon</b>	SWT	Full	Unavailable	No	Yes	Yes	Accessible	No	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge or via street. Waiting room and toilets only available when ticket office is opened.



Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Clapham Junction	SWT	Full	Full Time	Yes	No	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Brighton Yard Reception	Step-free access to platforms, interchange via lifts. Brighton Yard entrance easier to access. Gap between train and platform might be large.
Claygate	SWT	Part	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms. Interchange via stepped footbridge or 20 minute walk round by road.
Cobham & Stoke D'Abernon	SWT	Part	Unavailable	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to London Waterloo), interchange and access to platform 2 via footbridge with steps.
Cosham	SWT	Full	Part Time	No	Yes	No	Toilets	Yes	Yes	No	CIS/PA	Ticket Office	Step-free access to both platforms, interchange via level crossing.
Cranbrook (Devon)	SWT	Full	Unavailable	N/A	No	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to the single operational platform.
Crewkerne	SWT	Full	Unavailable	No	Yes	Yes	Accessible	No	No	Yes	CIS/PA	Unavailable	Step-free access to the single operational platform.
Datchet	SWT	Full	Unavailable	No	No	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing.
Dean (Wilts)	GWR	Full	Unavailable	No	Yes	No	No	Yes	No	No	Help Point	Unavailable	Step-free access to station and platforms.
Dorchester South	SWT	Part	Unavailable	No	Yes	No	Toilets	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via footbridge with steps only.
Dorking (Main)	Southern	Full	Full Time	No	Yes	No	Accessible	Unknown	Yes	Yes	CIS/PA	Approach Staff	Step-free access via lifts.
Earley	SWT	Part	Unavailable	No	No	No	Toilets	No	No	Yes	CIS/PA	Unavailable	Step-free access to platform 1, interchange and access to platform 2 via footbridge with steps.
Earlsfield	SWT	Full	Part Time	No	No	Yes	Toilets	Yes	Yes	No	CIS/PA	Ticket Office	Fully accessible via lifts available 24 hours a day.
Eastleigh	SWT	Full	Part Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Fully accessible via lifts available 24 hours a day.
Effingham Junction	SWT	Part	Unavailable	Yes	Yes	Yes	Accessible	No	No	No	CIS/PA	Unavailable	Step-free access to platform 2 (to Guildford), interchange and access to platform 1 via stepped footbridge. Toilet only available when the ticket office is staffed.
Egham	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing. Toilet only available when the ticket office is staffed.
Epsom (Surrey)	Southern	Full	Full Time	Yes	Yes	Yes	Toilets	Unknown	Yes	Yes	CIS/PA	Approach Staff	Level access from street to Ticket Office. Staff-operated lift access to all platforms.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Esher	SWT	Part	Unavailable	Yes	Yes	No	Toilets	Yes	Yes	Yes	CIS/PA	Unavailable	Step ramp access to platform 1, interchange and access to platform 4 via steps only.
Ewell West	SWT	Part	Unavailable	No	Yes	Yes	Accessible	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, footpath to platform 1 is not suitable for wheelchair users. Interchange via footbridge with steps or via road.
Exeter Central	GWR	Full	Full Time	Yes	No	Yes	Accessible	No	Yes	Yes	CIS/PA	Approach Staff	Step-free access to station and platforms.
Exeter St David's	GWR	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Approach Staff	Step-free access to station and platforms.
Fareham	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Fully accessible via lifts, available 24 hours a day.
Farnborough (Main)	SWT	Full	Part Time	Yes	Yes	No	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Fully accessible via lifts, available 24 hours a day.
Farncombe	SWT	Full	Unavailable	Yes	Yes	Yes	No	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via a footbridge with steps or via road bridge (15 mins).
Farnham	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing.
Feltham	SWT	Full	Full Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to platforms, interchange via lifts operational until 23:30 every day. There is step-free interchange available via road.
Feniton	SWT	Full	Full Time	No	Yes	Yes	No	No	No	Yes	CIS/PA	Ticket Office	Step-free access to the single operational platform.
Fleet	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to platforms, interchange via lifts, available 24 hours a day.
Fratton	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Passenger Assistance Office	Step-free access to platforms, interchange via lifts, available 24 hours a day.
Frimley	SWT	Part	Unavailable	No	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 1 (to Aldershot/Guildford), platform 2 accessed via stepped footbridge only.
Frome	GWR	Full	Part Time	No	No	No	Accessible	No	No	Yes	CIS/PA	Approach Staff	Step-free access to the single operational platform.
Fulwell	SWT	None	Unavailable	No	Yes	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Gillingham (Dorset)	SWT	Part	Unavailable	No	Yes	No	Toilets	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to London), platform 2 accessed via unkempt pathway. Interchange via footbridge with steps only.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Godalming	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped subway. Lifts are being installed under Access for All programme.
Grateley	SWT	Part	Unavailable	No	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge only.
Guildford	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to platforms via subway with steep ramps. Staff operated electric wheelchair available.
Hamble	SWT	Full	Unavailable	N/A	No	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms. Interchange via stepped footbridge or level access via Hamble Lane outside station.
Hampton (London)	SWT	Full	Unavailable	No	No	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms. Interchange via footbridge with steps or the road (allow 15 minutes).
Hampton Court	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	No	CIS/PA	Unavailable	Level access to all platforms.
Hampton Wick	SWT	None	Unavailable	No	No	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Hamworthy	SWT	Part	Unavailable	No	No	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 1 (to London), access to platform 2 and interchange via stepped subway.
Haslemere	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Platform 1 step-free, platforms 2 and 3 fully accessible via lifts available 24 hours a day.
Havant	SWT	Full	Part Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to both platforms, lifts (available until 22:00 daily) or ramp for interchange.
Hedge End	SWT	Part	Unavailable	No	Yes	No	No	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to London), platform 2 accessed via footbridge with steps only. Waiting room is available when the Ticket Office is open.
Hersham	SWT	None	Unavailable	No	No	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Hilsea	SWT	Part	Unavailable	No	No	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped bridge only.
Hinchley Wood	SWT	None	Unavailable	Yes	No	Yes	No	Yes	No	Yes	CIS/PA	Unavailable	No step-free access to the station.
Hinton Admiral	SWT	Full	Unavailable	No	Yes	Yes	Toilets	No	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via the road outside the station.
Holton Heath	SWT	Part	Unavailable	No	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 1, access to platform 2 via bridge with steps only.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Honiton	SWT	Full	Unavailable	Yes	Yes	Yes	Toilets	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via footbridge with steps or via road under the rail bridge (10 mins walk).
Hook	SWT	Part	Unavailable	No	Yes	No	Accessible	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via footbridge with steps or via road bridge outside the station.
Horsley	SWT	Part	Unavailable	No	Yes	Yes	Toilets	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to platform 2, platform 1 only accessed via long steps from the main entrance.
Hounslow	SWT	Full	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Interchange between platforms is via a footbridge with steps or by road immediately outside station.
Isleworth	SWT	None	Unavailable	N/A	Yes	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Kempton Park	SWT	Part	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 2 only, access to platform 1 via footbridge with steps only.
Kew Bridge	SWT	None	Unavailable	N/A	No	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Keynsham	GWR	Part	Part Time	No	Yes	No	No	Yes	No	No	CIS/Help Point	Approach Staff	Step-free access to platforms, no step-free interchange.
Kingston	SWT	Full	Full Time	Yes	No	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Fully accessible via lifts available 24 hours a day.
Lake	IOW	Full	Unavailable	N/A	No	No	No	No	No	No	Help Point	Unavailable	Step-free access to the single operational platform.
Leatherhead	Southern	Full	Part Time	Yes	Yes	No	Accessible	Unknown	Yes	Yes	CIS/PA	Approach Staff	Step-free access to all platforms, interchange via steep street.
Liphook	SWT	None	Unavailable	No	Yes	Yes	Accessible	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Liss	SWT	Full	Unavailable	No	Yes	No	Toilets	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing.
London Rd (Guildford)	SWT	Part	Unavailable	No	Yes	Yes	Toilets	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to platform 2 (to Guildford), no step-free access to platform 1. Interchange via stepped footbridge.
London Waterloo	NR	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	No	CIS/PA	Rail Information Desk	Step-free access to all platforms.
Longcross	SWT	Part	Unavailable	N/A	No	No	No	No	No	No	Help Point	Unavailable	Step-free access to platforms. The pathways to the station are uneven and not lit and may not be suitable for wheelchair users.
Lymington Pier	SWT	Full	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to the single operational platform.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
<b>Lymington Town</b>	SWT	Full	Part Time	No	Yes	Yes	Toilets	No	No	Yes	CIS/PA	Ticket Office	Step-free access to the single operational platform.
<b>Malden Manor</b>	SWT	None	Unavailable	No	Yes	No	No	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Martins Heron</b>	SWT	Part	Unavailable	No	Yes	No	No	No	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge only.
<b>Micheldever</b>	SWT	None	Unavailable	No	Yes	Yes	No	No	No	Yes	CIS/PA	Unavailable	No step-free access to the station.
<b>Milford (Surrey)</b>	SWT	Full	Unavailable	No	Yes	No	Toilets	No	Yes	Yes	CIS/PA	Unavailable	Step free access to both platforms, interchange via level crossing.
<b>Millbrook (Hants)</b>	SWT	None	Unavailable	No	No	No	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Moreton (Dorset)</b>	SWT	Full	Unavailable	N/A	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing.
<b>Mortlake</b>	SWT	Full	Unavailable	No	Yes	Yes	No	Yes	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing.
<b>Motspur Park</b>	SWT	None	Unavailable	No	No	Yes	No	Yes	Yes	Yes	CIS/PA	Unavailable	No step-free access to the station.
<b>Mottisfont &amp; Dunbridge</b>	GWR	Full	Unavailable	No	Yes	Yes	No	Yes	No	No	Help Point	Unavailable	Step-free access to station and platforms.
<b>Netley</b>	SWT	Part	Unavailable	No	Yes	No	No	No	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge only.
<b>New Malden</b>	SWT	Full	Unavailable	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Fully accessible with lifts available 24 hours a day.
<b>New Milton</b>	SWT	Full	Unavailable	No	Yes	Yes	Toilets	Yes	No	Yes	CIS/PA	Unavailable	There is step free access to each platform. Interchange via stepped footbridge only.
<b>Norbiton</b>	SWT	Part	Unavailable	Yes	Yes	Yes	Toilets	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped subway.
<b>North Sheen</b>	SWT	None	Unavailable	No	No	Yes	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Oldfield Park</b>	GWR	Full	Part Time	Yes	No	No	No	Yes	No	No	Help Point	Approach Staff	Step-free access to station and platforms.
<b>Overton</b>	SWT	Part	Unavailable	No	Yes	Yes	Accessible	No	No	No	CIS/PA	Unavailable	Step-free access to platform 2 (to Salisbury), access to platform 1 via stepped footbridge only. Toilet only available when the ticket office is staffed.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Oxshott	SWT	Part	Unavailable	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to platform 1, platform 2 is accessible via stepped footbridge or a steeply sloped path to platform.
Parkstone (Dorset)	SWT	Part	Unavailable	No	Yes	Yes	No	No	No	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to London), access to platform 2 via footbridge with steps only.
Petersfield	SWT	Full	Part Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to both platforms, interchange via stepped subway or level crossing outside the station.
Pinhoe	SWT	Full	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via level crossing outside the station.
Pokesdown	SWT	None	Unavailable	No	No	Yes	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
Poole	SWT	Full	Full Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to both platforms, interchange via ramped underpass.
Portchester	SWT	Part	Unavailable	No	No	No	No	No	No	No	CIS/PA	Unavailable	Access to platform 2 (to Portsmouth) via steep ramp - wheelchair users may require assistance. No step-free access to platform 1 (to London/Southampton).
Portsmouth & S'sea	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Fully accessible with lifts operational 24 hours a day.
Portsmouth Harbour	SWT	Full	Full Time	No	No	Yes	Accessible	Yes	Yes	No	CIS/PA	Meeting Point	Step-free access to all platforms, ramp to IOW ferry is steep.
Putney	SWT	Part	Full Time	Yes	No	Yes	Accessible	Yes	Yes	No	CIS/PA	Ticket Office	Step-free access and interchange within station via lifts, ramp into the station is currently not fully compliant.
Queenstown Road (Battersea)	SWT	None	Unavailable	N/A	No	Yes	Accessible	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the platforms.
Raynes Park	SWT	Part	Full Time	Yes	No	No	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Platforms 1/2 (to London Waterloo) fully accessible. Large gap between train and the platform. Platforms 3/4 have access via steps.
Reading	NR	Full	Full Time	Yes	Yes	Yes	Accessible	Unknown	Yes	Yes	CIS/PA	Approach Staff	Step-free access to all platforms via lifts operational 24 hours a day.
Redbridge	SWT	Part	Unavailable	No	Yes	Yes	No	No	No	No	Help Point	Unavailable	Step-free access to platform 1, interchange and access to platform 2 via stepped footbridge only.
Richmond (London)	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Hall	Step-free access to all platforms via lifts operational 24 hours a day.
Romsey	GWR	Part	Part Time	No	Yes	No	No	No	No	Yes	CIS/PA	Approach Staff	Step-free access to platforms, no step-free interchange.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Rowlands Castle	SWT	Part	Unavailable	No	Yes	No	No	No	No	No	CIS/PA	Unavailable	Platform 1 step-free, Platform 2 (to Portsmouth) is accessed via stepped footbridge only.
Ryde Esplanade	IOW	Full	Part Time	Yes	No	Yes	Accessible	No	Yes	Yes	CIS/Help Point	Ticket Office	Step-free access to the single operational platform.
Ryde Pier Head	IOW	Full	Unavailable	No	No	Yes	Accessible	No	Yes	Yes	CIS/Help Point	Unavailable	Step-free access to platforms.
Ryde St Johns Road	IOW	Part	Unavailable	N/A	Yes	Yes	No	No	No	Yes	HelpPoint	Unavailable	Step-free access to one platform only.
Salisbury	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to all platforms via subway with steep ramps. Staff-operated electric wheelchair available.
Sandown	IOW	Part	Unavailable	N/A	Yes	Yes	No	No	No	No	HelpPoint	Unavailable	Step-free access to platforms, no step-free interchange.
Shanklin	IOW	Full	Part Time	No	Yes	Yes	Accessible	No	Yes	Yes	HelpPoint	Ticket Office	Step-free access to the single operational platform.
Shawford	SWT	None	Unavailable	N/A	No	No	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
Shepperton	SWT	Full	Unavailable	Yes	Yes	Yes	No	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to the single operational platform.
Sherborne	SWT	Full	Part Time	No	Yes	No	Toilets	No	Yes	Yes	CIS/PA	Ticket Office	Step-free access to both platforms, interchange via level crossing.
Sholing	SWT	Part	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 2 (to Portsmouth), Platform 1 only accessible via stepped footbridge.
Smallbrook Junction	IOW	Part	Unavailable	N/A	No	Yes	No	No	No	No	HelpPoint	Unavailable	No access to and from the station - station is provided for interchange only. Step-free interchange to steam-railway.
Southampton Airport Parkway	SWT	Full	Part Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to both platforms, interchange via lifts operational 24 hours a day.
Southampton Central	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to platforms 1 and 4, interchange and access to platforms 2 and 3 via lifts operational 24 hours a day.
St Denys	SWT	Part	Unavailable	No	No	Yes	Toilets	No	No	Yes	CIS/PA	Unavailable	Step-free access to platforms 1 and 4. Platforms 2 and 3 and ticket issuing facilities are accessible via steps only.
St Margarets (London)	SWT	None	Unavailable	No	No	Yes	No	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the station.
Staines	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Passenger Assistance Office	Step-free access to both platforms, interchange via lifts operational 24 hours a day.
Stoneleigh	SWT	None	Unavailable	No	No	Yes	No	Yes	No	Yes	CIS/PA	Unavailable	No step-free access to the station.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
<b>Strawberry Hill</b>	SWT	Full	Unavailable	No	No	Yes	No	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge or via level crossing.
<b>Sunbury</b>	SWT	Part	Unavailable	Yes	Yes	Yes	No	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, access to booking hall via high kerb only. Interchange via road (15 minutes).
<b>Sunningdale</b>	SWT	Full	Unavailable	No	Yes	Yes	Toilets	Yes	No	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge or via level crossing.
<b>Sunnymeads</b>	SWT	None	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Surbiton</b>	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to all platforms, interchange via lifts operational 24 hours a day.
<b>Swanwick</b>	SWT	Part	Part Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to platform 1 (to Southampton), interchange and access to platform 2 (to Portsmouth) is via stepped footbridge.
<b>Sway</b>	SWT	Part	Part Time	No	Yes	Yes	Accessible	No	No	Yes	CIS/PA	Ticket Office	Step-free access to both platforms, interchange via stepped footbridge.
<b>Swaythling</b>	SWT	Part	Unavailable	No	Yes	Yes	No	No	No	No	CIS/PA	Unavailable	Platform 2 step-free, Platform 1 accessed via stepped footbridge.
<b>Syon Lane</b>	SWT	Part	Unavailable	N/A	No	Yes	No	Yes	No	No	CIS/PA	Unavailable	Step-free access to platform 1, platform 2 (to Twickenham) is accessed via steps only. Station change is currently taking place - lifts will be provided as part of this project.
<b>Teddington</b>	SWT	Part	Unavailable	Yes	No	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via street - allow 20 minutes.
<b>Templecombe</b>	SWT	Full	Unavailable	Yes	Yes	No	Accessible	No	No	Yes	CIS/PA	Unavailable	Step-free access to the single operational platform.
<b>Thames Ditton</b>	SWT	None	Unavailable	No	No	Yes	No	Yes	Yes	Yes	CIS/PA	Unavailable	No step-free access to the station.
<b>Tisbury</b>	SWT	Full	Part Time	No	Yes	No	Toilets	No	No	Yes	CIS/PA	Ticket Office	Step-free access to the single operational platform.
<b>Tolworth</b>	SWT	None	Unavailable	Yes	Yes	Yes	No	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the station.
<b>Totton</b>	SWT	Part	Unavailable	No	Yes	No	No	No	No	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to Southampton), interchange and access to platform 2 (to Bournemouth) is via stepped footbridge.
<b>Trowbridge</b>	GWR	Part	Full Time	Yes	Yes	No	Toilets	Yes	Yes	Yes	CIS/PA	Approach Staff	Step-free access to platforms, no step-free interchange.



Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Twickenham	SWT	Full	Part Time	Yes	Yes	Yes	Accessible	Yes	Yes	No	CIS/PA	Ticket Office	Access to platforms 4/5 via staff-operated stair lift. Access to platforms 2/3 via the car park.
Upper Halliford	SWT	Part	Unavailable	N/A	No	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 2, platform 1 is accessed via footbridge with steps only.
Upwey	SWT	Part	Unavailable	N/A	Yes	No	No	No	No	No	CIS/PA	Unavailable	Platform 1 (to London) step-free access, interchange and platform 2 (to Weymouth) only via stepped footbridge.
Vauxhall	SWT	Full	Full Time	Yes	No	Yes	No	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to all platforms via lifts operational 24 hours a day.
Virginia Water	SWT	Part	Part Time	No	Yes	Yes	Toilets	Yes	Yes	Yes	CIS/PA	Ticket Office	Only platform 1 (to London Waterloo) has step-free access.
Walton-on-Thames	SWT	Full	Unavailable	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms via ramps, no step-free interchange.
Wanborough	SWT	Part	Unavailable	N/A	No	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 2 only, interchange and access to platform 1 via stepped footbridge.
Wandsworth Town	SWT	None	Unavailable	No	No	Yes	No	Yes	No	No	CIS/PA	Unavailable	No step-free access to the station.
Wareham (Dorset)	SWT	Full	Unavailable	No	Yes	Yes	Accessible	No	No	Yes	CIS/PA	Unavailable	Both platforms have step-free access, interchange is via stepped footbridge or level crossing.
Warminster	GWR	Part	Full Time	Yes	Yes	No	Toilets	Yes	No	Yes	CIS/PA	Approach Staff	Step-free access to platforms, no step-free interchange.
West Byfleet	SWT	Full	Unavailable	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to all platforms via level access or lifts operational 24 hours a day.
Westbury (Wilts)	GWR	Full	Full Time	Yes	Yes	Yes	Accessible	No	Yes	Yes	CIS/PA	Approach Staff	Step-free access to station and platforms.
Weybridge	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to all platforms with lifts operational 24 hours a day.
Weymouth	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Passenger Assistance Office	Level access to all platforms.
Whimple	SWT	Full	Unavailable	N/A	Yes	No	No	No	No	No	CIS/PA	Unavailable	Step-free access to the single operational platform.
Whitchurch (Hants)	SWT	Part	Unavailable	No	Yes	Yes	No	No	No	Yes	CIS/PA	Unavailable	Platform 2 (to Salisbury) step-free. Platform 1 (to London Waterloo) accessible via footbridge with steps only.
Whitton (London)	SWT	None	Unavailable	Yes	No	Yes	Accessible	Yes	Yes	No	CIS/PA	Unavailable	No step-free access to the station.

Station	Station Managed by:	Step-free Access	Passenger Assistance Staff	Ticket Office Height Adjusted	Blue Badge Parking	Compliant Seating	Toilets/ Accessible Toilets	Secure Station	Catering	Waiting Room	Customer information system	Designated Meeting Point	Comments
Wimbledon	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to all platforms via lifts operational 24 hours a day.
Winchester	SWT	Full	Part Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to both platforms, interchange via lifts operational 24 hours a day.
Winchfield	SWT	Part	Unavailable	No	Yes	No	Accessible	No	Yes	Yes	CIS/PA	Unavailable	Step-free access to platform 1, steep ramp to platform 2. No step-free interchange.
Windsor & Eton Riverside	SWT	Part	Unavailable	No	Yes	Yes	Accessible	Yes	Yes	No	CIS/PA	Unavailable	Step-free access to all platforms.
Winnersh	SWT	Full	Unavailable	No	No	Yes	No	Yes	No	No	CIS/PA	Unavailable	Step-free access to all platforms.
Winnersh Triangle	SWT	None	Unavailable	No	No	No	No	No	No	Yes	CIS/PA	Unavailable	No step-free access to the station.
Witley	SWT	Full	Unavailable	No	Yes	Yes	Toilets	No	Yes	Yes	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge only.
Woking	SWT	Full	Full Time	Yes	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Gateline	Step-free access to all platforms, interchange via lifts operational 24 hours a day.
Wokingham	SWT	Full	Full Time	No	Yes	Yes	Accessible	Yes	Yes	Yes	CIS/PA	Ticket Office	Step-free access to all platforms, interchange via lifts. Lifts are not available when the station is unstaffed - alternative interchange available via road.
Wool	SWT	Full	Unavailable	No	Yes	Yes	Toilets	No	No	No	CIS/PA	Unavailable	Step-free access to both platforms, interchange via stepped footbridge only.
Woolston	SWT	Part	Unavailable	No	Yes	Yes	No	No	No	Yes	CIS/PA	Unavailable	Step-free access to platform 1 (to Southampton), interchange and access to platforms 2 (to Portsmouth) via stepped footbridge only.
Worcester Park	SWT	Full	Unavailable	No	Yes	Yes	Toilets	Yes	Yes	Yes	CIS/PA	Unavailable	Step-free access to all platforms.
Worplesdon	SWT	Part	Unavailable	No	Yes	Yes	Toilets	No	Yes	Yes	CIS/PA	Unavailable	Step-free access to Platform 1 only, for services to Guildford change at Woking.
Wraysbury	SWT	Part	Unavailable	N/A	Yes	Yes	No	No	No	No	CIS/PA	Unavailable	Step-free access to platform 1, access to platform 2 via high kerb only.
Yeovil Junction	SWT	Part	Part Time	No	Yes	No	Toilets	No	Yes	Yes	CIS/PA	Ticket Office / Barrow Crossing	Access to platforms via barrow crossing with staff assistance only. Ticket office staff provide passenger assistance on or off the trains as well.
Yeovil Pen Mill	GWR	Part	Part Time	Yes	Yes	No	Toilets	Yes	Yes	Yes	CIS/PA	Approach Staff	Step-free access to platform 1, access to platform 3 via stepped footbridge only.

# **Stagecoach South Western Trains Ltd**

## **Making Rail Accessible:**

### **Guide to policies and practices**

**June 2016**

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# Making Rail Accessible: Guide to Policies and Practices

## Introduction

- (i) Welcome to Stagecoach South Western Trains network (South West Trains).

We operate main line services to London Waterloo , metro and suburban services in South West London plus regional and longer distance services to Reading, Alton, Haslemere, Poole, Wareham, Basingstoke, Southampton, Salisbury, Portsmouth, Bournemouth, Weymouth, Yeovil and Exeter.

We are committed to running safe, punctual and reliable services whilst continuing to offer a consistently high level of customer service to all of our customers. We will continue to identify any opportunities to improve accessibility at stations and work with our industry, local authorities and Department for Transport partners to source funding opportunities and/or work closely to improve integration between all onward transport modes at stations.

This document details our policy in relation to disabled customers and a guide to the detailed arrangements and services we provide. This document forms part of the DPPP alongside the document *Making Rail Accessible – helping older and disabled customers*.

- (ii) Our DPPP comprises of two documents. This one (*Making Rail Accessible: Guide to policies and practices*) sets out how we will protect the interests of older and disabled passengers who use our trains and stations. The other document is a passenger leaflet, *Making Rail Accessible: Helping older and disabled passengers* and is available on line or at station ticket offices.
- (iii) We have written it in accordance with the requirements of both our Passenger Licence and Station Licence. It sets out how we will comply with our responsibilities under the legislation relevant to this area of our business. This legislation includes:
- The Railways Act 1993 Section 71B
  - The Equality Act (2010)
  - The Human Rights Act 1998
  - The Rail Vehicle Accessibility Regulations 1998
  - The Transport Act 2000
  - Department of the Environment Transport and the Regions (DETR) Transport 2010 Section 6.5
  - RSSBs Technical Specification for Interoperability
- (iv) Our DPPP is rooted in the principles set out in the Department for Transport (DfT) publication *How to Write Your Disabled People’s Protection Policy: A Guide for Train and Station Operators November 2009*
- (v) We have had these documents approved by Office for Rail and Road (ORR) and produced it in consultation with:
- Transport Focus (TF)
  - London TravelWatch (LTW)
  - Disabled Persons Transport Advisory Committee (DPTAC)
- (vi) The networks known as South West Trains and Island Line Trains are operated as one company by Stagecoach South Western Trains Ltd (SSWT). All the commitments in this document relate to both networks unless otherwise stated.
- (vii) This document gives a detailed and accurate description of the services and facilities our older and disabled passengers can expect to receive from us to assist in making it easier to

## Making Rail Accessible: Guide to Policies and Practices

use the network. It also outlines our proposals and strategies for continuously improving these services and facilities. It is a “live” document, and as such we will review it internally every twelve months. Additionally we will update it in light of any relevant developments in policies, practices, facilities or changes to regulations as and when they occur.

- (viii) We will submit our DPPP documents to the Office of Rail and Road for review annually from the date of approval.

## 1. Operator's Strategy

- 1.1 We are committed to meeting the travelling needs of our disabled passengers and providing excellent customer service.
- 1.2 We are committed to adopting the services, standards, and guidance contained in the current version of DfT's *Accessible Train and Station Design: A Code of Practice* (The Code of Practice) Version 4, from March 2015.
- 1.3 We recognise that there is a wide range of disabilities that affect our passengers and that these disabilities require us to adjust the way we provide our service. Where practicable we will provide equipment at our stations to enable staff to make these reasonable adjustments and to offer excellent customer service to our older and disabled passengers.
- 1.4. In partnership with both Rolling Stock Leasing Companies (ROSCOs) and the DfT with regard to trains and both Network Rail and the DfT with regard to our stations, we will work to improve access to our services for older and disabled passengers. Until this is achieved we will make reasonable adjustments to our existing practices to make sure that older and disabled passengers can get to and from every station on our network, though this may mean using alternative means of transport where appropriate.
- 1.5 We will ensure that our facilities are designed to meet the standards of the *Code of Practice and Technical Specification of Interoperability: Persons with Reduced Mobility* (2008) in relation to:
  - the refurbishment of existing rolling stock
  - new, renewed or enhanced facilities at stations and transport interchanges
  - services provided at stations and on trains.

Should we not be in a position to meet these standards we will consult the DfT at the earliest stage in the design process, so that suitable alternatives can be considered and dispensation from the Code of Practice will be sought once all other possibilities have been exhausted.

- 1.6 Meeting the needs of our mobility impaired passengers is not just about physical improvements to stations and trains. It is equally important to identify the specific passenger needs for assistance when a booking is made in order to establish the most suitable and practicable means to give the assistance required. SSWT have a number of measures to cater for passenger assistance each of which will be considered, discussed and agreed with the passenger at the time of booking to give the re-assurance to the passenger. These may require the use of ramps and wheelchairs, meeting passengers at set destinations and facilitating travel to inaccessible station. See our document '*Making Rail Accessible: Helping older and disabled passenger*' for more details.
- 1.7 As a service-based business that relies heavily on the actions of the people we employ, there will be occasions when we fail to reach the standards set out in our DPPP. In recognition of this, we monitor our service so that we are aware of any such failures and can take appropriate action to guard against their re-occurrence.

## 2. Investment plans

- 2.1 We have a franchise commitment to invest on small station scheme enhancements plus we look to identify any opportunities to make accessibility improvements at stations in partnership with others. Section 5 details those major schemes completed, in progress and a list of proposed small scheme improvements.

### 3. Management Arrangements

#### Passenger Licence

- 3.1 Establishing and maintaining the compliance with our DPPP is a condition of our Passenger Licence (Condition 5: GB passenger SNRP) and Station Licence.

#### Accountability

- 3.2 The Customer Services Director (working closely with the Head of Business Excellence) is currently accountable for both the Passenger Licence and the Station Licence.
- 3.3 Accountability for owning and developing our DPPP rests with our Customer Service Director (working closely with the Head of Business Excellence). Acting as a Sponsor, he/she will liaise with the relevant managers working on the specific tasks to achieve compliance that the document necessitates. Compliance will be a feature of the South West Trains management review process and will include DPPP responsibilities for their respective areas such as:-
- The station property team who manage our estates will ensure that all aspects of the DPPP are considered and complied with or take the responsibility to apply for dispensation under the normal industry process if an adaptation is reasonable, and that our tenants trading on our premises are aware of their own responsibilities under the Equality Act 2010.
  - All managers and staff receive a disability awareness introduction when joining SSWT which is then followed up with additional information developed in consultation with passengers with disabilities, for all frontline staff and managers. The stakeholder management team carry out regular and diarised meetings with the station management teams to discuss access and mobility issues including a review of the passenger assist process plus any other facility or training issues.
  - The Stakeholder Manager is responsible for the day-to-day implementation and compliance with DPPP. This will largely be achieved through communication with the relevant managers and their teams. The implementation of developments in train and station design will be achieved by close liaison with the respective project teams, and if reasonable in consultation with passengers with disabilities. The Stakeholder Manager will also monitor activity and request feedback from staff at the upgraded station to evaluate the change in disabled and other passenger usage in order to demonstrate to interested parties what passenger benefits the investment has actually delivered.
- 3.7 This is all under pinned by our Management Business Plan, which has identified that stakeholder management is one of our core activities over the next 5 years. Our Stakeholder Management team understand the importance of identifying the needs of our stakeholders, including passengers with a wide range of impairments, and establishing a structure and framework to look after their needs at the most appropriate level within the SSWT team. This Management Business Plan is under constant review in order to ensure that we review our stakeholder strategy and manage the key relationships to deliver an improved relationship with all of our passengers and access groups.
- 3.8 The Stakeholder Manager will carry out external discussions with local authorities, accessibility user groups, passenger transport liaison meetings, RNIB, Guide Dogs and Transport for All groups. In order to improve and widen our stakeholder engagement, a Stakeholder Support Manager post was added to the team to give additional support on all activities. This role has allowed SSWT to enhance the service we offer to accessibility groups in terms of meetings, guidance, compliance, station database information and generally



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promoting confidence in rail travel. As the Stakeholder Manager is a consultee on station scheme compliance and is included on all correspondence relating to passenger assists that come through our Customer Service Centre he can then use his first-hand knowledge from these groups to inform decisions.

### **4. Monitoring and Evaluation**

- 4.1 Our Customer Service Centre at Southampton (CSC) monitor all complaints received by South West Trains. Our trained customer service team will identify any complaints made on any accessibility or passenger assistance issue and will send out a request to the responsible manager (such as station manager or guards manager) for a report on the issue raised by our passengers.
- 4.2 The introduction of the Stakeholder Support Manager has allowed us to actively support our CSC team by closely monitoring correspondence on accessibility/mobility issues across SSWT network. This comprises of a database of topics and issues raised with a follow up action which may include the Stakeholder Manager or Stakeholder Support Manager arranging a personal visit to discuss the issues directly with the customer. All correspondence is sent to the appropriate manager, who is given the opportunity to respond and deal with the issues concerned. This is logged by the Stakeholder Support Manager in order to ensure a timely response or a chase up where required.
- 4.3 We will regularly review our policies and procedures to make sure that they take account of the needs of our older and disabled passengers. We collate feedback about a customers' journey experience either by e-mail or by phone (in the case of visually impaired passengers who book with us) or personal meetings when appropriate. This feedback is taken via our customer service centre and used to highlight areas of improvement in our business.
- 4.3 We will continually monitor all customer correspondence relating to our delivery of assistance and are committed to working with stakeholders to improve the service we provide. This is supported by a quarterly graph which shows the number of passenger assistance complaints received by our CSC at Southampton against the overall number of passenger assistances booked.
- 4.5 We will also seek feedback on our services and facilities at various local Access Group Meetings held throughout the SSWT network. These include Wandsworth & Runnymede Mobility Forums, Woking & Guildford Access Group Meetings where Stagecoach South Western Trains are represented and act on their members' feedback to make improvements. Stagecoach South Western Trains also plays an active role on the ATOC Disability Group Meetings.
- 4.6 Annual electronic survey is undertaken to evaluate overall achievement in Passenger Assistance. SSWT use the information provided to improve our service by feeding the results back to the rest of the business. This includes improvements to the future training of new employees.
- 4.7 We will also hold an annual Accessibility Conference, to update local user groups on accessibility improvements and changes. The Accessibility Conference also seeks feedback from the user groups and their members to ensure a two-way dialogue is maintained. This is supplemented by a bi-annual Stakeholder Conference for local authorities, rail user and community groups who will also represent the interests of those with mobility difficulties.
- 4.8 To monitor and evaluate our performance we hold an annual Accessibility Conference where we seek feedback on our services and facilities. We seek feedback from local access groups and monitor the feedback we do receive via our Customer Service Centre.

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- 4.9 We receive from ATOC the number of passenger assist bookings every month for SSWT and other TOCs. This provides vital information in terms of monitoring growth of usage and comparisons with any national trends and those experienced by adjacent TOCs.

### 5. Access improvements

- 5.1 We will ensure that our facilities are designed to meet the standards of the Department for Transport *Code of Practice and Technical Specification of Interoperability: Persons with Reduced Mobility* (2008)

Should we not be in a position to meet these standards, we will consult the DfT at the earliest stage in the design process so that suitable alternatives can be considered and dispensation from the Code of Practice will be sought once all other possibilities have been exhausted.

- 5.2 The DfT set aside £370 million to pay for Major Works at stations until March 2014. This was to create an accessible route from one entrance to, and between, all platforms at selected stations across the national rail network. This "Access for All" programme is delivered by Network Rail. An additional £160 million was set aside in 2014 for the programme to extend it until 2019.

Under Access for All, the DfT invited train operating companies to make submissions for funding 2014 – 2019. The decision making criteria includes:-

- Key Interchanges
- Geographical spread
- Local circumstances (e.g. near a hospital, disability college, rehabilitation unit)
- Passenger footfall
- Third Party funding

Stagecoach South Western Trains have made a bid for £30 million at 18 stations and during 2014/15, have been successful with:-

- |  |                          |
|--|--------------------------|
| • Barnes, New accessible footbridge                    | (Design works commenced) |
| • Ewell West, New accessible footbridge                | (awaiting DfT approval)  |
| • Godalming, New accessible footbridge                 | (works commenced Oct 15) |
| • Teddington, New lifts to existing station footbridge | (awaiting DfT approval)  |
| • Virginia Water, New accessible footbridge            | (Design works commenced) |
| • Walton on Thames, New accessible footbridge          | (Design works commenced) |
| • Whitton, New lifts to existing footbridge            | (works commenced Nov 15) |

These schemes are scheduled for delivery by 2018/19.

- 5.3 Major Access for All schemes completed during 2014/15
- Fleet - New accessible station and footbridge (to compliment NSIP new station)
  - New Malden - New accessible footbridge
  - Winchester - New accessible Footbridge
  - Worcester - Park New accessible Footbridge
  - Brockenhurst - New accessible Footbridge
  - Putney - New accessible footbridge

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5.4 Below is a table of works to improve accessibility as part of the South West Trains station refurbishment programme 2015/16

Station	Accessible Toilet	Accessible Ticket office window	Other
Andover			New handrails linking the platform to car park (Country end)
Fareham	New Toilet		
Fratton			Anti – slip on footbridge
Island Line			Accessible seating at all stations
Pokesdown			Installation of Automatic Doors
Putney		Low counter ticket window	
Putney			Installation of Automatic Doors
Putney			Removal of drainage channel on platform to improve level access
Putney			Installation of new accessible information point
Putney			Anti – slip booking hall flooring
Rowlands Castle			Anti – slip on footbridge
Surbiton			Anti – slip on staircase
Teddington			Installation of Automatic Doors
Thames Ditton			Widen station access to downside platform
Various Locations			Accessible seating at a number of stations
Virginia Water		Low counter ticket window	
Virginia Water	New Toilet		
Virginia Water			Installation of Automatic Doors
West Byfleet			Anti – slip on footbridge
Winchester			New accessible drop off area in station forecourt
Yeovil Junction			Anti – slip on footbridge

5.5 National Station Improvement Programme Schemes

The National Station Improvement Programme (NSIP) was a DfT backed programme to deliver improvements to 150 medium sized stations in England and Wales. As part of the programme the following Stagecoach South Western Trains stations saw improvements over the last 12 months.

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Completed during 2014/15

### **Wokingham - completed March 2014**

- In partnership with Wokingham Borough Council, a new station building has been built to replace the existing station building
- New accessible footbridge has complimented the station scheme
- The scheme delivered by Network Rail incorporates a new interchange (taxis, bus and passenger drop-off area) linked to a new access road through Wokingham

### **Fleet - completed June 2014**

- In partnership with Hart District Council, a new station building has been built to replace the existing station building
- The scheme delivered by Network Rail incorporates a new ticket office with low level counters, new waiting room and improved interchange
- New accessible footbridge to compliment the station scheme

### **Whitton - partially completed September 2015**

- In partnership with London Borough of Richmond a new station building has been built to replace the existing station building
- The scheme delivered by Network Rail incorporates a new ticket office with low level counters, new booking hall and retail facilities
- New accessible toilet has been installed
- Completed in readiness for Rugby World Cup 2015
- New accessible footbridge is being built following the end of Rugby World Cup (to be completed Summer '16) providing step free interchange to all platforms

The DfT have announced an extension to this programme for 2014-19 making £100 million available nationwide to improve stations.

This is based on the following criteria:

- Need to generate £50 million in third party funding
  - Key focus on developing partnership
  - All TOCs have been given an initial allocation with further funding available if agreed level of third party contributions have been reached.
- 5.6 Within the franchise we have ring-fenced an annual amount of money for developing small-scale disability-related access schemes. The Stakeholder Manager will work with local organisations and disability groups, including DPTAC, to make sure that the schemes are targeted to benefit disabled people and remove barriers to access.
- 5.7 Our Stakeholder Manager works within the Business Excellence team and is able to provide advice and explore alternative options where it is not possible to meet the standards set out in the above Code of Practice. Should we not be in a position to meet these standards, we will consult the DfT and user groups at the station, at the earliest stage, so that suitable alternatives, including dispensation, can be considered.

## **6. Working with others**

- 6.1 We will consult with many organisations that represent the interests of older and disabled passengers - including DPTAC, the DfT, London TravelWatch, Passenger Focus, Guide Dogs, Action on Hearing Loss, Hearing Dogs, MS Society, Age Concern, Deafblind UK, Macular

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Degeneration, National Autistic Society, Shopmobility. This is to make sure that we stay informed of the needs of older and disabled passengers and that these needs are considered in all of our plans. These groups are invited to our annual Accessibility Conference as well as being consulted individually on specific projects.

- 6.2 The Stakeholder Manager or nominated representative will continue to attend local Access meetings across the South West Trains network, actively promoting the rail network and acting on feedback. Try the Trains days will continue at South West Trains stations to encourage older and disabled people to come and try the train in an environment that is welcoming and informative.
- 6.3 Treloar College: Stagecoach South Western Trains have developed a partnership approach with this school and college for students with a physical disability located at Alton. This has resulted in discussions over the accessibility scheme at Alton station, presentations at our Accessibility Conference and working with the college looking at our training needs.
- 6.4 An Accessibility Conference is held annually which seeks feedback from the user groups and their members to ensure a two way dialogue is maintained. This is supplemented by a bi-annual Stakeholder Conference for local authorities, rail user and community groups who will also represent the interests of mobility impaired passengers.
- 6.5 SSWT welcomes the opportunity to liaise with all groups who have an interest in access to travel. This includes discussions on any specific issues at stations, on trains or rail travel generally. SSWT recognises that improving access to rail is not just about station improvements, but also making people aware of the opportunities to travel using rail services. Over the last year, SSWT have been actively seeking new groups to liaise with and this had led to new partnerships with groups such as Transport for All, Eastleigh Accessibility Forum and London Borough of Richmond Accessibility Forum.

## 7. Staff Training

- 7.1 The Stagecoach South Western Trains Customer Service Training Team is committed to delivering training, which gives our front line employees the skills, tools and knowledge of the disabling environment of rail services, so as to provide exceptional care and customer service to all our passengers. An overview of this training policy will be submitted to the ORR for review.
- 7.2 Staff groups who work with our passengers face to face, on a daily basis, are:
  - Rail Operators/ Passenger Assistants (Waterloo)
  - Guards
  - Commercial Guards
  - Revenue Protection Inspectors
  - Customer Service Assistants
  - Catering Stewards (contractor)
  - Ticket Office Clerks/Customer Ambassadors
  - Customer Service Centre (Incl. Telephone Sales and Assistance booking)
  - Rail Community Officers
  - Customer Communication Security Centre Operators

All existing customer-facing employees have had disability awareness training and we will continue to train new entrants on this course. On-going staff briefings are circulated electronically to ensure that the knowledge and skills of the staff groups listed above are kept up to date.

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7.3 There is a one-day disability awareness course included within the introductory training of all employees entering service in customer-facing roles. It focuses on the knowledge, skills and tools that are necessary to enable our employees to assist our passengers with disabilities in the best possible way.

7.4 The course aim is to build delegates' knowledge and skills to enable them to best meet the needs of older and disabled passengers; and do this in accordance with both the law and South West Trains' commitment to give our customers the best service they have ever had.

The course objectives are, that by the end of the session delegates will be able to:

- explain how social factors (such as attitude and design) can be seen as “disabling” people who have impairments
- explain how they can carry out their day-to-day duties in line with the Equalities Act – being in customer service roles we have legal duties that impact on us
- be able to demonstrate how to safely assist a passenger who is using a wheelchair in accordance with recommended methods
- be able to demonstrate how to guide a visually-impaired passenger in accordance with SWT recommended guidelines
- be able to describe a variety of “invisible” impairments (such as degenerative conditions, long term illness, mental illness, incontinence) and the appropriate techniques to assist passengers who have them
- be able to describe a variety of techniques they can use to aid communication with passengers who have communication-related impairments (such as learning difficulties and hearing impairments)
- be able to explain both where to find and how to use the resources/aids South West Trains provide to assist passengers with disabilities

7.5 All managers of customer-facing employees also receive the one-day disability awareness training.

7.6 These managers, and others who are not in a customer-facing role but who perform duties which might impact on disabled passengers, also receive (written/verbal) briefings on disability issues from the Stakeholder Manager

7.7 The Employers Forum on Disability's publication *Welcoming Disabled Customers*, which presents issues of disability awareness in an easy to understand way, is issued to all attendees of the one-day disability awareness course.

7.8 The Customer Service Centre staff also receive a 3-week comprehensive in-house telephone course that includes details on how to communicate with callers who may have an impairment which may affect the ability of both parties to have a full understanding of each other's requirements.

### Ongoing Briefing

7.9 Briefings on disability issues, on either new matters of policy (for example, a change in the law) or as refreshers of core issues, are inserted into the briefing cycles of all customer-facing employees.

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- 7.10 During 2012, our internal internet site was upgraded and renamed The Platform. All employees have access to this, which has the latest briefing material and useful information about disability awareness.

### 8. Emergency Procedures

- 8.1 Details appropriate for assisting disabled passengers in emergencies can be found in the Health & Safety Manual. A summary of our policies and practices in assisting disabled passengers in such circumstances follows.
- 8.2 Our staff will supervise any action that needs to be taken in the event of an emergency either at a station or on a train. Our staff will identify the most expedient route and method for evacuating the location they are responsible for. They will also identify alternative routes and contingency arrangements, if predetermined routes are not available.
- 8.3 Should an incident occur, frontline employees will use their disability awareness skills and judgement to anticipate the needs of passengers with disabilities and communicate any instructions. At stations or on trains that are fitted with Passenger Information Systems, emergency information will be provided in both visual and aural formats should circumstances permit.
- 8.4 In accordance with the nature of the incident, our staff are trained to take into account the need to identify and deal safely with:
- Passengers with mobility/visual/hearing impairments, including those in wheelchairs
  - Passengers who are older or who may be infirm
  - Passengers with young children
  - Passengers whose first language may not be English

This will involve communicating with disabled passengers to ascertain what their assistance needs are.

- 8.5 In the event of an incident on a train, except when the train is at a station platform, we will not evacuate wheelchair users unless there is an immediate life-threatening situation. This is because there is always a risk of causing injury to people with physical impairments in an evacuation.
- 8.6 Whenever possible, we will move the passenger to a safer part of the train until arrangements can be made to move the train to the nearest station. We will endeavour to make sure that they are accompanied and kept informed of progress at all times.
- 8.7 If it becomes absolutely necessary to evacuate a train between stations, we will seek advice from the Emergency Services to ensure expert assistance is provided.

### 9. Communications Strategy

- 9.1 The services and facilities Stagecoach South Western Trains offers older and disabled passengers are promoted in the leaflet *Making Rail Accessible: Helping older and disabled passengers*, our comprehensive timetable publication *Train Timetable and guide to bus and ferry services*, and on our website. The leaflet titled *Making Rail Accessible: Helping older and disabled passengers* contains an overview of our service, a map showing accessibility on our network, and a table detailing every station on South West Trains with accessibility services

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and facilities. These are all available at our stations and via the website and customer services.

- 9.2 Our Assisted Travel number **0800 5282 100** is a freephone number staffed 06:00 to 22:00 everyday and text phone **0800 6920 792**.
- 9.3 We produce a stakeholder update document aimed at our stakeholders, providing information about the work we are doing to improve our service to all passengers, including those with mobility impairments. Our Stakeholder Manager will ensure that this is distributed to interested parties by the most suitable means.
- 9.4 Our Customer Service Centre will supply key literature (Assisted Travel/Passenger's Charter/Railway Byelaws/Making Rail Accessible: Helping older and disabled passengers) in large print, audiotape and easy-read, within 7 working days, free of charge. We also have the capacity to supply any of our marketing literature in large print on request. Our stakeholder update document is available in the above formats, plus a screen reader-friendly version, free of charge.
- 9.5 We will work with other train operators to look to standardise descriptions and symbols used on the access map of our network in order to provide consistency and ease of reading for passengers.

### On the Internet

- 9.6 Our website is designed to be compatible with browsers and add-on devices used by a wide range of people with disabilities. The website is built to achieve W3C AA Level Compliance.

### Station Facilities Website

- 9.7 The facilities, services and accessibility at all our stations are available on [www.nationalrail.co.uk](http://www.nationalrail.co.uk) as well as core content that is available from [southwesttrains.co.uk](http://southwesttrains.co.uk). This information includes our solutions for travelling to and from stations that are currently inaccessible to wheelchair users and some passengers with mobility-impairments. In accordance with the DfT's Railways for All programme we will, in partnership with the DfT and/or other parties, endeavour to secure funding to improve station access for older and disabled people.
- 9.8 We are committed to supporting the ATOC (The Association of Train Operating Companies) which provides detailed station information on its National Rail website and Stations Made Easy website. We will work with ATOC and other train operators to ensure accuracy and consistency of this and any future generation technical developments.
- 9.9 As part of our on-going work to improve the quality of information on this website our Stakeholder Manager carries out an annual review of the information about each station with the local management teams and will ensure that this information is updated by the end of each year.

### Databases of Access Information

- 9.10 The full text of our *Making Rail Accessible: guide to policies and practices* will be available in hard copy in a full range of alternative formats from our Customer Service Centre. A copy of the guide will also be available on our website.
- 9.11 Continuous update of the information contained on the National Rail Website and on the Passenger Assist national station database. This information is available on the internet from



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[www.nationalrail.com](http://www.nationalrail.com) and to other railway employees through both the national Rail Journey Information Service and the Assisted Passenger Reservation Service (APRS)

- 9.12 Through the use of XML feeds (direct links to our website, which display information from other websites), we will integrate station information available on the National Rail website within [southwesttrains.co.uk](http://southwesttrains.co.uk). We will also include basic plans of the station and details of its geographic location.

### Signage

- 9.13 All Stagecoach South Western Trains stations have undergone a complete signage programme to bring all the signage in line with *Accessible Train and Station Design for Disabled People: A Code of Practice*.
- 9.14 Through our stakeholder team, Area Managers and Station Managers, a series of networks exist with local authorities, passenger transport liaison groups and Accessibility Groups to promote access signage to a station from adjacent areas.

## **10. Car Parking**

- 10.1 At every station that has a tarmac or concrete surfaced car park for passengers, designated parking spaces will be available for blue badge holders.
- 10.2 We will locate these spaces in the most suitable place to ensure disabled users have easy access to our stations. Usually these spaces will be located as close to the main station entrance as possible.
- 10.3 Passengers who have a disability that makes it difficult or impossible for them to use the car park ticket machines can purchase their ticket at the station ticket office. Our employees will then notify our car park contractors that a ticket has been purchased.
- 10.4 All our spaces for blue badge holders in tarmac or concrete surfaced car parks are marked with the International Symbol for Access on the ground. When we redevelop our car parks we will ensure that the bays for blue badge holders are compliant with the guidelines given in the Code of Practice.
- 10.5 We are satisfied that the present number of spaces for blue badge holders meets current demand at all of our car parks.
- 10.6 Where we provide marked bays for blue badge holders, which are within the chargeable parking area, the normal car parking rate will apply.
- 10.7 Our staff monitor the occupancy of our spaces for blue badge holders at every South West Trains Station where the number of spaces was increased and dispensation was given to not meet the criteria set out in the Code of Practice. Where a growth in demand is shown in the monitoring figures, we will endeavour to increase the number of spaces.
- 10.8 Our car park security team and staff will also monitor any spaces that are misused. A notice will be issued to any motorist parked in a blue badge space without a valid blue badge.