

**Annette Egginton**

Head of Competition and Consumer Policy  
Directorate of Railway Markets & Economics

Email: [annette.egginton@orr.gsi.gov.uk](mailto:annette.egginton@orr.gsi.gov.uk)

27 October 2016

Will Rogers  
Managing Director  
Arriva Rail London

Dear Will,

**Approval of Arriva Rail London Limited (Trading as London Overground) Disabled People's Protection Policy (Condition 5 of your Station Licence and GB Statement of National Regulatory Conditions: Passenger)**

Thank you for providing your Disabled People's Protection Policy (DPPP) documents for approval. A copy of your 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, which we believe are likely to be positive for passengers:

- Your commitment to a 'Turn Up and Go' service for assisting disabled and older passengers who wish to arrive and travel on London Overground services without booking in advance; and
- Your commitment to carry out accessibility mystery traveller surveys in order to ensure the continuous improvement of your services.

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

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

- **Provision of resource to maintain and improve Passenger Assist:** The guidance states that operators are expected to provide sufficient resource to maintain and improve performance of the Passenger Assist system. You have now



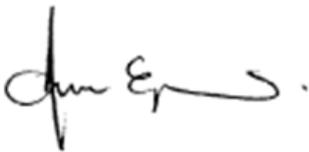
confirmed that you are resourced to maintain and improve the performance of Passenger Assist, which you monitor and measure periodically.

- **Availability of ramps:** The guidance states that ramps must be made available at all staffed stations. You have now confirmed in your document that ramps are available at all stations as all of your stations are staffed from first to last train.

You have confirmed that the information provided in your DPPP matches that available on Stations Made Easy, and that both sources of information are up-to-date and accurate.

In addition to this, we expect all supporting information, such as that provided on your website, to be consistent with the information provided in your DPPP. We understand that TfL are carrying out an update of their accessibility information in December 2016 and that changes will be made to ensure that the information provided in these documents is consistent with that provided in your DPPP. Please keep us up to date with the progress of these revisions and confirm when the work has been completed, which should be no later than 30 December.

Yours sincerely,



**Annette Egginton**



London Overground

# Making rail accessible: Helping older and disabled customers

November 2016



**MAYOR  
OF LONDON**



**TRANSPORT  
FOR LONDON**  
EVERY JOURNEY MATTERS

## Contents

Our commitment to you . . . . .	page 3
Policy summary . . . . .	page 5
Assistance for customers . . . . .	page 6
Alternative accessible transport . . . . .	page 9
Customer information . . . . .	page 10
Tickets and fares . . . . .	page 12
At the station . . . . .	page 16
On the train . . . . .	page 17
Making connections . . . . .	page 19
Accessible onward transport . . . . .	page 20
Disruption to facilities and services . . . . .	page 21
Contact us . . . . .	page 23
Station accessibility information . . . . .	page 24
Contact information . . . . .	back page

## Our commitment to you

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

Six routes make up the London Overground network:

- Richmond and Clapham Junction to Stratford
- Watford Junction to Euston
- Gospel Oak to Barking
- Highbury & Islington to West Croydon and Clapham Junction
- Liverpool Street to Enfield Town, Cheshunt (via Seven Sisters) and Chingford
- Romford to Upminster

At London Overground, we are committed to providing you with a safe, reliable and friendly service. We want to make sure that you can use our services safely and in comfort.

---

You can obtain the latest version and further copies of this document and our Guide to Policies and Practices from the TfL Contact Centre or at [tfl.gov.uk/forms/12387.aspx](https://tfl.gov.uk/forms/12387.aspx). A large print version of this document is available upon request and will be provided within seven days.

## Our commitment to you (continued)

We recognise that our customers may have different requirements when they travel with us and we are committed to making your journey as easy as possible. This applies not only to wheelchair users, but also:

- Customers with visual or auditory impairments or learning disabilities
- Customers whose mobility is impaired through arthritis or other temporary or long term conditions
- Those with mental health issues
- Older people
- Customers accompanying disabled children in pushchairs
- Disabled customers requiring assistance with luggage

We welcome your feedback on the service we provide and any suggestions you may have for improvements. Our contact details are shown on the back page of this leaflet.

## Policy summary

London Overground is committed to helping less able customers travel more easily by offering the following services:

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

London Overground is committed to working with TfL, Network Rail and the Department for Transport (DfT) to support the delivery and development of Access for All schemes.

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

This document, along with our policy document 'Making rail accessible: guide to policies and practices', is reviewed annually.

## Assistance for customers

We have staff at all our London Overground managed stations during train operating hours who provide the following assistance services for our older and disabled customers:

- Assistance with boarding and alighting, including luggage assistance (up to one item of hand luggage and two items of luggage not exceeding 300mm x 700mm x 900mm in size)
- Assistance with transferring between trains or other modes of onward transport calling at our stations
- Wheelchair assistance including wheelchair ramps at all accessible stations

London Overground operates a turn up and go service for customers requiring assistance. All stations are staffed while trains are running. To request assistance please speak to a member of staff who will be happy to help. They will also make sure that staff at your destination are ready to help you alight.

If you are travelling from one of our stations with step-free access to the train and require assistance at your destination please let a member of staff know before you board the train. We will make sure that someone is ready to provide you with assistance on arrival.

Although we aim to help customers board or alight from trains as quickly as possible, there

may be a delay of up to five minutes at terminating stations. You will be informed of any possible delay at the time of booking and you are recommended to allow extra time to make any connections.

As well as providing turn up and go assistance, London Overground offers a service for customers to pre-book assistance 24 hours in advance if they wish to. This may be helpful for journeys which involve travel on trains or stations managed by another company.

London Overground participates in and fully supports the Passenger Assist system to ensure that our customers can book assistance for their entire journey, regardless of which Train Operating Company runs the other train services or stations involved.

We are resourced to maintain Passenger Assist and improve performance, which is measured and monitored periodically.

If you need assistance for your journey, please contact the TfL Contact Centre by phone on 0343 222 1234 giving where possible 24 hours' notice, especially when your journey continues beyond London Overground. For customers who are deaf or hard of hearing, booking assistance is possible by Minicom textphone on 0800 112 3456.

## Assistance for customers (continued)

Although seats cannot be reserved on London Overground services, we will make every effort to ensure that wheelchair spaces are prominently marked for wheelchair users so that disabled customers can obtain a seat on the train. We have clearly marked priority seats on all our trains for use by disabled customers or those less able to stand.

We are committed to keeping industry databases updated with any changes to the accessibility of facilities and services at our stations to ensure that information on the National Rail Enquiries and TfL websites are up to date.

The 'Stations made easy' pages on the National Rail Enquiries website provide more information regarding the accessibility of facilities and services and will be updated whenever there is a change to accessibility as follows:

- Any physical constraints preventing disabled customers from using the station
- Any significant temporary work affecting station accessibility
- Any changes to stations that would make them temporarily inaccessible, eg lifts and toilets out of order
- Any facilities on trains being unavailable if this would have a material impact on a disabled customer's journey, including the temporary use of inaccessible trains

## Alternative accessible transport for older and disabled customers

Where our stations are not accessible to you (preventing you from accessing the train) we will provide alternative transport at no additional cost (eg taxi or direct local bus). This will include those occasions when a station becomes temporarily inaccessible, eg when a lift is out of order and you are unable to manage the stairs, or when any replacement service during service disruption is inaccessible.

When you arrive at the station, we will ensure that alternative transport is arranged to take you between:

- Your station of origin and the nearest or most convenient accessible station and/or
- Your destination station and the nearest or most convenient accessible station

We only provide alternative transport services between stations served by London Overground or other National Rail operators when our stations and trains are inaccessible. Customers using alternative accessible transport are required to hold a valid ticket for the journey they wish to make.

## Customer information

We aim to provide clear and consistent information regarding train departures and we work closely with other Train Operating Companies to ensure that our information provision is in line with industry good practice. Our staff are available at all times to provide up-to-date information and there are also customer Help Points, fitted with induction loops, on all stations.

We are committed to ensuring that up-to-date information about our facilities, services and the accessibility of our stations and trains is available on the National Rail Enquiries website at [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

The Customer Service Resource Centre are responsible for ensuring that our industry databases are updated with any changes to the services we provide within 24 hours.

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

The following maps and guides are also available from [tfl.gov.uk](https://tfl.gov.uk)

- **Audio Tube map**  
A guide to Tube, Docklands Light Railway (DLR) and London Overground with information on Tube and DLR station facilities
- **Large print (colour or black and white) Tube maps**  
These include Tube, DLR, London Overground and TfL Rail and are produced for visually impaired/colour-blind customers; available at [tfl.gov.uk/maps](https://tfl.gov.uk/maps)
- **Getting around London – Your guide to accessibility**  
This provides help with planning journeys using Tube, DLR, London Overground, buses, taxis and private hire vehicles, trains, trams and riverboats; available in large print and Braille at [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides)
- **Step-free Tube guide**  
This identifies and gives further details on step-free access at Tube, DLR, London Overground and TfL Rail stations at [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides)
- **Tube toilet map**  
The locations of toilet and baby changing facilities on the Tube, DLR, London Overground and TfL Rail at [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides)

## Tickets and fares

If you are unable to buy a ticket at a station before your journey because our facilities are not available or accessible to you for any reason, you may buy a ticket without penalty (ie including any applicable discounts) at your destination.

Local borough councils provide Freedom Passes to give older and disabled Londoners free travel on almost all public transport in London. Freedom Pass holders may travel free on Tube, DLR, London Overground, TfL Rail, bus, tram and National Rail services. Although time restrictions apply on some National Rail services, Freedom Pass holders may travel on London Overground services at any time. For more information on applying for a Freedom Pass, you should contact your local council – call 0300 330 1433 or visit [www.freedompass.org](http://www.freedompass.org)

If you hold a Disabled Persons Railcard ([www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)), please remember to show it when purchasing your ticket at a ticket office. Railcard discounts are also available from ticket vending machines. Visually impaired customers without a Railcard are entitled to discounts when travelling with a companion and should present their Certificate of Visual Impairment (CVI) or BD8 certificate. Wheelchair users are also entitled to discounts without a Railcard as detailed in the table on pages 14 and 15.

Please note that non-Railcard discounts are only available from our ticket offices.

Additionally, details on the 60+ London Oyster photocard are available at [tfl.gov.uk](https://tfl.gov.uk) - please note that this is not available for those who are eligible for an older or disabled persons Freedom Pass.

More information on tickets and fares can be found at [tfl.gov.uk/fares](https://tfl.gov.uk/fares) and at [www.disability-onboard.co.uk](https://www.disability-onboard.co.uk)

## Tickets and fares (continued)

The following discounts are available for travel on London Overground and other National Rail journeys:

	Adult	Child
Disabled Persons Railcard holder	34% discount on most National Rail single or return fares	Standard child rate applies (where a child holds a Disabled Persons Railcard a 34% discount is available to an adult companion on most National Rail fares)
Companion to a Disabled Persons Railcard holder	As above	The standard child rate applies to a child travelling as a companion
Wheelchair users and one companion, or wheelchair user travelling alone	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class) 50% discount available on National Rail Anytime day return fares	75% discount available on most National Rail Anytime day single and return fares  (34% discount available for accompanying adult on most National Rail fares, and 50% discount available for National Rail Anytime day return)
Blind or visually impaired customers when travelling with a companion (no discount if travelling alone)	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class) 50% discount available on National Rail Anytime day return fares	Standard child rate applies

**Oyster pay as you go:** Discounted fares are available to customers who hold a Disabled Persons Railcard. The discount must be set on the Oyster card prior to travel and can be done at any London Overground ticket office.

**Freedom Pass holder:** Free travel on TfL services, which includes travel on London Overground at any time. Free travel is also available on most National Rail services in London Fare Zones 1-9 after 09:30 Mondays to Fridays and anytime at weekends. Please check Freedom Pass terms and conditions for further information.

## At the station

London Overground is committed to maintaining the accessibility of our stations and will not permanently close any station or gate if this will lead to a reduction in accessibility for disabled customers.

As part of our planned programme of improvements, we will be introducing PA systems and clearer electronic displays for communicating customer information along the new routes to bring them in line with stations on our existing routes. We aim to ensure that all information regarding train departures is kept up to date, especially during service disruption.

We provide timetable leaflets, posters and information at all our stations and members of staff are available during all train running hours if you require any further assistance or information.

We place timetables, posters and information leaflets where they are accessible to disabled customers wherever possible. Where third parties provide facilities, we work closely with them to ensure that these facilities are as accessible as possible.

All of our ticket machines are able to offer discounts to Disabled Persons Railcard holders. Where our stations have automatic ticket gates, these are staffed when in operation. If for any reason we are unable to supervise ticket gates we will switch them to the 'open' position.

Left luggage facilities are provided by Network Rail at Euston and London Liverpool Street stations. They are accessible to disabled passengers including wheelchair users.

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

## **On the train**

Trains across our network provide dedicated wheelchair bays and prominent priority seating. All our trains provide audio information in each carriage.

Trains on the Richmond and Clapham Junction to Stratford route, Watford Junction to Euston route, Gospel Oak to Barking route and the Highbury & Islington to West Croydon and Clapham Junction route also provide visual information in each carriage and CCTV for greater security.

Wheelchairs are accepted on all of our services.

We have introduced longer trains, to increase capacity. Please be aware that because of short

## On the train (continued)

platforms the doors in the rear carriage will not open at the following stations:

- Canada Water
- Rotherhithe
- Wapping
- Whitechapel

Please make sure you are travelling in the correct part of the train if alighting at these stations.

To ensure that customers have sufficient time to prepare to leave the train, we make an announcement about the next stop after departure from the previous station. On many of our trains this information is also displayed inside the train. We aim to ensure that we keep you regularly informed of how the train is running, especially during service disruption. If you have any feedback about this information please contact the TfL Contact Centre, whose contact details can be found at the back of this leaflet.

Our trains have priority seats for disabled customers or those less able to stand. These seats are clearly signed and on our new trains have a lighter colour fabric to help our customers find them more easily.

When providing assistance, our staff will make every effort to ensure that you can obtain a seat

or use the wheelchair spaces provided by assisting you when you board the train into the correct space/seat.

You can use mobility scooters on our trains. We can carry scooters and wheelchairs up to 700mm wide and 1200mm long with a maximum weight of 300kg (including your weight). Customers may remain in scooters and wheelchairs when travelling and can use the dedicated wheelchair bays. We will provide alternative transport for you and your scooter in the event of planned and unplanned disruption; this will be by an accessible bus or taxi.

We cannot carry scooters or wheelchairs in excess of these sizes and weight restrictions because of the limited space in train carriages and the size of train doorways.

## **Making connections**

We are happy to provide assistance to any customer making connections to other train services or other modes of onward transport calling at our stations. This includes providing help with boarding and alighting as well as luggage assistance.

## Making connections (continued)

Where customers identify themselves to our staff on arrival at the station, we will ensure that assistance is available if there is a change of platform at short notice.

While we operate a turn up and go service at our stations, customers wishing to book assistance in advance should contact the TfL Contact Centre to book their assistance, allowing extra time to make their connections.

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

## Accessible onward transport

London has a wide range of accessible transport options to help everyone get around.

London Buses operate all services, except heritage routes, with low-floor vehicles with wheelchair ramps, enabling all customers to get on and off easily. The DLR and London Trams are Rail Vehicle Accessibility Regulations (RVAR) compliant. All licensed taxis (black cabs) are accessible to people using wheelchairs.

There is step-free access between London Overground and other operators' services at:

Barking, Canada Water, Cheshunt, Clapham Junction, Crystal Palace, Denmark Hill, Euston, Forest Hill, Harrow & Wealdstone, Liverpool Street, Queens Road Peckham, Richmond, Romford, Stratford, Watford Junction, Wembley Central, West Croydon and Willesden Junction

For more information, visit [tfl.gov.uk/accessibility](https://tfl.gov.uk/accessibility)

## **Disruption to facilities and services**

During service disruption, we will make regular announcements, where systems allow, and ensure that we update our information screens regularly to keep you informed. If there is a change of platform at short notice, we will ensure that we provide customers, who identify themselves to our staff at the station, with assistance to change platforms. Our station staff are trained to look for any customers who require assistance in these circumstances.

Where you have booked assistance in advance, we will make every effort to contact you to make

## Disruption to facilities and services (continued)

alternative arrangements. If it is likely that any rail replacement service will be inaccessible we will arrange to take you to the nearest or most convenient accessible station from where you can continue your journey without an additional charge.

During planned engineering work, we will provide clear information at our stations to advise customers of replacement transport options. All replacement bus services run on behalf of London Overground during planned engineering work are fully accessible. When our facilities and services are not available or are not accessible, we will make every effort to provide alternative facilities.

The Customer Service Resource Centre is responsible for ensuring that any changes to accessibility are updated on the National Rail Enquiries website within 24 hours. This information will include details of:

- Any physical constraints preventing disabled people from using the station
- Significant temporary work affecting station accessibility
- Changes to stations that would make them temporarily inaccessible
- On-train facilities being unavailable when this would affect disabled customers' journeys

## Contact us

The TfL Contact Centre is available for you to find out more about our services or provide feedback on the services and facilities that we provide.

Our Customer Experience Director is responsible for this policy and for making sure that we take the needs of disabled customers into consideration.

For any comments relating to the content of this leaflet please refer to the TfL Contact Centre; contact details on the back page.

There are several channels available for customers to contact us. We have given consideration to each of these options to ensure that concerns raised can be captured and handled effectively and efficiently.

We offer a local rate and easy to remember phone number that is included in a majority of call packages for landline and mobile providers. The TfL Contact Centre is available 24 hours a day.

If for any reason the phone lines are not open, a recorded message is played giving details of opening hours and alternate contact options, such as the website. A TextPhone service is available on a Freephone number for customers with a hearing disability.

## Station accessibility information

Notes below refer to the 'Step-free access' columns on pages 26 to 35

### 1. **Station with multiple entrances**

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

### 2. **Station with step-free access to some lines**

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

### 3. **Station with step-free access to London Overground services**

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

The note below refers to the 'Customer information (visual and aural)' column on pages 26 to 35

### \* **Visual customer information only**

## **All stations are managed by London Overground unless otherwise shown.**

Train Operating Company codes refer to the 'stations' column on pages 26 to 35.

CC	Managed by c2c
LE	Managed by Abellio Greater Anglia
LM	Managed by London Midland
LU	Managed by London Underground
NR	Managed by Network Rail
SE	Managed by Southeastern
SN	Managed by Southern
SW	Managed by South West Trains
TL	Managed by Thameslink
XR	Managed by TfL Rail

### **Additional notes:**

- This station accessibility information is reviewed every six months and updated on the TfL website as required
- Updates on station accessibility can also be found on the National Rail Enquiries website

The station accessibility information is correct as of November 2016

## Station accessibility information (continued)

Station	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Assistance meeting point
Acton Central	✓	✓	✓	
Anerley	✓	✓		
Barking [CC]	✓	✓	✓	
Battersea Park [SN]		✓		
Bethnal Green	✓	✓	N/A	
Blackhorse Road [LU]		✓		
Brockley	✓	✓	✓	
Brondesbury	✓	✓		
Brondesbury Park	✓	✓	✓	
Bruce Grove	✓	✓		
Bush Hill Park	✓	✓		
Bushey	✓	✓		
Caledonian Road & Barnsbury	✓	✓	✓	
Cambridge Heath	✓	✓	N/A	
Camden Road	✓	✓	✓	
Canada Water [LU]	✓	✓	N/A	
Canonbury	✓	✓	✓	
Carpenders Park	✓	✓	✓	
Cheshunt [LE]	✓	✓	✓	
Chingford	✓	✓		
Clapham High Street	✓	✓	N/A	
Clapham Junction [SW]	✓	✓	✓	
Clapton	✓	✓		

Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible or standard)
✓		✓	✓	✓	see note 1	
		✓	✓	✓	see note 1	
✓		✓	✓	✓	✓	✓ &
		✓	✓	✓		✓
		✓*		✓		
✓	✓	✓	✓	✓		
✓		✓	✓	✓	see note 1	
		✓	✓	✓		
		✓	✓	✓		
		✓			✓	
✓	✓	✓		✓	see note 1	✓ &
✓	✓	✓	✓	✓		
		✓	✓	✓	✓	
✓		✓	✓	✓	✓	
✓		✓	✓	✓	✓	
✓	✓	✓	✓	✓	see note 1	&
✓	✓	✓*		✓	✓	✓ &
		✓	✓	✓		
✓		✓	✓	✓	✓	✓ &
		✓*		✓		

For notes and codes see pages 24 and 25

## Station accessibility information (continued)

Station	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Assistance meeting point	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible or standard)
Crouch Hill	✓	✓	N/A				✓	✓	✓		
Crystal Palace	p	✓	✓		✓	✓	✓	✓	✓	✓	✓ & ♿
Dalston Junction	✓	✓	✓				✓	✓	✓	✓	♿
Dalston Kingsland	✓	✓					✓	✓	✓		
Denmark Hill [TL]	✓	✓	✓				✓	✓	✓	✓	♿
Edmonton Green	✓	✓			✓		✓		✓	✓	
Emerson Park	✓	✓	N/A				✓		✓	✓	
Enfield Town	✓	✓			✓		✓*		✓	✓	✓ & ♿
Euston [NR]	✓	✓	✓	✓	✓	✓	✓	✓	✓	see note 2	✓ & ♿
Finchley Road & Frognal	✓	✓					✓	✓	✓		
Forest Hill	✓	✓	✓		✓	✓	✓	✓	✓	see note 1	
Gospel Oak	✓	✓	✓		✓		✓	✓	✓	✓	✓ & ♿
Gunnersbury [LU]		✓	✓				✓	✓	✓		
Hackney Central	✓	✓	✓		✓		✓	✓	✓	✓	
Hackney Downs	✓	✓			✓		✓		✓		
Hackney Wick	✓	✓	✓				✓	✓	✓	see note 1	
Haggerston	✓	✓	✓				✓	✓	✓	✓	♿
Hampstead Heath	✓	✓	✓		✓		✓	✓	✓	✓	
Harlesden [LU]		✓					✓	✓	✓		
Harringay Green Lanes	✓	✓	N/A		✓		✓	✓	✓	see note 1	
Harrow & Wealdstone [LU]		✓			✓	✓	✓	✓	✓	✓	✓ & ♿
Hatch End	✓	✓				✓	✓	✓	✓	platform 2 only	
Headstone Lane	✓	✓	✓				✓	✓	✓	platform 2 only	

p Partial

For notes and codes see pages 24 and 25

## Station accessibility information (continued)

Station	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Assistance meeting point
Highams Park	✓	✓		
Highbury & Islington [LU]	✓	✓	N/A	
Homerton	✓	✓	✓	
Honor Oak Park	✓	✓	✓	
Hoxton	✓	✓	✓	
Imperial Wharf	✓	✓	✓	
Kensal Green [LU]		✓		
Kensal Rise	✓	✓	✓	
Kensington (Olympia)	✓	✓	✓	
Kentish Town West	✓	✓		
Kenton [LU]		✓		
Kew Gardens [LU]		✓	✓	
Kilburn High Road	✓	✓	✓	
Leyton Midland Road	✓	✓	N/A	
Leytonstone High Road	✓	✓	N/A	
Liverpool Street [NR]	✓	✓	✓	✓
London Fields	✓	✓	N/A	
New Cross [SE]		✓	✓	
New Cross Gate	✓	✓	✓	
North Wembley [LU]		✓		
Norwood Junction	✓	✓	✓	
Peckham Rye [SN]		✓		
Penge West	✓	✓		

Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible or standard)
✓	✓	✓*		✓	see note 1	
✓		✓	✓	✓	see note 3	
		✓	✓	✓	✓	
✓		✓	✓	✓		
		✓	✓	✓	✓	&
		✓	✓	✓	✓	
		✓	✓	✓		
		✓	✓	✓	see note 1	
✓	✓	✓	✓	✓	see note 1	✓&
		✓	✓	✓		
✓	✓	✓	✓	✓	see note 1	
		✓	✓	✓		
✓		✓	✓	✓		
✓		✓	✓	✓	see note 2	✓&
		✓*		✓		
✓		✓	✓	✓	✓	✓&
✓		✓	✓	✓	✓	
		✓	✓	✓		
✓	✓	✓	✓	✓	platform 1 only	✓&
✓		✓	✓	✓		✓
	✓	✓	✓	✓	platform 1	✓&

For notes and codes see pages 24 and 25

## Station accessibility information (continued)

Station	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Assistance meeting point	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible or standard)
Queen's Park [LU]		✓	✓		✓		✓	✓	✓		
Queens Road Peckham [SN]		✓	✓				✓	✓	✓	✓	
Rectory Road	✓	✓					✓*		✓		
Richmond [SW]	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓ &
Romford [XR]	✓	✓	✓		✓		✓	✓	✓	✓	✓ &
Rotherhithe		✓	✓				✓	✓	✓		
St. James Street	✓	✓			✓		✓*		✓		
Seven Sisters	✓	✓	N/A		✓		✓		✓		✓
Shadwell	✓	✓	✓				✓	✓	✓		
Shepherd's Bush	✓	✓	✓		✓		✓	✓	✓	see note I	
Shoreditch High Street	✓	✓	✓		✓		✓	✓	✓	✓	&
Silver Street	✓	✓					✓*		✓		
South Acton	✓	✓	✓				✓	✓	✓	see note I	
South Hampstead	✓	✓					✓	✓	✓		
South Kenton [LU]		✓					✓	✓	✓		
South Tottenham	✓	✓	N/A				✓	✓	✓		
Southbury	✓	✓					✓*		✓		
Stamford Hill	✓	✓					✓*		✓		
Stoke Newington	✓	✓					✓*		✓		
Stonebridge Park [LU]		✓					✓	✓	✓		
Stratford [XR]	✓	✓	✓		✓		✓	✓	✓	✓	✓ &
Surrey Quays	✓	✓	✓		✓		✓	✓	✓		
Sydenham	✓	✓	✓		✓		✓	✓	✓	see note I	

For notes and codes see pages 24 and 25

## Station accessibility information (continued)

Station	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Assistance meeting point	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible or standard)
Theobalds Grove	✓	✓	N/A			✓	✓*		✓		
Turkey Street	✓	✓					✓*		✓		
Upminster [CC]	✓	✓			✓	✓	✓	✓	✓		✓ & ♿
Upper Holloway	✓	✓	N/A				✓	✓	✓	see note 1	
Walthamstow Central	✓	✓	✓		✓	✓	✓		✓	see notes 1 & 2	✓
Walthamstow Queen's Road	✓	✓	N/A				✓	✓	✓	✓	
Wandsworth Road	✓	✓	N/A				✓	✓	✓		
Wanstead Park	✓	✓	N/A				✓	✓	✓		
Watford High Street	✓	✓			✓		✓	✓	✓		
Watford Junction [LM]		✓	✓		✓	✓	✓	✓	✓	✓	✓ & ♿
Wapping		✓	✓				✓	✓	✓		
Wembley Central [LU]		✓	✓				✓	✓	✓	✓	✓ & ♿
West Brompton [LU]	✓	✓					✓	✓	✓	platforms 2, 3 & 4	
West Croydon	✓	✓	✓		✓		✓	✓	✓	see note 1	
West Hampstead	✓	✓	✓		✓		✓	✓	✓		
Whitechapel [LU]	✓	✓					✓	✓	✓		
White Hart Lane	✓	✓					✓*		✓		
Willesden Junction	✓	✓	✓		✓		✓	✓	✓	✓	✓ & ♿
Wood Street	✓	✓					✓*		✓		
Woodgrange Park	✓	✓	N/A				✓	✓	✓		

For notes and codes see pages 24 and 25

## Contact information

**Phone:** 0343 222 1234  
**Online:** [www.tfl.gov.uk/contact](http://www.tfl.gov.uk/contact)  
**TextPhone:** 0800 112 3456  
**Post:** TfL Contact Centre,  
4th Floor, 14 Pier Walk  
London, SE10 0ES

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

### London TravelWatch

169 Union Street, London, SE1 0LL  
[www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)

The information within this booklet is available to download from:

[www.arrivarailondon.co.uk/go/travel/accessibility](http://www.arrivarailondon.co.uk/go/travel/accessibility)

Information correct as at November 2016



[tfl.gov.uk](http://tfl.gov.uk)



24 hour travel information

**0343 222 1234\***



Sign up for email updates

[tfl.gov.uk/emailupdates](http://tfl.gov.uk/emailupdates)



[@LDNOverground](https://twitter.com/LDNOverground)



National Rail Enquiries

**03457 48 49 50**

---

# Making rail accessible

A guide to policies and practices

# Contents

3. Our strategy
4. Management arrangements
6. Monitoring and evaluation
7. Access improvements
9. Working with others
10. Staff training
11. Emergency procedures
12. Communications strategy
13. Car parking
14. Contact information

# Our strategy

London Overground is managed by **Transport for London** (TfL) and operated by **Arriva Rail London Limited** (ARL).

Six routes make up the London Overground network:

- Richmond and Clapham Junction to Stratford
- Watford Junction to Euston
- Gospel Oak to Barking
- Highbury & Islington to West Croydon and Clapham Junction
- Liverpool Street to Enfield Town, Cheshunt (via Seven Sisters) and Chingford
- Romford to Upminster

At London Overground, we are committed to providing you with a safe, reliable and friendly service. We want to make sure that you can use our services safely and in comfort.

We recognise that our customers may have different requirements when they travel with us and are committed to making your journey as easy as possible. This applies not only to wheelchair users, but also:

- customers with visual or auditory impairments or learning disabilities
- customers whose mobility is impaired through arthritis or other temporary or long term conditions
- those with mental health issues
- older people
- customers accompanying disabled children in pushchairs
- disabled customers requiring assistance with luggage

We maintain a fund to be used to support disabled persons groups and to develop practical solutions to help our employees better assist persons with reduced mobility. We are committed to working with **Network Rail**, **TfL** and the **Department for Transport** (DfT) to support the delivery and development of Access for All schemes.

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

We welcome your feedback on the service we provide and any suggestions you may have for improvements. Our contact details are shown on the back page of this leaflet.

# Management arrangements

The Customer Experience Director is responsible for our **Disabled Persons Protection Policy** (DPPP) which is comprised of this policy document and a separate customer information leaflet.

These are titled as follows:

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

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

Our team of Customer Service Managers and Station Delivery Managers are responsible for frontline delivery, and for ensuring the arrangements described in our DPPP are delivered at stations and on trains.

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

We have a number of processes and systems in place to communicate the requirements of this policy to frontline staff, including a simple overview guide to our key policies and arrangements.

All frontline staff who are likely to have a direct role in the delivery of the arrangements described in this policy have attended an **Equality & Inclusion** and **Disability Awareness Training** course. Separately, all new entrants to the business (regardless of role) attend a briefing session as part of the company induction training arrangements.

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

The Customer Experience Director will review our DPPP every twelve months, the results of which will be formally considered by the executive team of the business. If necessary, the Customer Experience Director will ensure that the relevant Directors implement corrective action if any deficiencies in our arrangements are identified. Additionally our DPPP will be reviewed annually with the Office of Rail and Road (ORR).

We produce and review a number of reports to ensure continuous improvement. These include the Accessibility Mystery Traveller Survey, Customer Service Dashboard (which includes data on assisted journeys), customer feedback, TfL's Customer Satisfaction Survey and the National Rail Passenger Survey. These documents are presented to the executive team and the senior customer service team led by the Customer Experience Director and used as part of our business planning process.

We recognise the importance of working to ensure that any special arrangements requested by our customers are seamless. In order to achieve this we maintain regular contact with others within the rail industry and our Control and Customer Services teams liaise with their counterparts to make arrangements for assistance for an entire journey, including where this starts or finishes beyond the London Overground network.

At a policy level London Overground is a member of the Association of Train Operating Companies (ATOC) and participates in all relevant ATOC initiatives associated with improving access to railway services. Our Stakeholder & Community Manager attends ATOC's Disability Group & TfL's Accessibility Working Group to participate in joint projects and facilitate best practice.

# Monitoring and evaluation

In addition to our routine reviews, our Directors review our performance through our Customer Service Dashboard on a four-weekly basis. This review ensures that any issues highlighted are addressed.

This review includes:

- The number of assistance requests received in advance
- The number of customers using our turn up and go service
- The number of complaints regarding our services to disabled customers

The data collected as part of the review will be formally considered by the Directors of our business in order to evaluate the effectiveness of our policy and ensure that any deficiencies in our arrangements are identified and resolved.

All incidents relating to assisted journeys are recorded in our Control log which is reviewed daily by our management team. We are proud of our high success rate (currently running at over 99% of assistance correctly delivered) and investigate the circumstances of any failures to prevent recurrence. We benchmark the number of complaints we receive against the data available on the ORR website.

# Access improvements

We are committed to making every possible effort to meet the standards of the DfT's Code of Practice for Accessible Train Station Design. In addition London Overground complies with the European technical specification for interoperability relating to persons with reduced mobility (PRM-TSI). Wherever possible we will adopt a best-practice approach to access for disabled customers.

However, there may occasionally be circumstances where we are unable to comply fully with the Code regarding:

- New or enhanced station facilities
- Refurbishment of existing trains
- Station or on-train services

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

A number of access improvement schemes have been completed since 2014 which include:

- The installation of lifts, enabling wheelchair access to all platforms at Brockley, Honor Oak Park, Kensal Rise and New Cross Gate
- Accessible ticket office windows have been installed at Brondesbury Park, Gospel Oak, Headstone Lane and Queens Road Peckham
- Accessible waiting shelters at Camden Road, Gospel Oak and Kensington (Olympia)

In the last year the following step-free changes have taken place:

- Kensal Rise lift opened to Platform 2 making station fully step-free
- New Cross Gate lifts opened to all platforms making station fully step-free
- South Tottenham lifts opened to all platforms making station fully step-free

Work is currently in progress to install lifts and improve the station entrance at Blackhorse Road, funded through the DfT's Access for All programme, in partnership with TfL. These improvements are expected to be completed in 2017. Access for All funding has also been agreed for step-free schemes at Brondesbury, Peckham Rye, and Queen's Park planning for these schemes is now underway with expected completion in March 2019.

Additionally the new fleets of trains introduced since 2009 on most routes are Rail Vehicle Accessibility Regulations (RVAR) compliant and include designated wheelchair spaces, priority seating, wider gangways and improved customer information systems.

The new Concession Agreement includes commitment to a new fund to be used to support disabled persons groups and to develop practical solutions to help Concession Employees better assist persons with reduced mobility (the PRM Fund).

# Working with others

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

We consult on the content of our minor improvements programmes and maintain a regular dialogue with local user groups and local councils. We endeavour to attend the majority of user group, local transport liaison, Local Authority mobility forums, and industry-related accessibility meetings.

# Staff training

All new staff receive disability training as part of their company induction, whilst existing staff receive regular updates. Our training provides delegates with information on our legal obligations to customers and staff and covers:

- Disability and discrimination, including in relation to the Equality Act 2010
- The Social Model of Disability
- Rail Vehicle Accessibility Regulations
- How to provide the most appropriate help for people with different types of disability
- Communication with disabled customers and colleagues

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

- Methods of guiding visually impaired people
- Assisting a wheelchair user on and off the train
- Communicating and assisting customers with learning disabilities
- The use of induction loops

Members of staff in customer facing roles are provided with specific training to assist them when speaking to the public, which focuses in particular on the clarity of speech, intonation, emphasis, timeliness and language. This training is designed to raise awareness of potential communication issues and emphasise how ineffective communication can impact upon disabled customers.

A training programme was delivered to 348 frontline station staff between March and October 2014. The objective of which was to refresh customer service skills including how to provide excellent customer service to disabled customers.

We have recently completed delivery of the World Host customer service training programme to all our customer service employees. This programme has been used to train over a million people worldwide including the thousands of volunteers and staff involved in the London 2012 Olympic and Paralympic Games. The training was designed to help staff take into consideration the differing needs of all our customers, including those requiring assistance to access our service.

The new Concession Agreement also requires that all customer-facing staff attend a further 1-day training course on assisting customers with reduced mobility by March 2019. Additionally, 4 half days of training will be provided each year.

# Emergency procedures

Every station managed by London Overground has a local emergency plan which details the actions that station staff must take in an emergency. It includes detailed evacuation arrangements and takes into account the needs of disabled customers. All station staff are fully trained in their responsibilities for the emergency plan and evacuation exercises are held annually.

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

# Communications strategy

We follow TfL's design standards to ensure that all our printed information is designed to meet the needs of disabled customers. We support TfL to promote and market London Overground services. This includes:

- Alternative format maps
- Information leaflets in a variety of formats
- Short films online explaining how to use transport in London
- Dedicated pages on the TfL website
- Engagement with local groups representing disabled and older customers

We also work with local authorities to ensure stations are consistently signposted within the local area. Another initiative includes the provision of signage from our stations to nearby bus stops to help customers when rail replacement bus services are running.

Within our existing stations, our station enhancement programme has renewed the majority of station signage in line with TfL branding guidelines. This permanent signage meets the requirements of the DfT's Code of Practice. This enhancement programme has also equipped all our stations with modern customer information, PA and Help Point systems. All audio based systems are equipped with induction loops. A similar programme is being developed in conjunction with TfL and Network Rail to enhance the stations which joined the network during 2015.

For customers who wish to contact our Customer Services Team, a Minicom textphone service is available which supplements the existing email and standard telephone communication channels.

Recorded information given by telephone is clear and provides either an option to be connected to a human operator or quotes a number where a human operator can be contacted

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

# Car parking

TfL manages car parks at Bushey, Crystal Palace, Forest Hill, Hatch End, Norwood Junction and Penge West. The designated disabled parking spaces at these car parks are monitored jointly by our CCTV network (with direct access to our Control Room) and by the car parking contractor, Meteor.

Enforcement of parking scheme is undertaken by the car parking management providers, and it is TfL's policy to prosecute persons who infringe the regulations (ie parking in designated disabled spaces without the appropriate permit) that apply to the car parks.

While we only have a small number of stations with car parks, we view our car parks as part of the entire journey experience. Our Infrastructure & Projects team regularly review the demand for car parking and commit to providing to the DfT the usage figures for Blue Badge spaces where the number of designated disabled parking spaces is less than five per cent of the total number of parking spaces available.

# Contact information

There are several channels available for customers to contact us. We have given consideration to each of these options to ensure that concerns raised can be captured and handled effectively and efficiently.

**Phone:** 0343 222 1234  
**Online:** [www.tfl.gov.uk/contact](http://www.tfl.gov.uk/contact)  
**TextPhone:** 0800 112 3456  
**Post:** TfL Customer Services,  
4th Floor,  
14 Pier Walk,  
London, SE10 0ES

We offer a local rate and easy to remember phone number that is included in a majority of call packages for landline and mobile providers. The Customer Services team is available 24 hours a day.

If for any reason the phone lines are not open, a recorded message is played giving details of opening hours and alternate contact options, such as the website. A TextPhone service is available on a Freephone number for customers with a hearing disability.

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

**London TravelWatch**  
169 Union Street  
London SE1 0LL  
[www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)

The information within this booklet is available to download from [www.arrivarailondon.co.uk/go/travel/accessibility](http://www.arrivarailondon.co.uk/go/travel/accessibility)

Information correct as at November 2016