



Marcus Clements

Head of Consumer Policy
Rail Markets and Economics

05 February 2020

Glyn Jones
London Southend Airport
By Email

Dear Glyn,

Approval of London Southend Airport's Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting your draft Accessible Travel Policy (ATP) for approval.

I confirm that we have reviewed the ATP against the 2019 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). As part of our review process we also sought views on the draft ATP from the Disabled Persons Transport Advisory Committee, and Transport Focus and had several exchanges with you to clarify its commitments.

As a single station operator, we recognised that the obligations which we could reasonably place upon on Southend Airport may need to be different to those placed on larger mainline operators. Therefore we agreed on a proportionate approach that ensured you produced an ATP that suitably reflected your operations. We will soon commence work with other 'bespoke operators' to establish what obligations should be placed on them, and publish additional Guidance later this year. The outcome of that work may require you to revise your ATP in order to comply with that Guidance.

During the course of our exchanges, we discussed the lack of input received from local stakeholder groups to your ATP. You indicated that attempts had been made to engage with stakeholders but you had not received any response from those you contacted. You advised that over the next 12 months you will build and maintain relationships with local accessibility groups and set up a forum to obtain regular feedback on where improvements could be made to the station.

I can therefore confirm that your ATP now meets the requirements of Condition 5 of its 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:

- The 24 hour availability of staff, both on the station and via your helpline.
-

- The blue band system which enables passengers to subtly alert staff that additional support may be required.

A copy of the approved ATP is attached to this letter, and will be published on our website along with a copy of this letter. Please provide a branded version by 9 March 2020.

We have copied this letter to Rebecca Richardson, accessibility manager, at Abellio Greater Anglia, in view of the relationship you have with the train operator for the provision of assistance booked through Passenger Assist.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Clements', is enclosed within a thin black rectangular border.

Marcus Clements



London Southend Airport Station Making Rail Accessible: Helping Older and Disabled Passengers

Introduction

The purpose of this leaflet is to inform people who require assistance or additional information to travel by rail, of the help that is available and how to obtain it.

London Southend Airport operate & maintain the station facilities.

The Train Operator (TOC) on this line of route is Greater Anglia. They operate all the passenger services between London Liverpool Street & Southend Victoria. To arrange assisted travel via Greater Anglia, please contact their assisted travel team using the detail below:

[Accessibility | Greater Anglia](#)

- Telephone: 0800 028 2878 (free of charge), Monday to Sunday 08:00 - 20:00
- Textphone and Minicom: 18001 0800 028 2878

Station Access & Facilities

London Southend Airport commit to assisting all passengers irrespective of disability when using the station.

At the station:

- This station is staffed 24 hours a day
- This station has step free access to and between all platforms via level access and lifts
- Seating is available that is compliant with the current Code of Practice
- There are no heated waiting areas at our station
- Toilets are open from 04.00 to 23.00 every day
- Accessible Toilet (RADAR compliant) open 24 hours a day
- We have a ticket office and ticket machines (TVM's), some of these are in the Airport terminal
- Automatic Ticket Gates (ATG's)
- Smart Readers are built into the ATG's
- Our Passenger Assist meeting point is adjacent the (ATG's) located at the entrance to the station
- Customer information systems visual and aural are in place
- Our station does not hold Secure Station accreditation
- Cold drinks and snacks are available from vending machines
- Induction Loops are available at our Ticket Office and on each platform at the designated 'help points'
- Portable Ramps on each platform

Adjacent to the station there are long and short stay car parks with a total of 11 blue badge parking spaces available.

*Please note normal parking charges apply to blue badge holders or other disabled car users.



Ticket machines for the car parks are accessible for all users without assistance. If in the unlikely event you require assistance, the ticket office is open 06:00 - 23:00 hours.

London Southend Airport operate all the car parks at the Station / Airport. Designated walkways link the station and airport terminal to the car parks and taxi points; these walkways are suitable for wheelchair users.

Purchasing Tickets

The ticket office is open 06:00 - 23:00 hours and we have two ticket issue windows set at a height suitable for wheelchair passengers.

Our ticket vending machines can facilitate the purchase of discounted tickets and companion tickets for railcard holders.

Tickets can also be booked through Greater Anglia's website: www.greateranglia.co.uk

Please note that the Greater Anglia train service on this route is 'Driver Only Operation' and so tickets **cannot** be purchased on the train. If you are unable to buy a ticket at the station before your journey as a result of your disability, Greater Anglia's Accessible Travel Policy states, you will be able to purchase a ticket at your arrival destination.

If your disability makes travelling by train difficult, you may be eligible to apply for a Disabled Persons Railcard. The Railcard allows you, and an adult companion travelling with you, to get a third off most Standard and First-Class fares throughout Great Britain.

We adhere to the general policy of reduced fares for disabled none railcard holders. In addition to railcards, passengers who are visually impaired and travel with a companion, as well as wheelchair users, who remain in their wheelchair for the whole train journey, are eligible for a concessionary fare. The ticket discount is as follows:

- 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 instances, other ticket types, such as Off-peak or Advance purchase may be cheaper, our staff will be able to advise you of the cheapest option when you buy your ticket).

Blind or visually impaired passengers

You are entitled to a discount without a railcard so long as you are travelling with a companion. Your companion will be able to buy a ticket at the same discount. If you are travelling alone, you will need a railcard to get a discount. You must show a document confirming your disability when buying your ticket or 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. In addition to the above you can also buy an adult season ticket that allows a companion to travel with you at no extra cost. This does not have to be the same person travelling with you on each journey.



Wheelchair users

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

Disabled Persons Railcard

For all relevant information on the Disabled Persons Railcard and on concessionary fares for those who do not have a Railcard we recommend you contact:

Website: - www.disabledpersons-railcard.co.uk

Telephone: - 0345 605 0525

Textphone: - 0345 601 0132

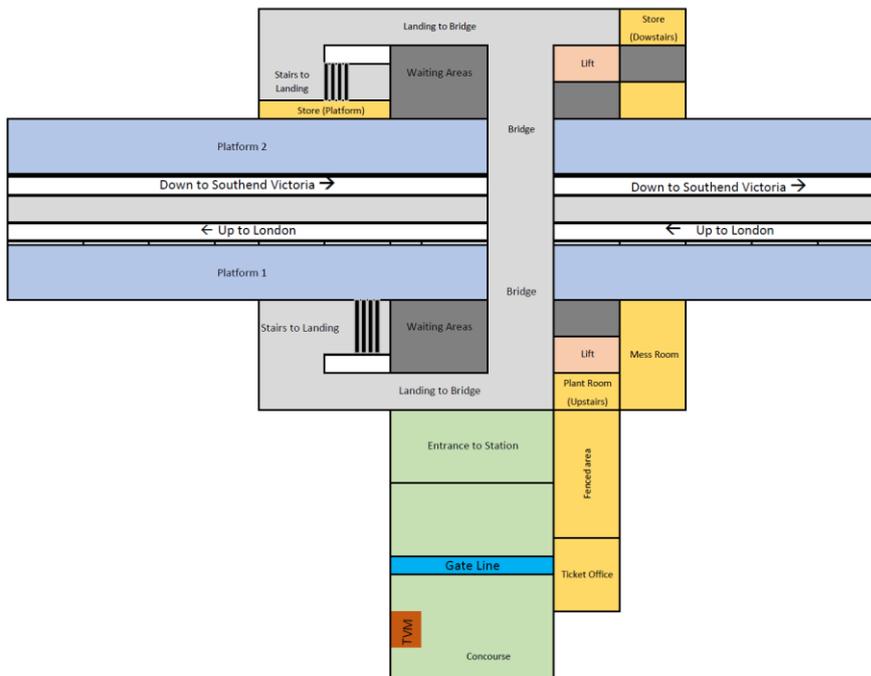
E-mail: - disability@atoc.org

On the train

Details on what facilities are available on the train, aural and visual information, dedicated spaces for wheelchairs, priority seats, how companions and family members travelling with the passenger will be seated, toilets, assistance on board and any restrictions on wheelchairs, scooters and mobility aids are available from the train operator you book your ticket with or on

<http://ojp.nationalrail.co.uk/service/planjourney/search>

Station Plan





Assistance

What to expect before you travel:

Up to date details of train times, routes, delays, disruptions and temporary reductions in accessibility and any restrictions on the use of wheelchairs, powerchairs, scooters and other mobility aids are available on <http://ojp.nationalrail.co.uk/service/planjourney/search> or from the Train Operator you book your tickets from or our station staff.

- The designated meeting point for pre-arranged assisted travel is located adjacent the Automatic Ticket Gates
- Assistance purchasing a ticket, or other items from the station for the journey
- Assistance getting around the station
- Assistance boarding a train ranging from a helping hand to the use of a ramp
- Assistance alighting from a train
- Assistance climbing up or down stairs (If lifts are out of order)
- Assistance making train connections, whether with us or another train operator
- Assistance connecting to other forms of transport (e.g. airport, bus, taxi), where these are located at the station
- Assistance with luggage from the station to the airport assistance meeting point. Staff will make appropriate arrangements with Airport personnel to ensure that Assisted Travel passengers, whose journey uses both Station & Airport facilities, have assistance throughout. Both Airport and station are operated by the same company. There is a good communication links between the two.
- For assistance at the airport please contact your airline or travel operator at least 48 hours before you fly. If you have not booked in advance head for the Airport Ticket Desk in the entrance concourse and they will assist you.

London Southend Airport and our station operate a [blue band system](#):

- If you have a non-visible disability (or are travelling with someone who has), such as autism, dementia, anxiety or if you are sight or hearing-impaired, the unfamiliar, station can sometimes be a little overwhelming.
- We can provide a discreet blue wristband to wear as a subtle sign to our staff that additional support might be required. You do not need to pre-book the wristbands; these are free of charge and available from the ticket desk at the station and also in the airport terminal building.
- We've provided specialist training for all customer facing staff so they can play their part in making sure you enjoy a stress-free station experience.

Assistance with luggage for disabled passengers is free of charge.

Assistance: what is available and how to get it

Passengers who require assistance have two options:

Turn Up and Go, if you have not booked assistance in advance you can request assistance from a member of our staff. You can contact a member of staff by using the 'Help Points' situated on each platform, in person at our Ticket Office or by telephone on: 0800 032 6294 or 03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges) or by Text



relay phone 18002 0800 032 6294. We are committed to assisting you, but it may take a little longer to arrange.

Book in advance, You can use the Passenger Assist Booking System which can be accessed via the National Rail Enquiries website

http://www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx.

- Call free on 0800 0223720
- Text 60083
- Telephone/Minicom 0845 60 50 600

or by contacting the Train Operating Company you are travelling with who will organise assistance for your entire journey. We are not a Train Operating Company but receive notification of assistance requests from them and will make sure we are there to provide assistance. Contact numbers for the Train Operating Companies are listed on the National Rail Enquiries website.

Please Note: You need to provide 24hrs notice until 30th March 2020. Until 10pm the day before travel from 1st April 2020 until 6hrs from 30th March 2021, and a minimum 2hrs notice from 1st April 2022.

Interchange

Staff will make appropriate arrangements with Airport personnel to ensure that disabled passengers, whose journey uses both Station & Airport facilities, have assistance throughout.

- The station is step free throughout.
- If you need assistance moving around the Station, please ask any member of staff who will help in anyway.
- Ask any member of staff who will explain the services provided to transfer from the Station to Airport or vice versa. Station staff are available to assist with transfers. This service is not required to be pre-booked or will not be charged for.
- Assistance when requested will be provided to and from the Taxi ranks by Station staff.

If things do not go as planned

Delays, disruption to facilities and services and emergencies

Our Commitment to you includes the following: -

If disruption or delay to the services occurs, we will do everything possible to ensure that you are able to continue with your journey. We will provide assistance to persons with reduced mobility in making their connections when trains are re-platformed at short notice. We will also help you in making alternative travel arrangements if your booked assistance is no longer valid or disruption occurs with no advance warning.

If temporary works or a facility failure, such as lifts being out of order, at the station render it inaccessible to you we shall arrange alternative transport such as a taxi, free of charge, to take you to the nearest or most convenient accessible station.

Alternative accessible transport (arranged by the TOC) will be available when planned engineering works require substitute transport arrangements, such as replacement buses.



Our staff can advise on the provision of accessible taxis that serve the station and can contact them if requested.

Emergencies: We have documented procedures for emergency situations, including the evacuation of the station.

We recognise that emergency arrangements can impart their own additional risks to the safety of passengers, particularly if you have a disability. Disabilities can include for example people with non-visible disabilities including autism (without a communication problem), mental health difficulties, vision and sight impairment, dementia, anxiety as well as those with reduced mobility. You will be advised by staff that, always providing of course that there is no immediate risk of harm, you are not required to join in any surge to leave but are best to remain in a safe location identified by staff, until otherwise directed by staff or the emergency services.

Whilst an announcement will immediately be made over the public address system, you may not have heard or understood the message given. Station staff will be on hand to ensure that you understand the instructions and will provide reassurance and guidance where appropriate.

Our Station Staff are trained in the emergency arrangements and given guidance on your needs in emergency situations. That guidance also includes the importance of communicating with all passengers, recognising that English may not be everyone's first language and that some may have impaired hearing.

Emergency evacuation arrangements are detailed on notices at the station. All our Customer Support staff have been instructed in these arrangements; Station staff will pay attention to anyone whose disability or lack of mobility may present difficulties. As soon as we are aware of any emergency, or need to quickly evacuate the station, staff on duty will, if necessary, be supplemented by support staff from the airport terminal; these support staff have also received instruction on disability awareness and the emergency arrangements at the station.

Redress

When we receive confirmation that assistance has been booked for journeys to commence from our station and this assistance failed; we will provide appropriate compensation to you. Levels of compensation will be determined by the London Southend Airport Station Manager on a case by case basis, taking cognisance of all relevant factors; for example, reimbursing the train fare where a particular train was missed because of London Southend Airport Station actions or inactions. We will also explain to the passenger why assistance was not provided and what steps have been taken to ensure the failure does not reoccur.

If you wish to make a claim, there are several ways you can contact us:

- In person to any member of our Station staff, our staff have been trained to receive and pass on complaints
- Via e-mail or letter to the following:

LSA Station Manager,
London Southend Airport Railway Station,
Eastern Perimeter Road
Southend-On-Sea
SS2 6YF



- E-mail - stationhelpdesk@southendairport.com
- Via telephone and text relay phone calls:
Telephone 0800 032 6294 (Free Phone 24 hours)
Telephone 03332 205 436 (using this number from mobiles or landlines will not incur any premium call rates)
Text Relay Phone - 18002 0800 032 6294 (24 hours)
- Customer Complaint and Feedback Forms:
Our Customer Complaint and Feedback Forms are readily available to all customers in leaflet holders at the station or directly from Station staff. The leaflets explain the complaints handling procedure and your rights within that process.
- Via the London Southend Airport Website:
There is a dedicated London Southend Airport Station page available on our website.
southendairport.com/london-southend-airport-station

Our [Complaints Handling Passenger Document](#) is available on our website or from our station.

If you need to inform us that something has gone wrong, please speak to any of our Station staff or contact our Help Desk who will provide assistance.

If you require assistance, please contact the following:

Help Desk Contact Numbers

0800 032 6294

03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges)

Text relay phone 18002 0800 032 6294.

Where to get more information and how to get in touch

We also have in place our Accessible Travel Policy Document. This document includes further detail on how we will comply with the requirements of the Office of Rail and Road Accessible Travel Policy Guidance for Train and Station Operators and relevant legislation. Both the Accessible Travel Policy Document and Passenger Document are available via our website southendairport.com/london-southend-airport-station

We are committed to providing copies of our Accessible Travel Policy Document to you free of charge within seven working days. These can be supplied in alternative format such as Easy Read, Large Print and Audio. If you wish to be supplied with a copy just contact our Help Desk by:
Telephoning - 0800 032 6294 or 03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges) or

- E-mailing - stationhelpdesk@southendairport.com
- Text Relay Phone - 18002 0800 032 62948

Station and train accessibility can also be obtained via <http://ojp.nationalrail.co.uk/service/planjourney/search>

If you have any queries or issues about our station on the day of your travel, please contact our Help Desk on 0800 032 6294 or 03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges) or Text relay phone 18002 0800 032 6294.



Passenger Assist and Text relay phone Free SMS Passenger Assist Forwarding Service:
Call free on 0800 0223720
Text 60083
Telephone/Minicom 0845 60 50 600

We would be pleased to receive feedback both positive and negative from you to help us continually improve or recognise good service from our staff. There are a number of ways you can communicate a complaint or compliment. We have dedicated Feedback and Complaint forms on display racks at our station. We have a website with a complaints/feedback online form you can complete and send to us. You can talk to our station staff or contact our Help Desk. Full details of our procedure for handling comments/complaints/claims are available at the station or from our Help Desk or website.

southendairport.com/london-southend-airport-station

As social media becomes more and more accessible London Southend Airport Station recognises that there are times when this medium is used to express dissatisfaction. With this in mind we will monitor postings on social media to identify where a posting can be identified as a complaint and requires further investigation. In this case we will contact the complainant, assist them in making a formal complaint if they wish and advise them of the processes and timescales involved.

If you are not happy with the way, we have dealt with a complaint you can contact the Rail Ombudsman:

Telephone - 0330 094 0362
SMS Text - 07427 580 060
Text relay phone - 0330 094 0363
Email - info@railombudsman.org

Get involved:

If you feel you could suggest any way, we could improve the accessibility services of our station we would very much welcome your input. Please contact us by telephoning - 0800 032 6294 or 03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges)

- E-mailing - stationhelpdesk@southendairport.com
- Text Relay Phone - 18002 0800 032 6294

Contact Us

Contact our Help Desk to:

- Provide feedback on services or facilities;
- Advise of specific problem with any facility (e.g. lifts, WC, obstruction);
- Obtain a copy of our Accessible Travel Policy Document;

Our Help Desk can be contacted by:

Telephoning - 0800 032 6294 or 03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges)

- E-mailing - stationhelpdesk@southendairport.com
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Making rail accessible

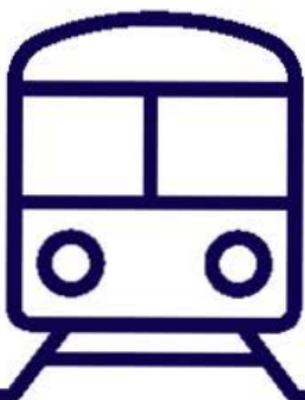
Helping older and
disabled passengers



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Introduction

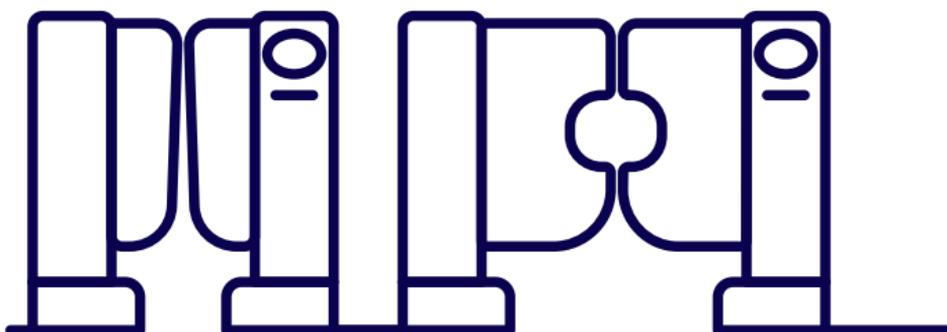
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Accessibility | Greater Anglia

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Station access and facilities

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At the station:

- This station is staffed 24 hours a day
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- Seating is available that is compliant with the current Code of Practice
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- Toilets are open from 04:00 to 23:00 every day
- Accessible toilet (RADAR compliant) open 24 hours a day
- We have a ticket office and ticket machines (TVM's), some of these are located in the airport terminal
- Automatic ticket gates (ATG's)
- Smart readers are built into the ATG's
- Our passenger assist meeting point is adjacent the (ATG's) located at the entrance to the station
- Customer information systems visual and aural are in place
- Our station does not hold Secure Station accreditation
- Cold drinks and snacks are available from vending machines
- Induction loops are available at our ticket office and on each platform at the designated 'help points'
- Portable ramps on each platform

Adjacent to the station there are long and short stay car parks with a total of 11 blue badge parking spaces available.

*Please note normal parking charges apply to blue badge holders or other disabled car users.

Ticket machines for the car parks are accessible for all users without assistance. If in the unlikely event you require assistance, the ticket office is open 06:00 – 23:00 hours.

London Southend Airport operate all the car parks at the station and airport.

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Please note that the Greater Anglia train service on this route is 'Driver Only Operation' and so tickets cannot be purchased on the train. If you are unable to buy a ticket at the station before your journey as a result of your disability, Greater Anglia's Accessible Travel Policy states, you will be able to purchase a ticket at your arrival destination.

If your disability makes travelling by train difficult, you may be eligible to apply for a Disabled Persons Railcard. The Railcard allows you, and an adult companion travelling with you, to get a third off most standard and first-class fares throughout Great Britain.

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- First Class/Standard Anytime Day Return 50% off

(In some instances, other ticket types, such as Off-peak or Advance purchase may be cheaper, our staff will be able to advise you of the cheapest option when you buy your ticket).



The station is located just a few paces from the airport terminal.

Blind or visually impaired passengers

You are entitled to a discount without a railcard so long as you are travelling with a companion. Your companion will be able to buy a ticket at the same discount. If you are travelling alone, you will need a railcard to get a discount. You must show a document confirming your disability when buying your ticket or 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. In addition to the above you can also buy an adult season ticket that allows a companion to travel with you at no extra cost. This does not have to be the same person travelling with you on each journey.

Wheelchair users

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

Disabled persons railcard

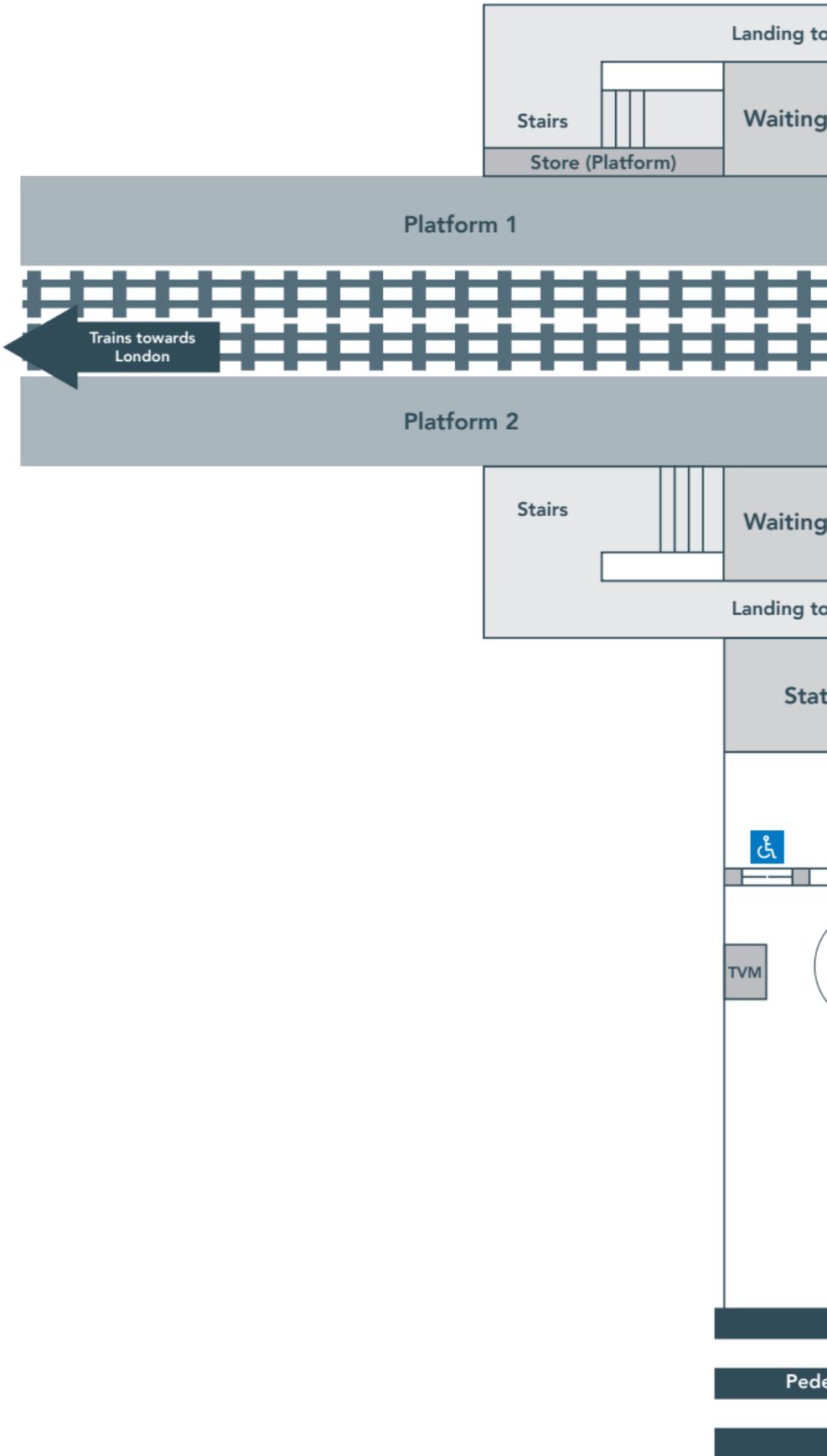
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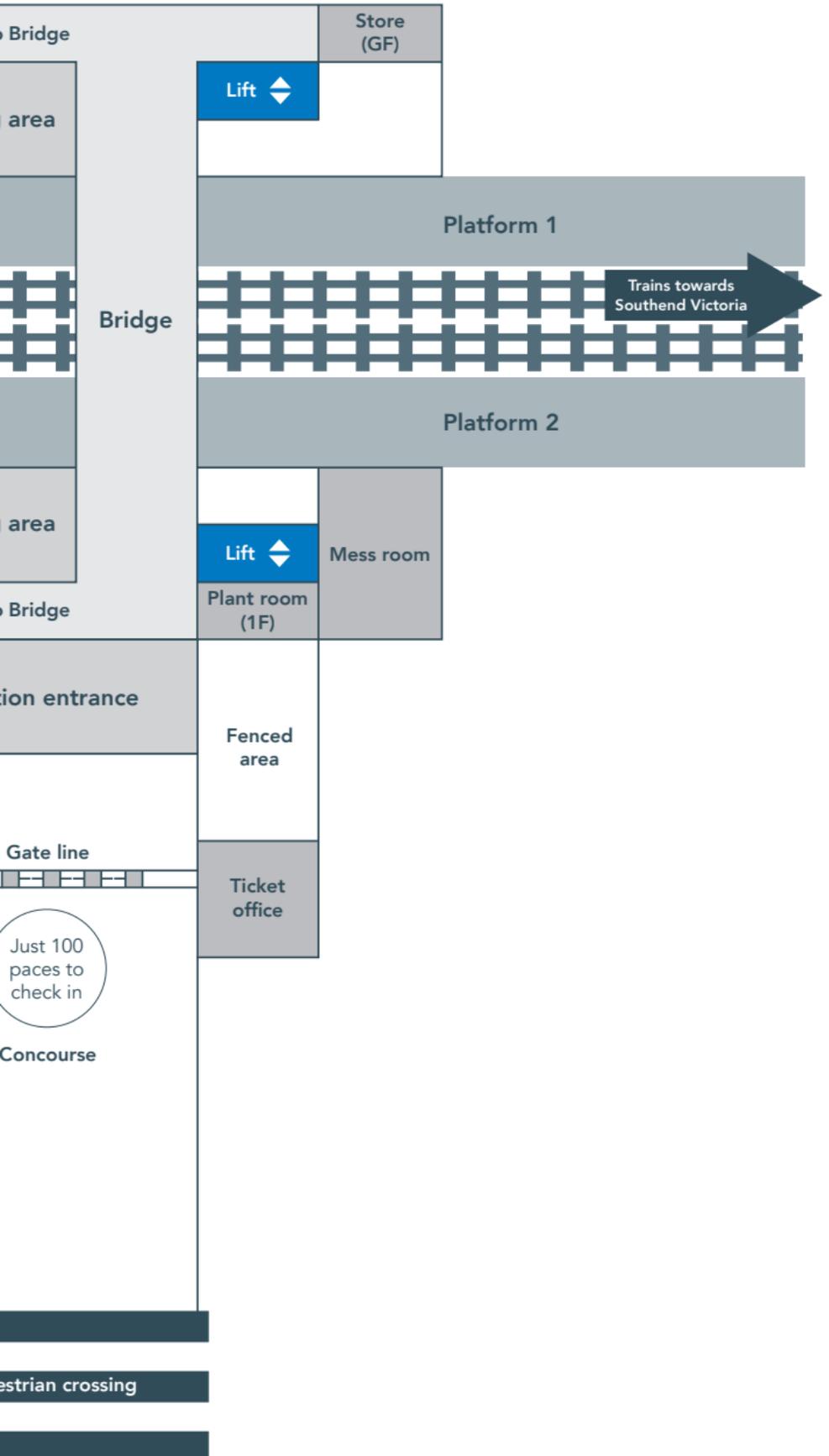
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Station plan



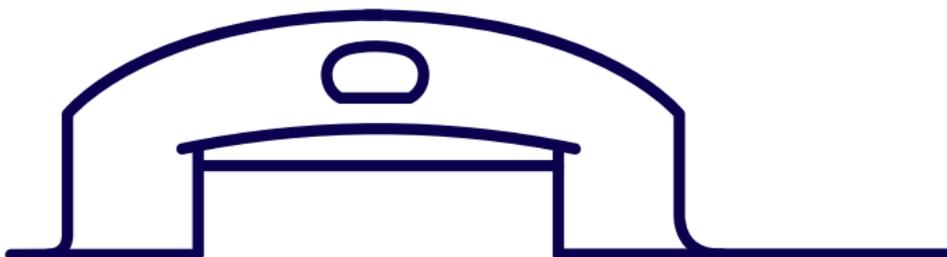


Assistance

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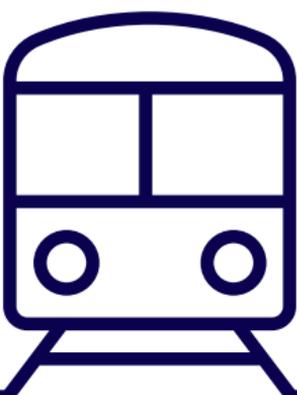
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- The station is step free throughout.
- If you need assistance moving around the station, please ask any member of staff who will help in anyway.
- Ask any member of staff who will explain the services provided to transfer from the station to airport or vice versa. Station staff are available to assist with transfers. This service is not required to be pre-booked or will not be charged for.
- Assistance when requested will be provided to and from the taxi ranks by station staff.



If things do not go as planned

Delays, disruption to facilities and services and emergencies. Our commitment to you includes the following:

If disruption or delay to the services occurs, we will do everything possible to ensure that you are able to continue with your journey. We will provide assistance to persons with reduced mobility in making their connections when trains are re-platformed at short notice. We will also help you in making alternative travel arrangements if your booked assistance is no longer valid or disruption occurs with no advance warning.

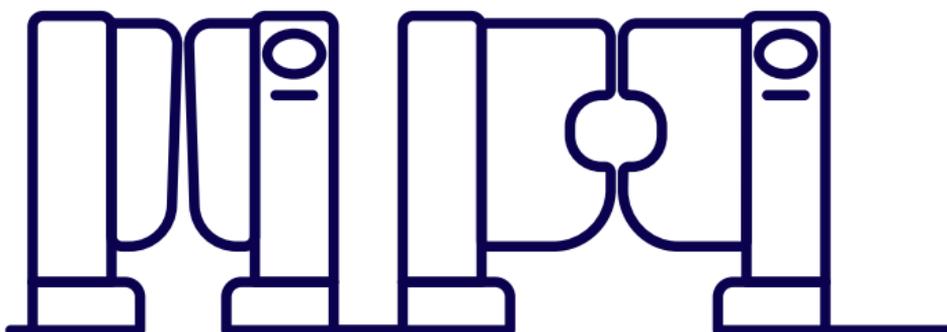
If temporary works or a facility failure, such as lifts being out of order, at the station render it inaccessible to you we shall arrange alternative transport such as a taxi, free of charge, to take you to the nearest or most convenient accessible station.

Alternative accessible transport (arranged by the TOC) will be available when planned engineering works require substitute transport arrangements, such as replacement buses.

Our staff can advise on the provision of accessible taxis that serve the station and can contact them if requested.

Emergencies: We have documented procedures for emergency situations, including the evacuation of the station.

We recognise that emergency arrangements can impart their own additional risks to the safety of passengers, particularly if you have a disability. Disabilities can include for example people with non-visible disabilities including autism (without a communication problem), mental health difficulties, vision and sight impairment, dementia, anxiety as well as those with reduced mobility. You will be advised by staff that, always providing of course that there is no immediate risk of harm, you are not required to join in any surge to leave but are best to remain in a safe location identified by staff, until otherwise directed by staff or the emergency services.



Whilst an announcement will immediately be made over the public address system, you may not have heard or understood the message given. Station staff will be on hand to ensure that you understand the instructions and will provide reassurance and guidance where appropriate.

Our station staff are trained in the emergency arrangements and given guidance on your needs in emergency situations. That guidance also includes the importance of communicating with all passengers, recognising that English may not be everyone's first language and that some may have impaired hearing.

Emergency evacuation arrangements are detailed on notices at the station. All our customer support staff have been instructed in these arrangements; station staff will pay attention to anyone whose disability or lack of mobility may present particular difficulties. As soon as we are aware of any emergency, or need to quickly evacuate the station, staff on duty will, if necessary, be supplemented by support staff from the airport terminal; these support staff have also received instruction on disability awareness and the emergency arrangements at the station.

**Our station staff
are trained in
the emergency
arrangements and
given guidance
on your needs in
emergency situations.**

Redress

When we receive confirmation that assistance has been booked for journeys to commence from our station and this assistance failed, we will provide appropriate compensation to you. Levels of compensation will be determined by the London Southend Airport Station Manager on a case by case basis, taking cognisance of all relevant factors; for example, reimbursing the train fare where a particular train was missed because of London Southend Airport station actions or inactions. We will also explain to the passenger why assistance was not provided and what steps have been taken to ensure the failure does not reoccur.

If you wish to make a claim, there are several ways you can contact us:

- In person to any member of our station staff, our staff have been trained to receive and pass on complaints
- Via letter to the following: [LSA Station Manager, London Southend Airport Railway Station, Eastern Perimeter Road, Southend-On-Sea, SS2 6YF](#)
- Email: stationhelpdesk@southendairport.com
- Telephone: [0800 032 6294](tel:0800 032 6294) (free phone 24 hours)
- Telephone: [03332 205 436](tel:03332 205 436) (using this number from mobiles or landlines will not incur any premium call rates)
- Text Relay Phone: [18002 0800 032 6294](tel:18002 0800 032 6294) (24 hours)
- Customer complaint and feedback forms:

Our customer complaint and feedback forms are readily available to all customers in leaflet holders at the station or directly from station staff. The leaflets explain the complaints handling procedure and your rights within that process.

- Via the London Southend Airport website:

There is a dedicated London Southend Airport station page available on our website. southendairport.com/london-southend-airport-station

Our Complaints Handling Passenger Document is available on our website or from our station.

If you need to inform us that something has gone wrong, please speak to any of our station staff or contact our help desk who will provide assistance.

If you require assistance, please contact the following:

Help desk contact numbers: [0800 032 6294](tel:0800 032 6294) or [03332 205 436](tel:03332 205 436) (calling this number from a mobile or landline will not incur any premium rate charges)

Text relay phone: [18002 0800 032 6294](tel:18002 0800 032 6294)

Where to get more information and how to get in touch

We also have in place our Accessible Travel Policy Document. This document includes further detail on how we will comply with the requirements of the Office of Rail and Road Accessible Travel Policy guidance for train and station operators and relevant legislation. Both the Accessible Travel Policy Document and Passenger Document are available via our website www.southendairport.com/london-southend-airport-station

We are committed to providing copies of our Accessible Travel Policy Document to you free of charge within seven working days. These can be supplied in alternative format such as easy read, large print and audio.

If you wish to be supplied with a copy just contact our help desk by:

- Telephone: [0800 032 6294](tel:08000326294) or [03332 205 436](tel:03332205436) (calling this number from a mobile or landline will not incur any premium rate charges)
- Email: stationhelpdesk@southendairport.com
- Text relay phone: [18002 0800 032 62948](tel:1800208003262948)

Station and train accessibility can also be obtained via <http://ojp.nationalrail.co.uk/service/planjourney/search>

If you have any queries or issues about our station on the day of your travel, please contact our help desk on [0800 032 6294](tel:08000326294) or [03332 205 436](tel:03332205436) (calling this number from a mobile or landline will not incur any premium rate charges) or text relay phone [18002 0800 032 6294](tel:180020800326294).

Passenger assist and text relay phone free SMS passenger assist forwarding service:

- Call free on: [0800 0223720](tel:08000223720)
- Text: [60083](tel:60083)
- Telephone/Minicom: [0845 60 50 600](tel:08456050600)

We would be pleased to receive feedback both positive and negative from you to help us continually improve or recognise good service from our staff. There are a number of ways you can communicate a complaint or compliment. We have dedicated feedback and complaint forms on display racks at our station. We have a website with a complaints/feedback online form you can complete and send to us. You can talk to our station staff or contact our help desk. Full details of our procedure for handling comments/complaints/claims are available at the station or from our help desk or website.

www.southendairport.com/london-southend-airport-station



As social media becomes more and more accessible London Southend Airport station recognises that there are times when this medium is used to express dissatisfaction. With this in mind the we will monitor postings on social media to identify where a posting can be identified as a complaint and requires further investigation. In this case we will contact the complainant, assist them in making a formal complaint if they wish and advise them of the processes and timescales involved.

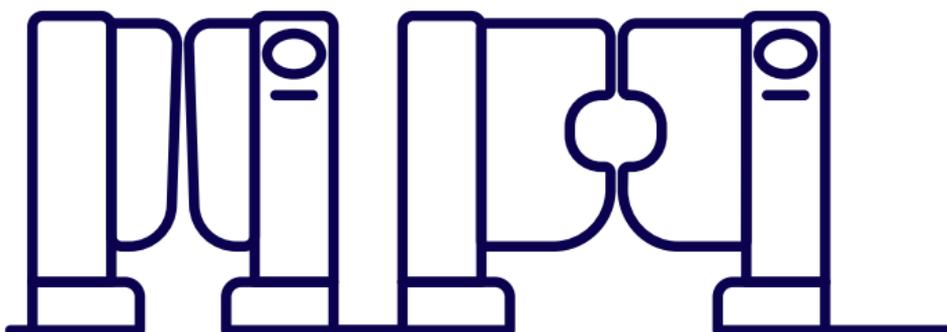
If you are not happy with the way, we have dealt with a complaint you can contact the Rail Ombudsman:

- Web (including online chat): www.railombudsman.org
- Call: [0330 094 0362](tel:03300940362)
- Textphone: [0330 094 0363](tel:03300940363)
- Email: info@railombudsman.org
- Twitter: [@RailOmbudsman](https://twitter.com/RailOmbudsman)
- Post: [FREEPOST - RAILOMBUDSMAN](#)

Get involved:

If you feel you could suggest any way, we could improve the accessibility services of our station we would very much welcome your input. Please contact us by telephoning [0800 032 6294](tel:08000326294) or [03332 205 436](tel:03332205436) (Calling this number from a mobile or landline will not incur any premium rate charges)

- Email: stationhelpdesk@southendairport.com
- Text relay phone: [18002 0800 032 6294](tel:1800208000326294)



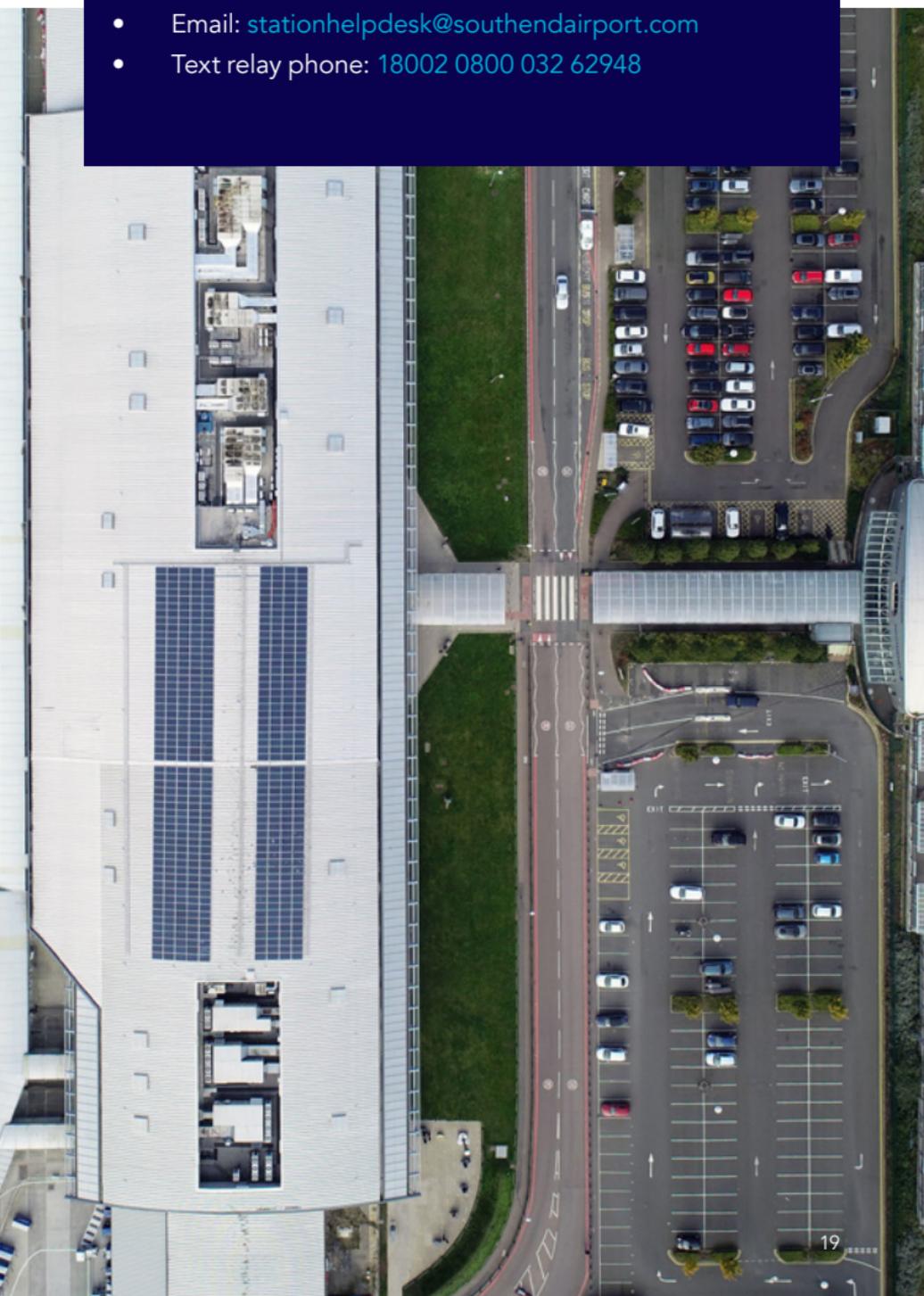
Contact us

Contact our Help Desk to:

- Provide feedback on services or facilities;
- Advise of specific problem with any facility (e.g. lifts, WC, obstruction);
- Obtain a copy of our Accessible Travel Policy Document;

Our Help Desk can be contacted by:

- Telephone: [0800 032 6294](tel:08000326294) or [03332 205 436](tel:03332205436) (calling this number from a mobile or landline will not incur any premium rate charges)
- Email: stationhelpdesk@southendairport.com
- Text relay phone: [18002 0800 032 62948](tel:1800208000326294)





southendairport.com



London Southend Airport Station

Accessible Travel Policy

London Southend Airport operates London Southend Airport Station. London Southend Airport commissioned the construction of the station which was completed and opened in February 2011. London Southend Airport is part of Stobart Group PLC.

This is the only station we operate; we do not operate the train service. We are not involved in train dispatch, the train operator, Greater Anglia has that responsibility.

The format and content of this policy has been based on the Accessible Travel Policy, Guidance for Train and Station Operators issued by the Office of Rail and Road (ORR) and accessibility in compliance with 'Design Standard for Accessible Railway Stations: A Joint Code of Practice by the Department for Transport and Transport Scotland'

Commitments to Providing Assistance

We are committed to providing an accessible station that is welcoming and easy to use by all, with attention to anyone with 'non- visible' disabilities and reduced mobility.

We recognise the broad range of rail customers who require assistance and will make the best practicable provision to meet your requirements. This not only applies if you use a wheelchair but also if you:

- Have visual or auditory impairments
- Have impaired mobility, either temporarily or longer term;
- Are an older person.
- Have mental health conditions
- Anxiety
- Depression, OCD, schizophrenia and personality disorders
- Autism and Asperger syndrome
- Sensory processing difficulties
- Cognitive impairment for example dementia, traumatic brain injury and learning disabilities.
- Non- visible physical health conditions for example chronic pain, respiratory and heart conditions, diabetes and cancer

Booking and providing assistance to passengers

We are committed to participating in 'Passenger Assist' the reservation system for those with disabilities. Although we are not a Train Operating Company and therefore are not part of the system, we are fully supportive of the Passenger Assist system. This system allows you to book assistance for your entire journey on the national railway network. We work closely with the train operator to help achieve this; any bookings involving London Southend Airport Station will be made by Greater Anglia or the Train Company you are travelling with through this system.

a) Resources

We will ensure that we have sufficient staff in place to maintain our Passenger Assist commitment and improve performance. Our station is staffed at all times. We operate a rota system to ensure sufficient staff are in place to meet all passenger requirements taking into account staff absences and peak demands. In the event that a staff shortage should occur trained temporary staff from an approved supplier would be employed.



b) Passenger Assistance System

We will provide assistance when you have booked through the Passenger Assist system. The Train Operating Company you have made arrangements with will notify us of your arrival time and we will be there to offer assistance. We recommend that this be arranged in advance, in line with the Train Operating Company guidelines.

c) We will always provide assistance when booked in advance through Passenger Assist during the hour's trains are scheduled to serve our station. We are committed to ensuring that any changes to accessibility arrangements are published on the National Rail Enquiries website. Our dedicated station team will contact the website providers with these changes which will be published on the station information page. Our station is staffed 24 hours a day.

d) Where assistance has been arranged, station staff will be waiting adjacent the relevant pre-arranged carriage who will, assist you off the train as quickly as possible wherever reasonably practicable and within a maximum of 5 minutes. Passengers will be informed of this assistance in their booking confirmation.

e) We will ensure we call ahead to the alighting stations dedicated assistance telephone number when anyone boarding at our station requires assistance at their destination station. Please be aware though that in this case it would be better to make arrangements through Passenger Assist in advance as certain Train Operating Companies have recommended notice periods for assistance. Where we are informed of your arrival by the origin station, we will of course provide assistance to you. The dedicated contact number for London Southend Airport Station is the Customer Service Assistant 07595 191 205

f) If you have not pre-arranged assistance in advance, do not worry we are still committed to assist you, but it may just take a little longer to arrange. You may also ring our ticket office on (01702545536) if you have any concerns prior to travel.

g) We have portable ramps (Portaramps) which cater for all types of wheelchairs and mobility scooters on each platform to assist you on and off the trains if need be. They are secured to the station structure when not in use; our staff will release and position them when required.

h) The Passenger Assist Booking System can be accessed via the National Rail Enquiries website http://www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx. The Train Company you are travelling with will organise assistance for your entire journey. We are not a Train Operating Company but receive notification of assistance requests from them. If we do not receive notice our station is always staffed and we will provide assistance to you.

i) Making Connections

Our staff on duty will assist disabled people in making connections to their train; this includes situations such as trains being re-platformed at short notice. Staff will always be available where assistance has been pre-booked. If you book through the Passenger Assist system you will be given your assistance information for the whole journey by the Train Operating Company initiating the booking.

If you have not pre-arranged assistance in advance, we will still assist you, but it may take a little longer to arrange.

Information at our station is communicated to passengers via the station's public address system, information screens and through interaction with our station staff.



j) Assistance Available

The following are a list of the assistance we do provide at the station:

- The designated meeting point for pre-arranged assisted travel is located adjacent the Automatic Ticket Gates (Assisted Travel Meeting Point signage is in place)
- Assistance purchasing a ticket, or other items from the station for the journey
- Assistance getting around the station
- Assistance boarding a train ranging from a helping hand to the use of a ramp
- Assistance alighting from a train
- Assistance climbing up or down stairs (If lifts are out of order)
- Assistance making train connections, whether with us or another train operator
- Assistance connecting to other forms of transport (e.g. airport, bus, taxi), where these are located at the station

London Southend Airport Station provides an intermodal service alongside the Airport. The taxi set-down/pick-up facility serves both the Airport Terminal and the Station.

Displayed in the station is the phone number(s) for local taxi firm(s) who can provide an accessible taxi.

Please be aware that we cannot provide or administer medication/drugs to passengers. We cannot assist with passengers washing and ablutions.

k) Passenger Information

Information on accessibility at the station can be seen on National Rail Enquiries 'Station services and facilities' page reference: www.nationalrail.co.uk/stations_destinations/

Sometimes it can be helpful to have an idea of what a station looks like before you get there. 'Stations Made Easy' allows you to plan a route around a station and see photographs of it.

We commit to notify National Rail Enquiries within one hour of any changes to the accessibility of services and facilities at the station, such as lifts or toilets out of order, significant temporary works or any other physical restraints that would prevent you from using our station so that information on the Station Journey Planner ('Stations Made Easy') is up to date. This will allow anyone who requests assistance to be made aware of any limitations and/or temporary restrictions. Information on changes to accessibility will be relayed to National Rail Enquiries promptly by our Station Team Leader. Station staff will be on hand to offer assistance during any temporary loss of facilities.

Our staff, both at the station and on our help desk, have access to the National Rail Enquiries service and are able to provide such information to you in hard copy upon request.

Up-to-the-minute rail travel information can be obtained from National Rail Enquiries by calling:
Telephone - 03457 48 49 50
Textphone - 0345 60 50 600

l) Luggage assistance

Assistance with luggage from the station to the airport assistance meeting point where the Airport staff will provide assistance for the rest of your journey. For assistance at the airport please



contact your airline or travel operator at least 48 hours before you fly. If you have not booked in advance head for the Airport Ticket Desk in the entrance concourse and they will assist you.

Staff will make appropriate arrangements with Airport personnel to ensure that disabled passengers, whose journey uses both Station & Airport facilities, have assistance throughout. Assistance with luggage for disabled passengers is free of charge.

M and n) Booked Seats and Assistance Dogs

Although we will make every effort to assist passengers onto the train and locate a suitable seat and wheelchair space it should be noted there is no system of pre-bookable seats on this line of route. We will endeavour to find a suitable space for assistance dogs.

Passenger information and promotion of Assisted Travel

Accessible / Inclusive Travel Policy documentation, provision and promotion

Station Guide

We will ensure copies of our Station Guide are:

- On display on leaflet racks and provided at our Ticket Office
- Available online as a PDF that is accessible using screen readers or other software with accessibility features, such as Adobe Reader and in Large Print format (A3) upon request within seven working days
- Available on the LSA Station website and at London Southend Airport
- We will provide the Train Operator with copies of our station guide to make available at Liverpool Street and Stratford Stations.

Policy Document

Our Accessible Travel Policy Document is available to passengers:

- Can be provided without charge in alternative formats, including audio, on request within seven working days
- Is available on our website

A notice will be displayed at a height that can be easily read by a wheelchair user at our station detailing how to obtain a copy of our Policy Document.

At Our Station

- Our station is staffed 24 hours a day
- Our station is designated as Category A which means it has step free access to and between all platforms via level access and lifts. Step free access is also in place from the station to the airport terminal including taxi and bus stops.
- Designated disabled parking bays are available at the station
- Seating is available that is compliant with the current Code of Practice
- There are no heated waiting areas at our station but there is a limited amount of unheated covered areas.
- Toilets are open 24 hours a day
- Accessible Toilet (RADAR compliant) open 24 hours a day
- We have a ticket office and ticket machines but no Smart Ticketing Readers
- Our Passenger Assist meeting point is at the ticket office located at the entrance to the station



- Customer information systems visual and aural are in place. Aural information is provided via the Public Announcements given out from our ticket office and from Greater Anglia. Visual information is displayed on all platforms via digital display screens.
- Our station does not hold Secure Station accreditation
- Cold drinks and snacks are available from vending machines
- Induction Loops are available at our Ticket Office and on each platform at the designated 'help points'
- Portable Ramps on each platform

Passenger Journey Information

a) Train Departures and Arrivals Information: We are committed to ensuring, whenever possible, clear and consistent visual and aural information on train departures and other relevant messages, such as delays, and disruptions is communicated.

The station is fitted with electronic Customer Information Screens that provide real time information about the train services; these are integrated into the Train Operator's system functioning on the Liverpool Street to Southend Victoria route.

b) Connections and Wayfinding: We are committed to meeting the standards documented in the industry guide 'Design Standards for Accessible Railway Stations - A joint Code of Practice by the Department for Transport and Transport Scotland'. published by the Department for Transport. These standards ensure our station is clearly and consistently signposted and our staff are always available to provide information and assistance to help you navigate our facility. The route to the station is adequately signposted from the Holiday Inn Hotel (A1159) and Airport Terminal. We believe that the station is adequately signed but if changes were required, we will consult with local authorities to make sure these are implemented and continue to meet all requirements.

You can contact a member of staff by using the 'Help Points' situated on each platform, in person at our Ticket Office or by telephone on: 0800 032 6294 or 03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges) or by Text relay 18002 0800 032 6294.

Displayed at the station are phone number(s) for local taxi firm(s) who can provide practical wheelchair accessible taxis. friendly If you require any further information just contact a member of our staff.

Our commitment extends to ensuring an accessibility-friendly interface with the adjacent London Southend Airport that encourages use of both of these travel facilities.

c) Delays, Diversions and Disruption: We recognise that disruption to facilities and services can have a significant impact on your accessibility of rail services and on your confidence to travel. Should disruption occur we will do everything we can to ensure that, wherever reasonably practicable, you are able to continue your journey and not be left stranded.

Our staff are trained to ensure that, if services are disrupted, the needs of all our customers are met. If you have not booked assistance, and assistance is required, please make yourself known to a member of our staff. This includes passengers who have allowed themselves enough time to reach the expected platform but who cannot hurry, especially with luggage, to another platform.



If your journey plans are affected by a station service disruption, we will help you plan an alternative route; or new connections; or endeavour to arrange alternative travel arrangements free of charge depending on the circumstances.

If you have booked assistance in advance through Passenger Assist, because of service disruption, it is no longer valid, Greater Anglia will contact us and yourselves to make any appropriate arrangements, such as rebooking alternative assistance.

Whether the disruption is minor or severe, we are committed to providing you with regular, clear and accurate information. This information will be given over the public address system and on notices posted at key locations.

If any of our facilities will not be available for a time, we will make every effort to provide alternative arrangements. Notices will be displayed at the station advising of the situation and the expected duration. Our station staff are charged with ensuring that if there are any changes that might impair the accessibility of our facilities, that these are notified to National Rail so that they can update the information on their website.

Information Points, Help Points and Contact Centres

Passengers who require assistance are able to get all the information they need at our station.

Timetables, Posters, Information Leaflets:

Timetables, posters and information leaflets are positioned to ensure they are readily accessible to you. They are signposted and located in prominent positions at the station. They contain up to date information on timetables, fares, connections, delays, disruptions, diversions and emergencies and help arrangements for those who have booked Passenger Assist. Our designated meeting point for those who have booked assistance or require assistance is the station Ticket Office and is clearly marked as such. Information about the services and facilities of other operators calling at the station and the accessibility of other transport available near the station is also displayed.

Ticket Office:

Alternatively, our Ticket Office staff are also available to assist, our Ticket Office is open 06.00 to 23.00 every day. Our station staff have access to and will be able to provide information on timetables, fares, connections, other transport and station facilities as well as assistance updates you have booked.

Help Points:

If you need to speak to a member of our staff there are stand-alone 'Help Points' at the station, on each platform. These are the standard two-button models, which are answered by our onsite station staff.

- Button 1 (Identified with "Information" in Green) is for train information;
- Button 2 (Identified with "Emergency" in Red) is for on-site assistance etc.

The Help Points are designed to be accessible to all; they include induction loop technology to assist those with using hearing aids.

Public Address System:

There is a Public Address system that provides aural information driven from the Train Operator's control site. The automated messages can be overridden locally if required.



Telephone and Text Phone Contact Information:

You can contact us via telephone and text phone calls:

Telephone 0800 032 6294 (Free Phone 24 hours)

Telephone 03332 205 436 (using this number from mobiles or landlines will not incur any premium call rates)

Text Relay Phone - 18002 0800 032 6294 (24 hours)

Website

southendairport.com/london-southend-airport-station

We are committed to working towards achieving the industry recognised WCAG standards for our website. This will be compliant January 2020 once the license renewal process has been successfully completed.

We will include the following on our website:

- A clear, concise summary of 'Passenger Assist' and its services in plain English
- Contact information and provisions for passengers to book assistance and purchase a ticket to travel (including details of any discounts available to disabled passengers or persons with reduced mobility)
- Station information including accessibility information, staff availability, contact centre opening hours and disabled parking spaces
- Information relating to any temporary reductions in accessibility and details of any delays and disruptions to facilities and services where relevant
- Details on how to access Information on restrictions on the use of wheelchairs, power chairs, scooters and other mobility aids are available from the Train Operating Company for this route, Greater Anglia.
- A link to enable passengers to access the Passenger Document and details of how to obtain it in accessible formats.
- Instructions for passengers on how they can provide feedback or make a complaint including details on the availability of redress when assistance has not been delivered as booked

Ticketing

Please note that the Greater Anglia train service on this route is 'Driver Only Operation' and so tickets cannot be purchased on the train. If you are unable to buy a ticket at the station before your journey as a result of your disability Greater Anglia's Accessible Travel Policy states, you will be able to purchase a ticket at your arrival destination.

Our ticket vending machines are able to sell discounted tickets and companion tickets for Disabled Persons Railcard holders.

If for any reason our automatic ticket gates are unstaffed, or staff are not in attendance they will remain locked open.

Tickets can be obtained at the station. There is a booking office and two ticket vending machines; these are run by LSA Station. The ticket office is open 06:00 - 23:00 hours and we have two ticket issue windows set at a height suitable for wheelchair passengers.

Tickets can also be booked through Greater Anglia's website: www.greateranglia.co.uk



Delays, disruption to facilities and services and emergencies

If disruption or delay to our services occur, we will do everything possible to ensure that you are able to continue on your journey. We will provide assistance to persons with reduced mobility in making their connections when trains are re-platformed at short notice. We will also help you in making alternative travel arrangements if your booked assistance is no longer valid or disruption occurs with no advance warning.

Our commitment to you includes the following: -

If temporary works or a facility failure, such as lifts out of order, at the station render it inaccessible to you we shall arrange alternative transport such as an accessible taxi, free of charge, to take you to the nearest or most convenient accessible station. We have in place arrangements with local taxi firms who have provided assurance that their Taxi drivers have been trained in disability awareness and equality training.

Alternative accessible transport will be available when planned engineering works require substitute transport arrangements, such as replacement buses which will be arranged by the Train Operating Company.

Our staff can advise on the provision of accessible taxis that serve the station and can contact them if requested.

We have documented procedures for emergency situations, including the evacuation of the station.

We recognise that emergency arrangements can impart their own additional risks to the safety of passengers, particularly if you have a disability. If you have 'non-visible' disabilities or reduced mobility you will be advised by staff that, always providing of course that there is no immediate risk of harm, you are not required to join in any surge to leave but are best to remain in a safe location identified by staff, until otherwise directed by staff or the emergency services.

Whilst an announcement will immediately be made over the public address system, you may not have heard or understood the message given. Staff will be on hand to ensure that you understand the instructions and will provide reassurance and guidance where appropriate.

Our Station Staff are trained in the emergency arrangements and given guidance on your needs in emergency situations. That guidance also includes the importance of communicating with all passengers, recognising that English may not be everyone's first language and that some may have 'non-visible' disabilities or impaired hearing. We also supply free of charge blue bands at the station so our staff can readily identify any passengers at risk.

Emergency evacuation arrangements are detailed on notices at the station. All our Customer Support staff have been instructed in these arrangements; staff will pay attention to anyone whose disability or lack of mobility may present particular difficulties. As soon as we are aware of any emergency, or need to quickly evacuate the station, staff on duty will, if necessary, be supplemented by support staff from the airport terminal; these support staff have also received instruction on disability awareness and the emergency arrangements at the station.



London Southend Airport and our station operate a blue band system:

If you have a hidden disability (or are travelling with someone who has), such as autism, dementia, anxiety or if you are sight or hearing-impaired, the unfamiliar, station can sometimes be a little overwhelming.

We can provide a discreet blue wristband to wear as a subtle sign to our staff that additional support might be required. You do not need to pre-book the wristbands these are free of charge and available from the ticket desk at the station and also in the airport terminal building.

We've provided specialist training for all customer facing staff so they can play their part in making sure you enjoy a stress-free station experience.

Station Facilities

Left Luggage

Our station does not have a 'left luggage' facility.

Disabled Parking

Adjacent to the station there are 5 long and 4 short stay blue badge parking spaces available.

*Please note normal parking charges apply to blue badge holders or other disabled car users.

Ticket machines for the car parks are accessible for all users without assistance. If in the unlikely event you require assistance the ticket office is open 06:00 - 23:00 hours.

London Southend Airport operate these car parks and additional car parks adjacent to the airport and regular checks are made by them to ensure they are only used by motorists that hold disabled parking badges.

Designated walkways link the station and airport terminal to the car parks and taxi points; these walkways are suitable for wheelchair users.

Third party provided facilities

We have no services and facilities provided at our station by third parties

Replacement facilities

Please see Section A4 of this Policy

Station entrances

We shall not permanently close any entrance or gate if this will lead to a reduction in your accessibility to any platform or facility at the station, unless such change has been approved by the Department of Transport (DFT) following consultation with relevant groups and organisations such as Transport Focus and London Travel Watch.

We will consider the needs of disabled people if the need to temporarily close or restrict access points at our station.

If the need arises for a permanent closure of an entrance or gate an application to the DFT will be made.



Redress

When we receive confirmation that assistance has been booked for journeys to commence from our station and this assistance failed, we will provide appropriate compensation to you. Levels of compensation will be determined by the London Southend Airport Station Manager on a case by case basis, taking cognisance of all relevant factors; for example, reimbursing the train fare where a particular train was missed because of London Southend Airport Station actions or inactions. We will also explain to the passenger why assistance was not provided and what steps have been taken to ensure the failure does not reoccur.

If you wish to make a claim, there are a number of ways you can contact us:

- In person to any member of our station staff, our staff have been trained to receive and pass on complaints
- Via e-mail or letter to the following:

LSA Station Manager,
London Southend Airport Railway Station,
Eastern Perimeter Road
Southend-On-Sea
SS2 6YF
- E-mail - stationhelpdesk@southendairport.com
- Via telephone and text phone calls:
Telephone 0800 032 6294 (Free Phone 24 hours)
Telephone 03332 205 436 (using this number from mobiles or landlines will not incur any premium call rates)
Text Relay Phone - 18002 0800 032 6294 (24 hours)
- Customer Complaint and Feedback Forms:
Our Customer Complaint and Feedback Forms are readily available to all customers in leaflet holders at the station or directly from station staff. The leaflets explain the complaints handling procedure and your rights within that process.
- Via the London Southend Airport Website:
There is a dedicated London Southend Airport Station page available on our website.
southendairport.com/london-southend-airport-station

Our Complaints Handling Passenger Document is available on our website or from our station.

B) Strategy and Management

Strategy

We are committed to the continuous improvement of services and facilities for disabled people. Our station was only opened in 2011 and was constructed to comply with all current guidelines and legislation. We currently have no plans and policies for improving access and services in the coming year but are always keen to receive any feedback from you on how improvements could be made. We continually monitor, and record feedback received from our disabled customers which is formally submitted to our Board for review as well as at Managers and Operations Meetings. Analysis and trends are identified along with any possible improvements to our systems and the services we provide. We currently have no relevant franchise commitments or investment plans in place with regard to the station.



Management Arrangements

a) London Southend Airport Station operates a Safety Management System that is based on the principles of British Standard ISO9001. Our Accessible Travel Policy and the needs of disabled people are fully integrated into our systems.

b) The overall responsibility for our Accessible Travel Policy is the LSA Station Manager. Reporting arrangements are included within our processes and all issues are recorded on the Company Main Drive by our Station staff which is directly accessible by the LSA Station Manager. All relevant data is included and reviewed at the monthly Board Meeting and at Managers and Operations Meetings. The analysis of comments and complaints received is an important tool in identifying areas where service which might need improvement.

c) Our managers and staff are made fully aware of their responsibilities to disabled passengers. This is achieved through an in-depth induction, dedicated training and by providing comprehensive documented processes for them to follow.

d) To ensure that the services and facilities for our disabled customers are provided in accordance with our Accessibility Policy and the DFT Code of Practice we recognise that monitoring and evaluating our performance is crucial to ensuring that we meet the commitments in our Accessibility Travel Policy.

Our Safety Management Systems are based on the principles of British Standard ISO9001. A key aspect of the Safety Management System is the arrangements for monitoring, auditing and reviewing all our activities.

e) We currently have no systems in place for assessing the return on investment of improvements for disabled passengers

Monitoring and Evaluation.

A log is maintained at the station of accidents, incidents, comments and complaints received by staff. These reports are reviewed by the LSA Station Manager along with any comments and complaints received directly by the Help Desk.

Our Station Team Leader produces monthly performance reports to the LSA Station Manager which include the performance on accessibility issues.

We have a Health, Safety, Quality and Environment team that undertakes regular internal audits of processes and Safety Management System arrangements. The station operation has in place a dedicated audit programme; compliance with accessibility policy and processes forms part of the audit protocol. A report is produced following every audit that identifies compliance performance, any nonconformities and recommended corrective actions. These reports are discussed with the LSA Station Manager who will ensure feedback to staff and formulate, and implement, any action plan needed.

A report is produced for Board Meetings that summarises the ongoing performance and identifies any long-term trends and raises any specific issues that may require more detailed review.

In addition, our Station Staff carry out daily inspections, monthly inspections are conducted by our in-house Health and Safety Team. We have a Station Facilities Maintenance Plan in place to ensure accessible facilities are maintained.

London Southend Airport Station will provide the ORR with performance data to demonstrate we are complying with our obligations to passengers in relation to Accessible Travel Policies.



As part of the annual reviews we will provide the ORR with details of any key actions we have identified to improve performance.

Access improvements

We commit to comply with the PRM TSI and the Department for Transport's 'Design Standard for Accessible Railway Stations: A joint Code of Practice by the Department for Transport and Transport Scotland' when installing or refurbishing the facilities at the station.

We also commit to apply for derogations against the PRM TSI and/or dispensations against the Code of Practice when necessary, but only after every effort has been made to comply with the relevant requirements. We only operate a single station and have no rolling stock.

There are currently no access improvement works planned for our station if improvements are planned, we will ensure that our station remains fully compliant and any advances in technology will be taken into account and suitable improvements effected.

Working with disabled passengers, local communities and local authorities

We will consult with consumer and disability bodies such as Transport Focus, Action on Hearing Loss (Formerly RNID), Transport for All, Royal National Institute of Blind People (RNIB), local disability groups and Network Rail.

We shall liaise and consult with the Rail Delivery Group's Disability Group through Greater Anglia.

The local disability group at the time of the station construction 'Disability Essex (now closed)' has input into the station design; and we will continue to work with likeminded organisations on accessibility issues and potential improvements.

Over the next 12 months we will build relationships with local accessibility groups and set up a regular forum to gain feedback on where improvements at the station could be made

The consultations we shall have with interested disability groups will cover both the station and the airport provisions. The Department of Transport's publication 'Access to Air Travel for Disabled Persons and Persons with Reduced Mobility - Code of Practice' includes, in Annex 8, criteria for working with organisations of disabled people. We take cognisance of the suggestions given when determining which disability groups might wish to work with us.

We are committed to providing the ORR with an annual report on the activity and outputs from our engagement with local communities and disabled passengers.

Staff Training

We are committed to providing relevant disability awareness or disability equality training to our staff including senior and key managers, to ensure that they are all made aware of their responsibilities to disabled passengers.

We will meet these training elements through resourcing bespoke training sessions for all our staff from qualified trainers/training groups and augment this with in-house staff training.

The disability awareness and equality training we provide will include the mandatory training elements (numbers 1 to 9) documented within the Accessible Travel Policy Guidance for Train and Station Operators. These elements will be included in our training no later than May 2020.



Refresher training in disability awareness and equality for all staff will take place no later than May 2020 and will include elements 1 to 9 of the Guidance:

- Understanding Disabled People and their everyday challenges
- Equality Legislation
- Defining Disability
- Recognising passengers who need assistance
- Railway Regulatory Framework
- Passenger Assist
- Communication
- Accessibility in stations
- Providing safe assistance

Until May 2020 we have ensured our station staff and key managers have received Disability Awareness and equality Training to ensure that they fulfil their responsibilities to disabled passengers.

Our Station Staff have been given instruction in:

- Providing assistance to people with reduced mobility, including those with impaired vision;
- Assisting with wheelchairs;
- Use of ramps;
- Communicating with those with differing disabilities;
- Using induction loops.
- Communicating clearly with people who may have difficulty speaking, hearing or understanding.

Staff will receive refresher training within 2 years of receipt of disability training and every 2 years thereafter.

All new staff will receive training on the mandatory elements 1 to 9 as part of their induction.

Our disability awareness and equality training will be delivered in the classroom and some practical training may be provided at the station.

We will make reasonable efforts to ensure the experiences and expertise of disabled people are utilised in course development and in the delivery of the training.

Where reasonably practicable agency staff and staff contracted on a temporary basis will receive a condensed version of the training including as a minimum, passenger assist, communication and providing safe assistance.

We are committed to providing the ORR with a report setting out our progress against their training requirements.

Signed:

Glyn Jones

Chief Executive Officer

Date: February 2020