

Marcus Clements
Head of Consumer Policy
Email ATP@orr.gov.uk



David Statham
Managing Director
Southeastern
By email

29 December 2020

Dear David,

Approval of London and Southeastern Railway Limited (trading as Southeastern) 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 2020 “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, Transport Focus and London TravelWatch, and had several exchanges with you to clarify its commitments.

During the course of our exchanges we discussed the provision of assistance at stations which are unstaffed or part-staffed and which are served by Driver Only Operation (DOO) trains. Southeastern’s ATP introduces a pilot scheme where roving staff will be able to deliver assistance across your network. We welcome this positive step and will monitor the delivery of the scheme through quarterly ATP meetings to ensure Southeastern’s continued compliance with Section 4, paragraph A1.2g and A1.2h.

Southeastern has confirmed the pilot scheme will commence from the beginning of February 2021. We shall arrange a review of the scheme following the 6 month trial period, to take place in July 2021.

As you will be aware, we have also granted an extension to Southeastern for the delivery of our refresher training which requires mandatory training requirements 1 through 9 to be provided to all your current frontline staff by 31 July 2021. I refer to our letter issued on the 8 December which details the reasons behind the extension and the steps we are putting in place to monitor Southeastern’s progress towards meeting its training requirements by the extended date of 31 December 2021.

I can therefore confirm that Southeastern's 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 is likely to be positive for passengers:

- the introduction of a new accessibility focussed Travel Companion mobile app in 2021. The app will provide real time assistance and guidance for planning and undertaking a journey. This includes information on the availability of on board toilets on Southeastern trains and whether or not they are in service. It will also provide real time information on lift availability at the stations you serve, and allow passengers to book assistance for travel on services on Southeastern's network and beyond.

Southeastern has indicated its intention to review the channels via which it provides information on the accessibility of rail replacement services to ensure they are accessible by people with mental, sensory and intellectual impairments. We will monitor this via our planned regular meetings.

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 an accessible branded version by 5 February 2021 including PDFs of Southeastern's station and rolling stock accessibility information or links to HTML webpages. The information provided in these must be accurate, comprehensive and up-to-date.

Yours sincerely

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

Marcus Clements



Accessible Travel Policy

Southeastern Railway
January 2021

A: Commitments to providing assistance

This Accessible Travel Policy can be used with our passenger leaflet, Making Rail Accessible. Both are available on our website and in addition the Passenger Leaflet can be found at all of our staffed stations.

This policy explains our approach to helping passengers with restricted mobility, a range of disabilities and those requiring assistance. For example:

- Passengers with visual or auditory impairments.
- Passengers with learning disabilities.
- Passengers whose mobility is impaired as a result of arthritis or other temporary or long-term conditions.
- Passengers with non-visible disabilities that might not be immediately apparent to other people.
- Older people.
- Passengers accompanying disabled children in pushchairs or wheelchairs.
- Passengers with a disability who need help with luggage.

The purpose of this policy is to help you plan your journey when travelling with us and to help you understand what services we offer and how we plan to meet your expectations when travelling with us. You will find information on a variety of areas including getting assistance with us and facilities that we have.

Southeastern is primarily a commuter and High Speed train operator running services between London and the Kent and East Sussex coast.

A1: Booking and providing assistance

Our Passenger Assist team

Our Passenger Assist team are available to help you book assistance as well as provide information on how your journey may be impacted due to changes such as engineering work.

Assistance can be arranged:

- By calling our 24 hour Passenger Assist service on [0800 783 4524](tel:08007834524) (freephone, except Christmas Day).
- online at www.southeasternrailway.co.uk/accessible-travel
- By using Text Relay number ([18001 0800 783 4524](tel:1800108007834524)).
- You can also make an assistance booking through National Rail Enquiries by calling [0800 0223720](tel:08000223720) (Available 24 hours a day, All year round).
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Passenger Assist

Southeastern is part of Passenger Assist, a national system that all train companies are part of. It allows train companies to make arrangements as required at all points along the journey for anyone who has a disability and needs assistance. We're committed to using this system and will provide assistance to anyone who books in advance. We'll provide this assistance ourselves at the stations we manage directly, and in partnership with Network Rail and High Speed One at our London Terminals (London Bridge, London Cannon Street, London Charing Cross, London Victoria and London St Pancras International) and with other train companies at their managed stations.

At London Bridge, St Pancras and London Victoria you will find dedicated staff who provide the Passenger Assist service.

We have also introduced an 'Ambassador' role at these stations as well as Charing Cross and Cannon Street stations, who can also provide assistance alongside their customer service role.

Regardless of whether you are making a simple journey or one that involves changes, we'll book the assistance for you in one transaction.

If your journey involves more than one train company, we'll confirm the booking on all legs of the journey on National Rail.

For all the stations where help is required our team will check the station accessibility information. This will be available on the Southeastern website as well as National Rail Enquiries, and we can arrange assistance to other modes of transport (e.g. buses, London Underground, trams, metro and taxis), where available at the station.

We'll discuss your individual requirements when you get in touch to make sure we can provide assistance that best suits your needs. Once booked, we will give you a Passenger Assist reference number and send a confirmation email. We can also do this by post if there is adequate notice to send it. We ask you to keep this with you when travelling so that staff on stations and trains can identify your booking. Assistance can be booked at any of our stations, any time that a train service is scheduled to run.

We can't confirm assistance for cross-London journeys that include the London Underground, which operates an un-booked assistance service at the stations we call at. However, we'll take you to meet a member of the London Underground staff should you require their services.



When you book assistance, we can also sell you tickets for your journey on the same call.

You can book assistance on our website when buying train tickets through our Passenger Assist booking form. It is available in the Assisted Travel section on our website, where all information related to disabled people and train travel is located.

We'll always ensure that we use and maintain the Passenger Assist services and we'll always look for ways that we can improve its performance.

We will establish a process of handover of assistance between station staff, which will include passing set messages between staff to ensure that the correct details are conveyed.

There will a phone number established for every station and a role at the station that will be dedicated to answering the phone. However if the station is unstaffed at the time assistance is required then the phone will automatically be diverted to a nearby staffed station, where a responsible person will be identified to answer the phone, so that necessary arrangements can be made.

When alighting from a train, particularly at a station where that train ends its journey, we'll help you leave the train as soon as possible. Sometimes we can't get to you immediately, but you'll be assisted off the train within five minutes of your train's arrival.

We'll help you between trains, including those operated by a different train company at the same station, and other modes of transport, such as buses, underground trains and taxis, within the boundaries of our stations.

You can find information concerning connections and onward travel at southeasternrailway.co.uk/station-information and from station information posters at the station.

We'd encourage you to book assistance, although we understand that this won't always be possible. If you haven't booked please arrive at the station as early as you can and let a member of staff know if you need assistance. This could be ticket office, gateline or platform staff. If none are available, either attract the attention of staff on trains or use a Help Point at the station to let us know you need assistance. We'll do everything that we can to get you on the train you wish to travel on where possible. If you require ramp assistance at an unstaffed station, where available on train staff can do this for you. Where they are not available and you have booked in advance we will reach agreement with you on how assistance will be provided, which may involve using our roving staff or providing accessible alternative transport.

Booking notice period

For us to be able to plan your assistance effectively and ensure staff are ready to help you, you can book assistance in advance. At the time of writing, assistance can be booked up to 12 hours in advance of your train's departure or up to 10pm the day before - whichever is the shorter timeframe.

- From April 2021 we will further reduce that notice period to six hours before your train departure.
- From April 2022 we will further reduce that notice period to two hours before your train departure time.
These changes we will be doing in conjunction with all other Train operating companies and provided as a minimum standard.

You can book your assistance up to 12 weeks in advance if you wish, as well as making regular weekly or daily bookings in advance as well. Delivering these booking times for travel on other train companies' services will be challenging in 2021 and 2022, because of the frequency of other services and limited reservable seating and wheelchair spaces. We will work with the Office of Rail and Road (ORR) and the Rail Delivery Group (RDG) to agree a reasonable solution.

If you're making long distance journeys we'd advise that, where possible, you book your assistance, reserve your accommodation and buy your tickets as much in advance as possible to give you the widest possible choice. If there is no accommodation available, we will make you aware of this and discuss alternative services with you.

We do not book seats or wheelchair spaces on our services - these are on a first come, first served basis, although our staff will do all they can to ensure you are able to make your journey in comfort.

Assistance at part-staffed or unstaffed stations

The vast majority of our stations have staff for some part of the day, although some of our stations may be unstaffed, or only staffed when the ticket office is open. When using one of these stations where there are no station staff available, if there are staff on the train, the Conductor or On Board Manager will provide assistance to you for getting on and off the train. You can check staffing times of the station and whether help is available from on train staff by visiting www.southeasternrailway.co.uk/station-information or checking the station information poster.

If help is available from on board staff, Conductors or On Board Managers can provide assistance when needing help to board and alight a train.

To attract the attention of these staff, please remain in a prominent position on the platform. On board staff will always look out for customers on the platform who may require assistance, and if you have booked they will have been notified and will be looking out for you. Please note they cannot assist you in getting to or from the car park, or with other assistance around the station due to the limited time that trains stop at stations.

We are introducing a team of roving staff who can be deployed to provide assistance to board our trains and to help at our stations when stations are unstaffed. They will be based at key locations throughout our network. The team will provide assistance whether it has been booked or not, however, to reduce waiting times we advise you to arrange your assistance in advance.

If you're boarding a train at a station which is unstaffed and there are no staff on the train to provide assistance, by booking in advance we'll either send someone to the station to assist you, like one of our roving staff, or arrange for a taxi to take you to the nearest staffed station to continue your journey. The available options will be discussed and confirmed with you when booking.

If you haven't booked and the station or train doesn't have staff who can assist you, you can get in contact with us by calling our Passenger Assist team or use the help points located at all of our stations and appropriate assistance will be arranged.

Ramps

We have ramps to help with boarding our trains either on the platform, or on the train itself. Our staff will be happy to help you with these if you need one. If the station you intend to travel from or to does not ordinarily have staff (see www.southeasternrailway.co.uk/station-information for details of which stations and services are staffed) please book assistance, or use the Help Point at the station, arrangements will then be made to direct one of our roving team to your location.

Assistance with onwards travel – trams, buses and taxis

We'll help you between trains and other modes of transport, such as buses, London Underground, trams, metro and taxis, within the boundaries of our stations.

We will be renegotiating our taxi contract this year with the company that manages the taxi permits to use our ranks at stations. This will stipulate that there must be a provision of Accessible taxis. We will ensure they are incentivised to prioritise companies that can provide accessible vehicles, with trained drivers onto our ranks. We rely on the local authorities and their taxi policies for disability awareness training of the drivers and 44% of all authorities in England made disability awareness training for taxi drivers mandatory.

Staff at our stations that don't have taxi ranks can help disabled customers to arrange their own accessible taxi where necessary. We also have information posters at our stations that give details of other transport operators which serve the station.

All bus companies serving stations with capacity for more than 22 passengers will use buses that are accessible for disabled people.

Station facilities and services

We'll keep information regarding our services up to date at all times and passengers requiring assistance will be able to find information on limitations or restrictions to access.

Our Passenger Service Delivery team keep this information live and liaise with our Facilities department to ensure information is correct and up to date.

Any temporary changes to the availability of facilities at stations, such as lifts or toilets, will be advertised on our website at www.southeasternrailway.co.uk/live-travel-information and through alert messages on the National Rail Enquiries website, which will be duplicated on our station information pages and on journey check apps.

Any permanent changes to facilities or services at stations will be updated on a regular basis. This includes, but isn't restricted to, the following:

- The level of accessibility from station entrance to platforms.
- Staffing hours and assistance availability.
- Meeting points for assistance.
- Ramps for train access.
- Accessible waiting rooms, toilets and set-down/pick-up points.

When booking assistance with us, our operators will check the accessibility conditions of the station and communicate this to you. This information can also be posted to you, if you need it.

This information is also available on our website at www.southeasternrailway.co.uk/station-information, or at National Rail Enquiries at www.nationalrail.co.uk/stations, which provides information for the whole rail network.

Alterations to facilities

If facilities like toilets or lifts at stations we operate become unavailable, such as due to a fault, we'll update our system as soon as possible, and within

24 hours of the fault being identified. This information will be included on next arrival/departure information through National Rail Enquiries. Where this impacts the ability to carry out assistance, and where we have contact details for a customer, we'll aim to contact you in advance to let you know about the facility being out of order, and how we can best proceed.

If a facility on board a train is unavailable, such as an accessible toilet, that has an impact on your ability to travel, we'll do everything we can to let you know. This information is communicated through station Customer Information Systems as well as through a journey enquiry on our app. Where feasible, our team will contact you to help you with your journey. This may not always be possible as sometimes these facilities go out of use at short notice while in service.

Where possible, we'll give you an estimate for when station facilities will be back in service. Our maintenance teams try not to send any train into service with faulty facilities.

If you find a problem with a train or station facility, you can let us know by contacting customer services.

Assistance with luggage

Although we don't offer a portering service for luggage, we'll assist disabled passengers with luggage free of charge, when this has been agreed in advance with our Passenger Assist team and your luggage complies with our luggage policy, set out below.

- As a guide you may take up to two items of luggage which should not exceed 30 x 70 x 90cm in size and a single item of hand luggage that must be capable of being held in your lap. We recommend that you bring pull-along suitcases which don't exceed 23kg each.

There are left luggage facilities available at London Charing Cross, St Pancras and Victoria which have level access but they do charge for the service.

Seats on trains

Southeastern predominantly operates a commuter service, and does not offer seat reservations. However, all Southeastern trains include clearly marked priority seating areas on board, which have extra legroom. These can be identified by labels above, on the back of the seat, and on the window.

We'll provide assistance where possible to help passengers into a seat or wheelchair space. Booking assistance does not guarantee a seat or wheelchair

spaces; we operate a first come first served policy. However, if wheelchair spaces are occupied by passengers, other than those using a wheelchair or scooter, staff providing assistance will make sure you can access the space.

Priority seating card

We have recently introduced a priority seating card that assists disabled passengers in obtaining a seat, by removing the need for them to explain why they need one. Application forms for these can be found at ticket offices, by calling our Passenger Assist service or online at www.southeasternrailway.co.uk/priority-seating.

Assistance dogs

Trained and certified assistance dogs are very welcome on all of our trains and stations, they are free of charge and can travel in any part of the train. Seats in the priority area have extra floor space so that dogs can be seated more easily.

A2: Passenger information and promotion of Passenger Assist

We want all of our passengers to be able to travel independently as easily as possible and understand that information provision is key to that. We'll always aim to provide accessible, accurate, relevant, consistent and timely information to ensure our passengers are confident at every stage of their journey – including when planning journeys.

Our Accessible Travel Policy leaflet for customers – Making Rail Accessible

Our Accessible Travel Policy leaflet, Making Rail Accessible will be:

- On display on leaflet racks, and provided at ticket offices at all staffed stations called at by our train services, at a height suitable for wheelchair users to access.
- Online on our Accessible Travel page as a PDF and as a Word document.
- Provided as an alternative formats on request, within seven working days without charge.
- Available on request via our website, phone and text relay.

We'll also work with local government and other organisations where public services are provided to have this displayed, in such places as libraries, citizen advice bureaus and council offices, to improve awareness of the accessibility of our service and our policies to the wider community.

We'll display information at all of our stations informing passengers how they can get a copy.

Station and train accessibility information

We will keep our train and station accessibility information up to date and available to customers see www.southeasternrailway.co.uk/accessible-travel.

If you want to print this information, you will be able to do this by printing the website page which has been designed to conform with Web Content Accessibility Guidelines (WCAG). Passengers can request a copy in an alternative format to reach you within seven working days at no extra cost to you. Our Passenger Assistance team can also send the information you need in a format accessible to you.

We'd encourage all passengers to visit the dedicated station pages on our website for up to date information regarding all stations including those not operated by Southeastern.

At staffed stations, our staff have mobile devices and will be able to access the same information on their devices, dependent on mobile signal, WiFi coverage and network availability.

You can find an interactive map of all the stations in the UK on the [National Rail Enquiries website](#). This map includes details of the accessibility of every station in the UK as well as information like staffing, toilet and waiting room provision.

Passenger journey information

All Southeastern stations, and the stations at which we call have Customer Information Screens (CIS). These display details of the next train to depart the station, as well as calling points. In addition, most of our stations have a public address (PA) system which provides audio details of the information displayed on the screens.

All Southeastern trains have Passenger Information System (PIS) which provide visual updates of the journey and automatic announcements about the stations the train will call at. Where we have on board staff, such as conductors or On Board Managers they will also do their best to walk through the train to provide information to all passengers.

During planned disruption any passengers booking assistance, are advised by our customer services team in advance of travel.

We are currently reviewing how we update and what accessibility information is available at stations and on our website during planned disruption. When there is disruption affecting a journey this will be displayed on

customer information screens and through PA announcements at stations. The on board staff on trains will also make announcements about delays, diversions or terminations of service.

You can access information about disruption through our website at www.southeasternrailway.co.uk/live-travel-information, via the Southeastern twitter feed ([@SE_Railway](https://twitter.com/SE_Railway)) or by checking National Rail Enquiries (NRE). You can also sign up for travel alerts through NRE and have these delivered direct to your inbox.

You can access information about planned disruption at stations through our website www.southeasternrailway.co.uk/engineering-work or through National Rail Enquiries, which will give details of the accessibility of rail replacement services.

If using a smart phone you can also log into our on board entertainment system Se Motion and access real-time train running information on our WiFi portal.

When you're on board one of our trains just connect to the on board WiFi then click on the train icon at the top of the Se Motion homepage to see your journey in real time.

What information can I get?

- Details of the train you're travelling on and the current location.
- The calling pattern of your train and expected arrival times at each station.
- Details of any delays, including revised arrival times and the reason for the delay.
- Details of other transport connections, including the status of the relevant London Underground connections.

Changes to working facilities at stations will be posted as an alert message on the corresponding National Rail Enquiries station page. We have also introduced messages about non-working lifts to our station customer information systems so that when a train is going to be calling at a station where the lift is currently not working, this will automatically be announced on the station display so passengers can make alternative arrangements with our staff.

We will do our best to display signage at stations that are affected, such as a lift being out of service, to make all passengers aware. If you are on a station or train and notice that something is out of order, please make station or on board staff aware. You can tweet us [@SE_Railway](https://twitter.com/SE_Railway), or contact our Passenger Assist team if you are on a train and unable to get the train crew's attention.

If any facilities have been changed from what you expected or booked, our staff will work with you to find the best travel solution for you.

Information points, help points and contact centres

Information on the services Southeastern operates and services operated by train companies that run through stations we manage can be found at our ticket offices, which are also information points on our stations when open. Information about fares, timetables and connections can also be found here, as well as up to date information about any delays or disruptions affecting rail services. They will also be able to confirm any bookings made for the Passenger Assist service. These information points are indicated using the universal 'I' sign for information.

The meeting point for booked Passenger Assist will be at the ticket office, the gateline (if there is one), or the platform office. At unstaffed stations when boarding a service with on board staff, please wait on the platform. You can check our website for station information as each station meeting point is listed.

If you need information about the accessibility of other forms of transport from the station (such as buses, London Underground, trams, metro and taxis), our staff will do the best they can to help you. They may not have access to this information but they will be able to help you with where you can find it.

We'll make sure that information regarding the services we provide is kept up to date and continuously made available to other train companies and station operators – including information regarding delays, diversions or other events that may impact your journey.

If you require live train running information on the day of travel then please speak to a member of station staff, use the Southeastern app, follow us on Twitter [@Se_Railway](https://twitter.com/Se_Railway) or visit our website at southeasternrailway.co.uk.

At our larger stations we will have leaflets and posters available regarding our services and those of other train operators who serve the station. These will be placed at varying heights accessible to you. We also provide posters on our stations, which give you information about local services and transport available from that station, as well as indicating the nearest staffed station if required.

You can find Help Points at all of our stations where you can speak directly to an operator who can make arrangements to assist you.

Information regarding all national train services is also available by contacting National Rail Enquiries:

Tel: [03457 48 49 50](tel:03457484950)

Website: www.nationalrail.co.uk

Text Direct: [0345 60 50 600](tel:03456050600) (for people who are hard of hearing or deaf)

Websites

We continue to develop our websites to ensure they meet AA Web Content Accessibility Guidelines (WCAG) compliance, an industry-recognised standard for web content accessibility.

The Southeastern website has been designed to work with screen readers, magnifiers, voice over software and in-browser accessibility functions. To help you find the information you need we also provide a link to our Accessibility content from our homepage.

It has everything you need to help you book assistance and purchase a ticket to travel (including details of discounts available to disabled passengers). It also includes a direct link to our station information, which includes details of onboard and station facilities, as well as station accessibility details and staff availability.

In addition, there's a link to enable you to access the Making Rail Accessible customer leaflet and details of how to obtain it in accessible formats. You will find information on how you can provide feedback or make a complaint and we include information on the availability of redress for when assistance has not been delivered as booked. You will also find links to other relevant information.

A3: Ticketing

We sell tickets for a variety of journeys, including different ticket types and for different train companies. We'll provide you with information on these tickets and journeys both accurately and impartially, regardless of the train company involved.

The types of train we operate and how accessible they are is known to both our ticket office colleagues at our stations and our Passenger Assist team at our contact centre. They have information to ensure you are not offered a ticket you cannot make use of. Because Southeastern do not have a wheelchair space in first class, staff at our ticket office and contact centre will advise you of this at the point of booking your ticket.

Likewise, when using our ticket vending machines or online facility, a warning message will appear should you wish to buy a first class ticket.

Penalty fares

Southeastern is committed to ensuring that every passenger pays for their journey because fraudulent travel is not fair on passengers who do pay. Our employees

check tickets on trains and at stations and we operate a penalty fares scheme across our network as part of our approach to minimising ticketless travel.

Where possible, you must purchase a ticket before boarding a train. Tickets can be purchased from ticket offices or ticket vending machines. If you are disabled and have not been able to purchase a ticket before travelling, for a reason related to your disability, you will not be subject to a penalty fare and will be able to purchase the full range of tickets available to you, including any appropriate discount that applies either on board the train or at your destination.

Discounts and railcards

Buying a ticket:

- Rail tickets can be purchased at any staffed station ticket office, from our self-service ticket machines or online at southeasternrailway.co.uk.
- Disabled passengers booking assistance can also purchase train tickets from our Passenger Assist service.

Senior Railcard

If you are aged 60 or over you're eligible for a Senior Railcard. There are two types of this Railcard – one-year and a three-year railcard. You are entitled for a discount of up to a third off most rail tickets. You can find details about this railcard and how to get one at:

- Website: www.senior-railcard.co.uk
- Email: railcardhelp@railcards-online.co.uk
- Call: 0345 300 0250
- At stations: You can use your birth certificate as evidence

Disabled persons railcard

The disabled persons railcard (DPRC) gives holders a third off a range of rail fares for themselves and one accompanying adult. An application form for the disabled persons railcard is available from all staffed stations along with a leaflet containing further information and full details of discounts available when using this card.

For further information, including details of postal and online application for the railcard (which is not available at stations), please contact:



We participate in a number of national schemes offering discounted fares such as follows:

- Two Together Railcard
- Family and Friends Railcard
- Network Railcard
- 16-17, 18-25 & 26-30 Railcards
- Veterans Railcard

See www.railcard.co.uk for more information

- Disabled persons railcard office on [0345 605 0525](tel:03456050525) or Textphone [0345 601 0132](tel:03456010132) or www.disabledpersons-railcard.co.uk
- Southeastern customer services on [0345 322 7021](tel:03453227021) (Text Relay [18001 0345 322 7021](tel:1800103453227021))
- Southeastern Passenger Assist on [0800 783 4524](tel:08007834524) (Text Relay [18001 0800 783 4524](tel:1800108007834524))

Discounts are available to blind or visually impaired passengers travelling with a companion, and for those people who remain seated in their own wheelchair for a rail journey and do not have a railcard. These tickets cannot be brought from a ticket machine but have to be bought at a ticket office or from on train staff.

For passengers registered as blind or visually impaired, a document from a recognised institution such as social services, the Royal National Institute of Blind People (RNIB), Blind Veterans UK or a local authority confirming the individual's disability must be shown when buying a ticket and travelling. The discount applies to them and a companion but individuals travelling alone do not receive the discount.

Discounts also apply for passengers staying in their own wheelchair during a train journey whether travelling alone or with a companion. These may not always be the cheapest ticket available to you, please check with ticket office staff.

- Concessionary fares ticket type discount first class/standard anytime singles or returns 34% off.
- First class/standard anytime day single 34% off first class/standard anytime day return 50% off.
- Our new app will allow passengers to save a Disabled Railcard within their user profile, ensuring that access to discounted fares can be obtained easily and quickly for in-app ticket purchases.

Season tickets

For those registered as blind or visually impaired an adult season ticket can be purchased that enables an accompanying companion to travel at no extra charge. It doesn't have to be the same person travelling on every journey. Evidence of your visual impairment will be needed to prove your eligibility. Tickets can be purchased from staffed stations. No discounts apply to season tickets for those with other disabilities.

Please be aware that Freedom Passes and the associated discount to London Boundary Zone 6 (Including to Dartford and Swanley) are valid on Southeastern services after 0930 Monday to Friday, and all day at the weekend.

Smart ticketing

The Key is Southeastern's contactless smartcard which means you can buy and download your tickets at home and allows you to fast-track through the station and avoid the queues. Using the Key you can buy single, return and season tickets and you are also able to buy tickets for most other train companies across mainland Britain and TfL.

You can pick up a Key card at a station ticket office or via our website www.southeasternrailway.co.uk/the-key.

Unlike with paper tickets, if you lose your Key card or it is stolen, we can 'freeze' your card, which means that nobody else will be able to use it, and replace it for free. Having The Key allows you access to our Rewards plus program where you can receive promotions, rewards and offers.

Ticket machines

Southeastern stations have self-service ticket vending machines to allow you to purchase a variety of tickets. These machines follow the Department for Transport (DfT) Design Standards for Accessible Stations Code of practice (DfT Code of Practice). Tickets can be purchased with discounts from these machines including with the Disabled Persons Railcard or the Senior Railcard discount (this includes companion tickets for people booking tickets with a Disabled Persons Railcard).

Ticket gates

Some stations that Southeastern manage have ticket gates which are staffed. As well as these stations, major stations operated by Network Rail (London Bridge, London Cannon Street, London Charing Cross, London St Pancras and London Victoria) do have ticket gates to some or all of the platforms. Stations managed by other operators may have ticket gates at some of their stations that Southeastern trains call at.

When no staff are available to operate the ticket gates at any station, we will lock the gates in the open position so that passengers can pass through unless they are remotely monitored.

All of our ticket gate lines have at least one wider accessible gate for wheelchair users and passengers who use other mobility aids.

Purchase of Advance tickets

Where Advance tickets are available for purchase (whether from a website or a ticket office) we suggest you check the required facilities of that

train with the operator in terms of the accessibility of their trains. This may relate to things such as the provision of wheelchair spaces in first class which not all trains offer. If you are travelling on a train not operated by Southeastern, please check this information before purchase.

Booking assistance when purchasing tickets

Train tickets can be purchased at the time of booking Passenger Assist. Please allow 72 hours for posted tickets to arrive. Where possible, tickets can also be purchased and collected at the station through a self-service ticket vending machine. Please call ahead to check if this service is available.

A4: Rail replacement services

Replacement bus services used during planned and emergency engineering works are now all wheelchair accessible and meet the requirements of the Passenger Service Vehicle Accessibility Regulations (PSVAR) or they have an exemption under s.178 of the Equality Act 2010. If exempted vehicles are used then Alternative Accessible Transport will be made available for those passengers unable to use an exempted vehicle which will usually be a replacement accessible taxi. During planned engineering works any alternative accessible transport will be made available at the same time as other rail replacement services.

Where feasible we will look to procure PSVAR compliant buses and coaches at least 12 weeks before the planned engineering works. Although this is not always possible we have set an objective of 100% PSVAR compliant rail replacement services for both planned and unplanned rail replacement, which we have mainly achieved over the last 12 months.

If services become inaccessible to you during disruption, you can call us on 0800 783 4524 or speak to a member of station staff. Where no staff are available on stations you can use the station help points where available to get in touch. We'll then arrange suitable transport to get you to your destination.

We will be reviewing contracts with suppliers to assess the level of PSVAR compliant vehicles they are able to supply in line with our objective outlined above and will review these annually.

The vast majority of bus and coach companies which we use for bus replacement services have confirmed that their drivers have received some form of disability awareness training either undertaken in house or through external suppliers as part of the drivers own continuous professional development. We will continue to follow this up with all suppliers and look to add this to future iterations of the contract with them by December 2021 at the latest and annually after then.

Alternative Accessible Transport

Alternative accessible transport can be provided to help disabled passengers travel between stations that they are not able to access for the following reasons:

- Where a disabled passenger is unable to travel from a station because the station is inaccessible to them (e.g. because of a physical constraint);
- Where a disabled passenger is unable to travel from a station because the rolling stock is inaccessible to them (e.g. because of a physical constraint);
- Where substitute transport is provided to replace rail services (e.g. because of planned engineering works) that is inaccessible to disabled passengers;
- Where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers. (e.g. a lift is not working).

We'll discuss your needs with you and the assistance we can offer. If alternative transport is required this will normally be a taxi which can be arranged to take you to the nearest or most convenient, accessible and staffed station to complete your journey, where possible, by train.

We'll take your individual requirements into consideration as well as the journey time, accessibility of trains and stations used and staffing of those stations to best adapt to your requirements. If a taxi is required for replacement of a train service we will ensure it is accessible to you.

This will be provided at no extra charge, however you do need to hold or, at the earliest opportunity, buy an appropriate ticket for your entire journey. Tickets can be bought once at your destination. Wherever possible we'll do what we can to give you an alternative that most resembles the experience of those who do not require assistance.

We source all our rail replacement taxis through a single contractor who have access to a network of over 4000 vetted and approved transport suppliers. As part of their contract with suppliers they ensure they are audited thoroughly so they have the required local authority issued licences and relevant insurance. In addition to any training drivers are given to qualify for their taxi licence our contractor will ensure that the supplier:

- Ensures that wheelchair accessible taxis safety equipment such as lifts, wheelchair restraints and ramps are regularly checked and this is documented.
- What safe movement and securing training drivers receive for ensuring safe loading, unloading and securing of wheelchairs users.
- What process of Disclosure and Barring Service (DBS) checking is undertaken by the companies and how it is recorded.
- What drivers handbook or code of conduct is issued to drivers.
- As long as a supplier is safe and legal to operate they will work with them to ensure they meet this additional criteria and set a timeline for compliance.

A5: Wheelchairs, mobility scooters and mobility aids

Wheelchairs

All of our trains now have dedicated wheelchair accommodation, located near to the accessible toilet and identified by the wheelchair symbol for wheelchair space on the nearest door to the spaces. As with priority seats, we cannot reserve these spaces in advance but staff will do all they can to ensure you travel on your booked service.

We welcome all wheelchair users on our trains where their wheelchair is within the maximum dimensions. Where possible, we recommend travelling in the designated wheelchair space, but appreciate that some passengers may prefer to transfer to one of the fold-down seats available in this area. These are also available for passengers travelling companions.

Our wheelchair accessible trains are designed to accommodate wheelchairs up to 1200mm long and 700mm wide.

Passengers wishing to travel in a coach that doesn't have a wheelchair space, because they intend to transfer to a seat, should inform a member of staff if assistance is needed. As a matter of course employees are instructed to assist wheelchair users onto the train and into the wheelchair space, so the accessible toilet is in reach.

Wheelchairs are the responsibility of the owner when on our trains and it may need to be moved if it is blocking a door or walkway. It may be easier for passengers to remain in their wheelchair than have to move it during your journey. You will not need to move your wheelchair if it is in the designated space.

Staff know that wheelchair users have priority to occupy the wheelchair space and will ensure that they are able to make their journey.

Mobility scooters

Mobility scooters are welcome on all of our services but there are restrictions in terms of size, weight and type of scooter.

All of our trains accept scooters that are no longer than 1200mm (48") and no wider than 700mm (28"), including any attachments, as this is the size of the space available. The mobility scooter must be left in the wheelchair space.

Folding or collapsible mobility scooters that can be stored as luggage, in luggage racks, can be carried on any train type.

To help prevent mobility scooters tipping back when using the ramp please ensure that any shopping bags and similar are removed. For safety, mobility scooter users are advised to transfer to a seat whilst on board the train.

During times of service disruption or engineering work, the operators of replacement transport services such as buses, coaches and taxis may be unable to accommodate mobility scooters.

Alterations due to planned engineering work are publicised 12 weeks in advance - please check www.southeasternrailway.co.uk/engineering-work.

If your service is unexpectedly terminated and your journey has to be completed by road, we will ensure you reach your destination and arrangements are made for storage of mobility scooters until they can be collected.



Please note there is a combined weight restriction of 300kg for mobility aids and the passenger on our ramps.

Please see our separate guide to using your mobility scooter or wheelchair on trains and at stations by visiting our website.

A6: Delays, disruption to services, and emergencies

We understand that disruption to both facilities and services can have a huge impact on accessibility and confidence when using the railway, and we do everything we can to prevent this. When disruption does happen, we'll make sure that you can continue your journey wherever possible and we will not leave you stranded.

If we have to alter or cancel your train because of disruption, we'll provide you with accessible substitute transport, where applicable. This will be done without additional charge.

When you book assistance and there is planned rail replacement we will advise you what facilities you will find on the replacement services, where the bus stops are located and discuss with you whether this is suitable and accessible for you and if not arrange suitable alternative transport.

If you then require any additional assistance (for example, changing platforms) or you could not understand the information, our staff will do their best to help. Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist you.

If there is disruption you'll find that all of our replacement buses are wheelchair accessible and meet the Public Service Vehicle Accessibility Regulations (PSVAR) standard. The on train staff will announce where the replacement buses can be found on the terminating service. In addition the Customer Information System displays at the station also contain this information and a PA announcement on the station will be made automatically after the train terminates

giving directions to the replacement buses. Where staff are at the station they will direct you to the replacement services. The location of the replacement buses is also listed on station information posters and on our website.

When the level of accessibility of facilities at a station or on a train is less than that normally provided (e.g. as a result of a breakdown, the alteration or removal of facilities) we'll aim to provide you, wherever possible, with equivalent replacement facilities, or make alternative arrangements.

If we have your contact details, we'll do our best to contact you by telephone or email to make you aware of the disruption and to assist you with making these alternative arrangements (such as re-booking or re-routing assistance). We'll also provide you with information of the disruption to facilities through our website and advise our staff at stations, on trains, in ticket offices and at our contact centre to provide you with an estimated time for when the facilities will be functioning again, where known.

Emergency procedures

Southeastern's managers are kept updated on the latest developments on equipment and procedures to assist with evacuating disabled people. This includes evacuation from trains, stations and offices and these plans include staff as well as passengers.

Changes to the design of stations or trains will be made with consideration of evacuation procedures for everyone, including passengers with disabilities. Portable platforms are available for non-emergency evacuation from trains to trains. These help people get from one train to another without the need to climb down off a train or walk on uneven surfaces.

Our managers will ensure that employees are briefed and updated on the contents of emergency plans, including the procedures to assist disabled people including Generic and Personal Emergency Evacuation Plans (GEEPs and PEEPs).

A7: Station facilities

For current information about facilities at stations we manage please check our website at www.southeasternrailway.co.uk/station-information or National Rail.

Left luggage

Fully accessible left luggage facilities are available at London St Pancras International, London Charing Cross and London Victoria stations and are managed by Network Rail.

Blue badge parking spaces

Saba Parking Solutions manages the majority of station car parks on behalf of Southeastern, with the exception of Ebbsfleet, which is managed by CP Plus. Saba can be contacted on [0330 1235 247](tel:03301235247) or by visiting www.sabaparking.co.uk/southeastern-railway.

Blue badge holders can park free of charge at all of our managed car parks, with the exception of Ebbsfleet International, when using our services. This applies to both accessible parking bays and standard bays (excluding premier parking bays marked in red). If travelling on our trains this would be free all day, for all other purposes it will be limited to a maximum of three hours.

Where car parks have specific marked spaces for disabled motorists, vehicles will be checked to ensure that only blue badge holders use the spaces and a Parking Charge Notice (PCN) will be issued to motorists who abuse these spaces.

We'll monitor and review the provision of disabled motorists' parking spaces at our Saba managed car parks, with a view to adding additional spaces where there is demand.

Where we feel that there is a case for reducing the provision of blue badge parking spaces, especially during a refurbishment or enlargement of an existing car park, we will consult with stakeholders and apply for a dispensation from the Department for Transport.

We have done what is reasonably possible to locate these spaces as close to the station as possible, providing easy access. These spaces are marked with the International Symbol for Access on the ground.

Third party provided facilities

We'll do all that is in our power to ensure services and facilities provided by a third party on our network are as accessible as possible. This requirement will be included in relevant contracts going forward and enforced by our Contracts Team. Our station teams will monitor the services and facilities provided by third parties to ensure that they are not located where they will cause an obstruction.

We will work with our tenants and third parties to ensure that beyond their own responsibilities under the Equality Act, we make reasonable efforts to provide as accessible a facility as possible.

We'll work with local authorities to ensure our stations are clearly signposted in the local area.

Replacement facilities

We'll provide reasonable replacement facilities for you that are accessible, where possible, when the level of accessibility of facilities at a station is less than that normally provided. For example, this maybe the closure of a toilet which could be due to a breakdown, vandalism, alteration or removal of facilities. We'll consider each case on its merit taking into account the proximity of nearby facilities, the likely timescale for the facility to be repaired or replaced, the availability of similar facilities on board (for example, toilets) and the reason behind the closure. We'll also take into account the views of local stakeholders.

Station entrances

We understand the importance of easy access to stations and as such we'll always consider the impact to accessibility if there is a need to restrict or temporarily close access to a station by a certain entrance. We'll comply with the DfT Code of Practice regarding mandatory standards for unobstructed progress during building works.

We're committed to ensuring that all accessible and step free station entrances are kept in use and not permanently closed during times that the station is open. When necessary, due to refurbishment or security for example, we may have to close these points of access. We will consult with the DfT, London Travel Watch, Transport Focus and local disability groups, as applicable. Any such changes to access will not be made until approved by the DfT. If the closure is semi-permanent then alternative arrangements will be put in place for the duration of any required works.

A8: Redress

When you have booked assistance and it has not been delivered at one of our stations or on a train you were travelling on or due to travel on, we want to hear from you so we can investigate what has gone wrong. There are many ways to get in contact with us, which are listed below and contact forms are also available from our stations if required.

We'll provide you with appropriate redress for your journey, which could include a refund of your ticket or vouchers. We'll also let you know how we'll work hard to prevent the same issue happening again. In cases



To make a claim please use one of the following options:

www.southeasternrailway.co.uk/contact-us

Southeastern Customer Services
PO Box 10422
Ashby-de-la-Zouch
LE65 9EL

Telephone - **0345 322 7021**
(calls are charged at a local rate and may be recorded)
Text Relay number -
18001 0345 322 7021

of multiple assistance failure with a number of operators during a single multi-leg journey we will co-ordinate a single response. Where the bulk of the assistance failure happened when travelling with another train company, we can transfer your claim and will seek your consent before doing this.



We'll always comply with the Consumer Rights Act 2015 and, in line with National Rail Conditions of Travel, we'll consider all additional compensation claims for any losses or extra cost caused by a service failure. This doesn't affect your legal right to make claims under the Consumer Rights Act 2015, although you must not seek to recover the same money twice (for example, from both our complaints process and the Consumer Rights Act 2015).

B: Strategy and Management

B1: Strategy

As well as these priority areas, Southeastern is committed to continually improving service provision for passengers with disabilities in all aspects of our service, undertaking a review of all of our managed stations to identify areas of improvement for accessibility (not limited to changes to improve physical access to the station) and a review of our on board accessibility.

We work closely alongside industry colleagues including Rail Delivery Group (RDG), the Office of Rail and Road (ORR), Network Rail, local authorities, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Community Rail Partnerships and the Rail Ombudsman, as well as other stakeholder organisations to further improve our service provision. We also work closely with other Train Operating Companies to encourage partnership working and the sharing of best practice to create a consistent journey experience for all.

Our Accessible Travel Policy fulfils our obligations under our Passenger and Station Licenses, as it meets the requirements of the ORR's Accessible Travel Policy guidance 2020.

We ensure that new facilities are designed to meet the DfT's Design Standards for Accessible Railway Stations: A Code of Practice 2015 (DfT Code of Practice) as will all projects which replace and/or renew existing facilities. This is achieved by ensuring that all infrastructure projects are submitted to our internal Facilities Approval Panel where the compliance to these standards will be checked. This will also include verifying whether the evidence submitted for a dispensation from the standards is acceptable.

Whilst we'll do everything in our power to meet these standards as a minimum, we shall consult with the DfT at the earliest stage should this not be possible, so we can consider alternatives that are suitable and seek dispensation from the DfT Code of Practice.

Improving access to Southeastern services

Southeastern is committed to maintaining current standards of accessibility and continuing to seek ways to improve it. We'll do this by engaging with our passengers and stakeholders as well as organisations representing disabled people so that we can identify areas of improvement and anticipate customers' needs. As part of the annual review of our Accessible Travel Policy we'll review our policies that impact customers with disabilities and incorporate customer feedback as applicable.

Some of the ways over the next year that we will improve our service are:

- **Sunflower Lanyard:** In October 2019 we launched the Sunflower Lanyard and the **Just A Minute (JAM)** card – nationally recognised schemes that customers can wear or show to tell staff they have a non-visible disability. The lanyard or card allows our staff to identify customers that need some extra help much more easily. The lanyard and card are already recognised in major UK airports, transport companies, some shopping centres and other public organisations. Southeastern introduced these two initiatives to the railway to encourage seamless end-to-end journeys using either of these assistance aids. This has now been rolled out to the whole of our network and is to be included in our training programme as this will ensure our staff recognise these aids and will assist with wider promotion and promoting staff awareness.
- **On board toilet availability:** We are automating the information we already provide on the accessibility of our on board toilets on trains. This will mean that where we advertise that the on train toilet is not working on our Customer Information Systems on stations, as we currently do, but instead of this being based on a couple of updates a day this will be live information automatically reported by the train during its journey. We have also made this information available through our smartphone app so when undertaking a live departure enquiry passengers will be able to see the current status and type of the on board toilet as well.
- **Passenger Assist app:** We'll take part in the national passenger assist improvement project, managed by the Rail Delivery Group, which will give staff better tools to manage Passenger Assist, and improve the reliability of the service we offer. There will also be a Customer version delivered in 2021.
- **Southeastern Travel Companion:** We are developing a new accessibility-focused smartphone app in 2021 that will offer disabled passengers real-time assistance and guidance whilst planning and undertaking their journeys, as well as improving the ticket booking process. This will allow passengers to have more control over their assistance bookings and during their journey with us.
- **Lift notification:** We have introduced automatic announcements to stations where the lift is temporarily unavailable and this message will be broadcast at stations on-route so passengers are made aware and staff can make other arrangements for them if required.

Network Rail are introducing a system which will automatically update the status of station lifts so we will look to amalgamate this with both this automatic announcement system as well as displaying this on our website, so passengers have the most up to date status of the lift available to them.

B2: Management arrangements

The Accessible Travel Policy forms part of our Passenger Licence (Condition 6: Provision of Services for Disabled People) and Station Licence.

Ensuring accessibility to all aspects of Southeastern's operation are continued and further enhanced forms part of our Accessibility and Inclusion Strategy, which is fully supported by the Southeastern executive team and its board. The accountability for ownership and development of our Accessible Travel Policy is with our Passenger Services Director. The Passenger Services Director will act as a sponsor to the development of accessibility projects and has accountability for overall compliance to this policy and ensures its implementation by:

- Keeping the executive board informed of ongoing improvements such as the Sunflower Lanyard and JAM card initiatives or the improvements planned at stations for disabled people.
- Ensuring all new front line employees receive disability equality training to ensure that they have the confidence and competence to assist disabled passengers.
- Employing an Accessibility Manager who is responsible for the successful delivery of our ATP.
- Putting in place a Facilities Approval Panel to check that all new proposed facilities meet the requirements of the DfT's Code of Practice.
- Maintaining membership of the Employers' Forum on Disability.
- To introduce Disability Impact Assessments for all major proposed physical changes and ensure that they do not lose out and where possible opportunities are taken to improve the facilities for them.
- Running a disabled passengers' 'mystery shopper' programme.
- Investing over £300,000 every year on physical improvements at stations for disabled people.
- Creating a disabled customer panel to consult on issues around accessibility.

All management level staff at Southeastern go through our corporate induction, which will include at the earliest opportunity, but certainly by July 2021, a day of disability awareness training. This training includes informing all staff about their responsibilities to disabled people, Southeastern policies and the law.

B3: Monitoring and evaluation

To ensure that we maintain performance against our Accessible Travel Policy and deliver everything that we commit to, we will monitor against several Key Performance Indicators every period, including:

- Total number of customers who booked assistance over the period.
- Total number of customers who requested assistance without booking over the

- period (when this capability is included in the new Passenger Assist app).
- Ratio of customers who booked assistance versus customers who requested assistance without booking (when this capability is included in the new Passenger Assist app).
- Total number of no-show customers who had booked assistance (when this capability is included in the new Passenger Assist app).
- Total number of assistance failures over the period (when this capability is included in the new Passenger Assist app).
- Total number of complaints relating to Passenger Assist over the period.
- Total number of complaints relating to general accessibility over the period.
- Total cost of compensation paid out related to failure of assistance.
- A record of why assistance failed.
- Performance cost of assistance delays.
- Delay minutes due to failed/late assists.
- Compensation paid to passengers re disability related complaints.
- Taxi cost when used as alternative accessible transport.
- Availability of on board toilets.

We will use our disabled customer panel to consult about changes we propose to facilities or policies and consider the feedback we receive.

Our Customer Services will handle any complaints and/or feedback received from passengers in relation to both Passenger Assist and the general accessibility of our trains or stations. They will provide a detailed response to the customer and ensure that any assistance failure is investigated. Information on this investigation will be used to inform the customer what went wrong and what we are doing to address this. As required, the Accessibility and Inclusion Manager may be consulted to provide information to support this response. When assistance has failed as the result of Southeastern, local managers will take action accordingly to prevent such an incident recurring.

We will regularly review this policy and a report on findings will be sent to the Department for Transport and the Office for Rail and Road. This will include details of the achievement of objectives, new initiatives to improve our service to disabled passengers and any challenges we faced in implementing this policy.

B4: Access Improvements

Southeastern is committed to ensuring compliance with the Rail Vehicle Accessibility Regulations (RVAR), the Persons of Reduced Mobility - Technical Standards for Interoperability (PRM-TSI) and the DfT Code of Practice when refurbishing our trains or installing or refurbishing facilities at our stations. Where compliance is not achievable after every effort possible has been made, we commit to applying for dispensations against RVAR, PRM-TSI and/or the DfT Code of Practice.

Trains

We have worked with our rolling stock companies to complete a four-year programme to deliver enhanced accessibility on our trains for persons of reduced mobility.

The Department for Transport (DfT) set a target for all rail vehicles to be accessible by no later than 1 January 2020, unless appropriate exemptions are in place. To achieve that they need to meet the Rail Vehicle Accessibility Regulations 1998 (RVAR), PRM-TSI or have achieved targeted compliance.

All our trains meet at least one of these standards, with the exception of 43 two-carriage Class 466 units which do not have either an accessible toilet or a wheelchair space. These trains are permitted to operate beyond 1 January 2020 so long as either, they run in multiple formation with a unit that has the necessary provisions (for example a Class 465 four car unit), or the DfT has granted a special dispensation.

Stations

Access improvements – Our Accessibility minor works programme will ensure that we spend over £300 000 specifically on improvements for disabled people. We will concentrate on the smaller but equally important improvements for disabled people such as highlighted stair nosings, accessible toilets, handrails, autodoors etc.

We also have a fund of over £1m to spend on targeted improvements at stations in the coming year, this includes making replacement bus services easier to access, creating more Blue badge spaces, improving signage and wayfinding around stations as well as making access to stations easier by improving some forecourts and entrances to stations.

Access for All schemes – This is the DfT sponsored programme that is delivered by Network Rail with our assistance, with the aim of completing the following schemes by 2024. We will work with Network Rail to help them with delivering our Access for All schemes which will ensure the following stations will have step free access from the main entrance to every platform by lift. These stations are Canterbury East, Chatham, Herne Bay, Hither Green, Petts Wood, Plumstead, Shortlands, and St Mary Cray.

B5: Working with disabled passengers, local communities and local authorities

We understand the importance of involving disabled people in decision making in all aspects of what we do. We are working towards a number of ways in which we engage with customers with disabilities to do this which includes:

- The creation of a new Southeastern Accessible Travel Reference Group covering our wider route and allowing customers to be involved in reviewing upcoming projects to ensure planning at the earliest stage includes the requirements for disabled people. They will also help identify areas for improvement across Southeastern.
- We're developing this as an online panel that includes customers of a diverse spectrum including those with various disabilities. This ensures wider representation and feedback for projects within our business. We will aim to engage with this panel on a regular basis but at least quarterly. We set this up in September 2020.

We'll work on the promotion of the accessibility of our services and Passenger Assist across our route. We've begun work on this engagement over the last year through:

- Social media promotion of new initiatives around accessibility including sunflower lanyard, JAM card.
- Revamping our Passenger Assist website page to provide better information around our projects and more useful Q&A sections.

We'll continue to do the above whilst also promoting our Passenger Assist Policy – specifically the Making Rail Accessible customer leaflet – in prominent public locations across our route as well as on our stations and online.

The sunflower lanyard and JAM card schemes that Southeastern were trialling but have now rolled out across our network is a national scheme that spans wider than the railway. We chose these schemes to encourage seamless end-to-end journeys for our customers on the basis that the lanyard and JAM card are also recognised in major UK airports, supermarkets, shopping centres and by a variety of other industries. For full details on how we can support passengers while travelling, please visit www.southeasternrailway.co.uk/accessible-travel

We will report to the ORR on the work in this area on the whole that we have undertaken and the progress that this has led to.

B6: Training

Staff training is a key part of ensuring customers with disabilities can access our services. As part of this policy, Southeastern are committed to the following:

Southeastern currently give all new frontline staff, including drivers, other on board staff and station staff, a day's training which focuses on the requirements of disabled passengers.

It covers the use of boarding ramps, guiding technique for visually impaired people, non-visible disabilities and considering what barriers exist and how they

can be removed. It also covers the law, policies and practices, like Passenger Assist and replacement transport for inaccessible stations as well as this policy.

There are also regular bulletins and briefings for staff on improvements being introduced or as reminders of current policies or procedures, like providing Passenger Assist, Priority Seating card, Sunflower lanyards or JAM cards.

- Delivering disability awareness training as part of the induction of all new staff, including all management staff by 31st July 2021. This training will be predominantly classroom based and deliver the following outcomes: (Subject to social distancing being possible).
 - » Enabling staff to understand disabled people and their everyday challenges; challenging misconceptions and understanding barriers to access and inclusion.
 - » Explaining how equality legislation works: exploring and understanding the Equality Act 2010.
 - » Defining disability: introducing staff to the various definitions of disability and the appropriate terminology.
 - » Recognising passengers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance.
 - » Ensuring staff understand the Railway Regulatory Framework: the regulations and policies that are relevant within the railway industry.
 - » Explaining Passenger Assist: how it works for disabled passengers and the staff's role in delivering the service.
- Additionally, by 31st July 2021, all new frontline staff who interact directly with passengers at any time as part of their duties, will receive training as part of their induction that covers:
 - » Communication: finding a way to communicate with disabled people with patience, respect and dignity.
 - » Accessibility in stations: the identification of accessible features at the station where staff work as well as at the key destination stations on the network.
 - » Providing safe assistance: duties and process to ensure that both staff and passengers remain safe at all times.
- We'll provide refresher training within two years of receiving disability awareness training and a minimum of two years thereafter.
- We'll involve disabled people in the creation of our disability awareness training. We aim to do this through the creation of videos and lived experiences being presented, as well as the use of our customer panels to approve our training content on a recurring basis.

- By 31st July 2021, where reasonable, agency staff and contracted staff who are working on a temporary basis that have direct interaction with passengers will receive a version of disability awareness training that will cover Passenger Assist, Communication and Providing safe assistance as a minimum.
- Our Customer Call Centre staff who provide information or advice directly to passengers will receive disability awareness training as part of their induction which covers a minimum of Passenger Assist and Communication.

We reported to the ORR on 31st July 2020 on our progress against all of these commitments.

We understand that the importance of awareness training during disruption spans wider than just our own business and how well the drivers of alternative accessible transport are trained can impact their ability to interact with our customers. It is important to us that as they are providing a service, they have received as much training as possible to be able to do that. At the time of submitting our Accessible Travel Policy we have verified that any statistics and terminology used in the training of our staff are up to date and appropriate.

Until the above training deadlines, and while we are implementing changes to our training, we will ensure that all frontline staff who assist passengers at any time have the appropriate training to safely use any equipment required such as ramps and wheelchairs.



Making Rail Accessible: Helping older and disabled people

Southeastern Railway
January 2021

Introduction

All passengers are welcome on our train services and we're committed to providing a safe and comfortable journey for everyone.

If you don't travel by train often and you have a disability, reduced mobility, or need extra support travelling with us, you may have some questions about what we can offer. This leaflet has been designed to help answer those questions, and help you find more information if you need it.

Southeastern runs train services from the Kent and East Sussex coast into south east and central London, including Britain's first high speed domestic service. This leaflet explains what assistance is available to customers who want to travel with Southeastern, using our trains and stations. The following pages contain information on:

- How you can book assistance.
- The assistance we can provide – and what we can't.
- Where you can get more information if you can't find it here.
- What we will do if things do not go as planned.

Passenger Assist

Southeastern is part of Passenger Assist – a national system that all train companies support, which allows us to make arrangements to assist our passengers with disabilities or restricted mobility. This is both for journeys on our network and where you're connecting with other operators.

We're committed to this system and we have a dedicated team who will help you book assistance.



Assistance: what is available and how to get it

For immediate travel

We understand that planning in advance isn't always possible – you can turn up at any station that is accessible to you and request assistance onto a train from a member of our staff. If the station doesn't have staff you can get in contact with us by calling Passenger Assist or using the help points located at all of our stations.

In Kent and East Sussex the train services have conductors and all of our High Speed services have On Board Managers.

We'll do everything we can to make sure that you're assisted as your needs require. If a train service isn't accessible to you, we'll provide alternative accessible transport at no extra cost.

It may take longer to make arrangements if you haven't booked in advance.

When travel is arranged in advance

For journeys planned in advance, you can book assistance through Southeastern (as well as any other train company) for journeys that are either direct or involve connections and other train companies on the National Rail network.



To book assistance you'll need to book at least 12 hours in advance of the start of your journey or up to 10pm the day before - whichever is the shorter timeframe.

From 1st April 2021 this booking horizon will reduce to 6 hours before travel.

Our Passenger Assist team is available 24 hours a day, and every day except Christmas Day. They can also be contacted by filling out a form on our website. Once you have made a booking you will be given a confirmation number, a copy of the booking can also be sent by email.

Not all Southeastern stations are accessible or staffed. Some of our trains are also Driver Only Operated (DOO), which means that there is no conductor on board.

When booking assistance to or from these stations, especially on DOO trains, we will do everything we can to ensure you get the help and assistance you need. We are introducing flexible staff on our network who will be able to assist people at stations or on or off trains when there are no other staff available. Further information on these staff is available under the 'stations with no

staff' part of this leaflet. If a station isn't accessible we can provide, at no extra cost, alternative accessible transport, such as a taxi, to take you to the most convenient accessible station.

Ways to book assistance for your journey

- Call: [0800 783 4524](tel:08007834524)
- Text Relay: [18001 0800 783 4524](tel:1800108007834524)
- Online: www.southeasternrailway.co.uk
(Available 24 hours a day, every day except Christmas day)

The levels of assistance we're able to provide

There are a number of ways in which we can help you when you're travelling with us:

- Help with planning your journey, including details of the accessibility of all stations across the National Rail network.
- Advice about the facilities you'll find on the different types of train that Southeastern or other train companies operate.
- Providing information about timetables, including during times of engineering works when there are changes to the normal service and travel may involve buses.
- Advice on other support we can give

you and how they work, like Sunflower Lanyards, Just A Minute (JAM) cards, and Priority seating cards.

- Providing advice on how to use a mobility scooter or a wheelchair on our network, including details of how to obtain a copy of our wheelchair and scooter guide document.
- Assistance with getting on and off the train – for example if you need guiding due to a visual impairment, or if you're a wheelchair user and need a ramp.
- Help with luggage, when booked in advance.
- Getting through the station, to your platform, boarding the train, making connecting services and onward transport within the station area.
- The wheelchair spaces on our trains cannot be reserved. However, if you're travelling with a long distance operator it's advisable to ask about reserving a space as they are often very busy and allow wheelchair spaces to be booked.
- Buying tickets: these can be purchased when booking assistance – however this needs to be at least 72 hours in advance if you wish for them to be posted to you. Collection from a ticket vending machine is another option but you will need to wait for two hours after your booking before they become available.
- How to make a complaint or feedback about great service you have received.



We've made sure that our contact centre staff are trained to help all of our customers and provide the best possible assistance, including customers with both visible and non-visible disabilities.

We'll do all that we can to assist you making your journey, but we're not able to accompany you throughout your journey. We're unable to provide personal care such as help with eating, taking medication or using the toilet. If you need this support when travelling, you should travel with a companion.

Sunflower Lanyards and Just a Minute (JAM) cards

Southeastern have been trialling Sunflower Lanyards and Just a Minute (JAM) cards. By wearing a Sunflower Lanyard or showing a JAM card, our staff will know discretely that you have a non-visual disability and may need some extra help (www.southeasternrailway.co.uk/accessible-travel).

We are continuing with this initiative in 2021 and recognition has been widened out across our network. You can get a Sunflower Lanyard or JAM card free of charge from us, if you have a disability, either by picking one up from your local ticket office or requesting one through our Customer Services.

What to expect: our commitment to passengers at every stage of the journey

Before you travel

Southeastern will provide you with the information you need to plan ahead and will take account of your individual accessibility needs. You can do this by contacting our Passenger Assist team by phone, online at our website or by contacting staff at stations.

Buying your ticket

Our Passenger Assist team will be happy to help you with purchasing a ticket when booking assistance. You can buy tickets online from our website as well as book assistance through our web booking form.

We have ticket gates at some stations, so you will often need a ticket to get onto the station platform. When the gates are closed, staff will always be present.

Please note there are no wheelchair spaces in any of our trains with first class. When purchasing a ticket, our staff at the ticket office will advise you of this. If purchasing online or via our ticket vending machines, a warning will be displayed.





You can buy a ticket:

- At a ticket office: Most Southeastern stations have a ticket office where you can buy tickets and get advice in person on any aspect of train travel. Opening times vary, so please check our website first.
- At a ticket vending machine: You can find these machines at all stations. You can buy a ticket here using a debit or credit card, and cash on some machines. The buttons and controls are now all within reach of wheelchair users. They sell a wide range of tickets including discounted fares for railcard holders and their companions. You can also collect tickets you've bought online.
- By phone: by calling us on [0800 783 4524](tel:08007834524)
- Online: through our website at southeasternrailway.co.uk

Smart ticketing with The Key

The Key is Southeastern's contactless smartcard, which means you can buy and download your tickets at home and it allows you to fast-track through the station and avoid the queues.

Using the Key you can buy single, return and season tickets and you are also able to buy tickets for most other train companies across mainland Britain and TfL.



You can pick up a Key card at a station ticket office or via our website www.southeasternrailway.co.uk/the-key

Please note that tickets discounted with railcards requiring multiple travellers and group save are not available on the Key.

Penalty fares

Where possible, you must purchase a ticket before boarding a train. However if you are disabled and haven't been able to purchase a ticket before travelling, for a reason related to your disability, you will not be subject to a penalty fare. You'll be able to purchase the full range of tickets available to you, including any appropriate discount that applies either on board the train, or at your destination.

Discounts and railcards

We participate in a number of national schemes offering discounted fares such as follows:

- Senior Railcard
- Two Together Railcard
- Family and Friends Railcard
- Network Railcard
- 16-17, 18-25 & 26-30 Railcards
- See www.railcard.co.uk for more information
- Disabled Persons Railcard

The Disabled Persons Railcard (DPRC) gives holders a third off a range of rail fares for themselves and one accompanying adult. For further information

- Visit a ticket office to pick up a leaflet
- Call the Disabled Persons Railcard office on [0345 605 0525](tel:03456050525) Textphone [0345 601 0132](tel:03456010132) or www.disabledpersons-railcard.co.uk

Discounts are available to blind or vision impaired passengers travelling with a companion, and for those people who remain seated in their own wheelchair for a rail journey and don't have a railcard. These tickets can't be brought from a ticket machine, but have to be bought at a ticket office or from on train staff. For passengers registered as blind or

vision impaired, an adult season ticket can be purchased that enables an accompanying companion to travel at no extra cost. It doesn't have to be the same person travelling on every journey.

Tickets can only be purchased from ticket-office staffed stations and evidence of your visual impairment is needed to prove your eligibility. No discounts apply to season tickets for disabled people.

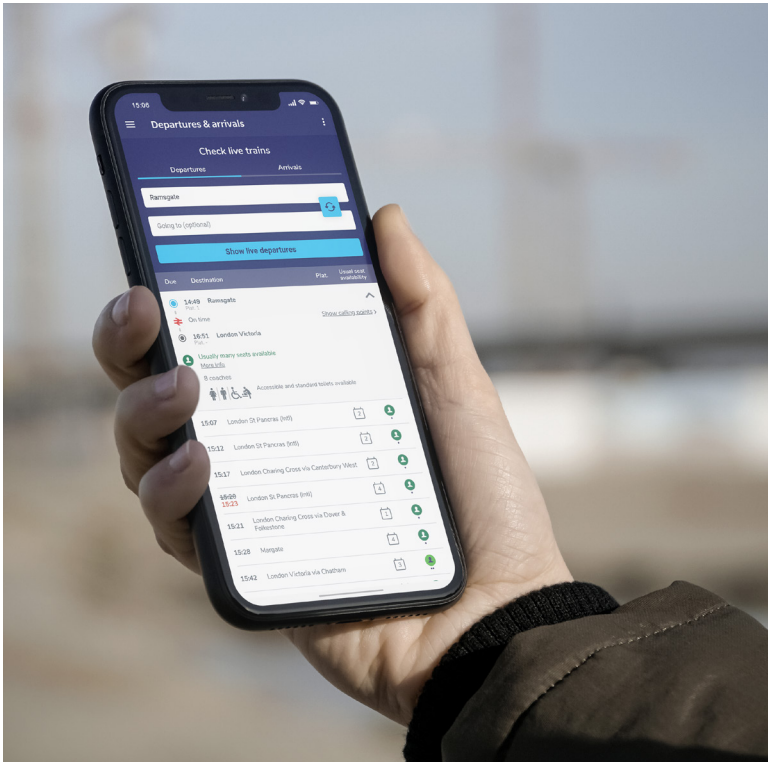


Please be aware that Freedom Passes and the associated discount to London Boundary Zone 6 are valid on Southeastern services, but can't be used before 0930 Monday to Friday.

On Track – the Southeastern journey planning app

We also have a journey planning app for IOS or Android phones, through which you can access personalised, real-time information and super-fast journey planning for all UK train journeys. The On Track app enables you to quickly see your common journeys, platform changes and live departure information. You can also buy train tickets to anywhere in the UK, buy and load Key Smartcard tickets from your phone, and quickly claim

Delay Repay compensation. The app will alert you when there is disruption or changes to the timetable, such as during engineering work, and give details of bus replacement services.



We are developing a new accessibility-focused Travel Companion mobile app in 2021 that will offer disabled passengers real time assistance and guidance whilst planning and undertaking their journeys, and it will improve the ticket booking process.

Help at the station

Station facilities

We're responsible for 164 stations on the rail network and we'll continuously improve the facilities available at those stations. This includes, but isn't limited to, lifts, ramps, escalators, accessible counters, induction loops at ticket counters and elsewhere, toilets and accessible toilets, waiting room and shelters, and accessible seating. You can find information about these facilities and what is available at Southeastern stations on our website www.southeasternrailway.co.uk/station-information, as well as at the National Rail website www.nationalrail.co.uk/stations where information on facilities for all Southeastern stations and those of other train operators is available.

At a staffed station

If you need assistance when you arrive at a station, please make yourself known to station staff where available. Staff will be available from the information point on the platform, or the ticket office or gateline (if there is one) at staffed stations. The meeting point for Passenger Assist at Southeastern stations will usually be the ticket office or the gateline. Our Passenger Assist team will explain where you need to go when you book assistance. You can also find this on the

station information pages of our website. We recommend you arrive at the station at least 20 minutes before your train leaves. Some stations may advise longer, but this will be explained when booking assistance. If you arrive by car or taxi, we can help you from the station car park drop-off area, or a blue badge parking space. We can't help if you are outside the station area.



We can also carry a maximum of two items of luggage onto the train – up to 23kg each. Please book this in advance through our Passenger Assist team. You can also bring a small item with you free of charge if you're able to carry it independently.

When the train arrives, we will make sure you are successfully boarded with any luggage that you may have, and help you get to a seat or to a wheelchair

space. All staffed stations have portable ramps available on the platforms, or we'll use one from the train (all of which have on board ramps available). We'll deploy these for you if you need step-free boarding. If you think the ramp would make boarding easier for you, let the team know when booking assistance (or let a member of station staff know on the day as early as possible).

If arriving at a station by train our staff will assist you from the train and to the exit of the station including bus stops or taxi ranks on the station forecourt for onward journey's. They will also help you to your connecting train service if interchanging at the station or will take you to a member of the London Underground staff should you require their services. Please note there are no wheelchair spaces in any of our trains with first class. When purchasing a ticket, our staff at the ticket office will advise you of this. If purchasing online or via our ticket vending machines, a warning will be displayed.

At station without any staff

The vast majority of our stations have staff for some part of the day, although some of our stations may be unstaffed, or only staffed when the ticket office is open.

When using one of these stations where there are no station staff available, if there

are staff on the train, the Conductor or On Board Manager will provide assistance to you for getting on and off the train.

You can check staffing times of the station and whether help is available from on train staff by visiting our station information page or checking the station information poster.

If help is available from on board staff, our Conductors or On Board Managers can provide assistance when needing help to board and alight a train, so please remain in a prominent position on the platform and attract the attention of the on board staff.

They will look out for customers on the platform who may require assistance and if you have booked they will have been notified and will be looking out for you. However they cannot assist you in getting to or from the car park, or with other assistance on the station due to the limited time that trains stop at stations.

Roving staff

We are introducing a team of roving staff who can be deployed to provide assistance to board our trains and to help at our stations when stations are unstaffed. They will be based at key locations throughout our network. The team will provide assistance whether it has been booked or not, however, to reduce waiting times we advise you to arrange your assistance in advance.

If you're boarding a train at a station which is unstaffed and there are also no staff on the train to provide assistance, by booking in advance we can send someone to the station, like one of the roving staff mentioned above, to assist you or arrange for a taxi to take you to the nearest staffed station to continue your journey. The available options will be discussed and confirmed with you when booking.

If you haven't booked and the station or train doesn't have staff who can assist you, you can get in contact with



us by calling our **Passenger Assist team** on **0800 783 4524** or use the help points located at all of our stations and appropriate assistance will be arranged.



Inaccessible stations

Some Southeastern stations have no step free access from the entrance to the platforms or don't have step free interchange between the platforms. Where you're unable to physically access the station, we'll provide alternative transport (such as a taxi) – at no extra charge – to take you to the nearest accessible station if, for example, you're a wheelchair user and need level access. For details of step free access at stations please visit www.southeasternrailway.co.uk/station-information.

Help on the train

Train facilities and on board staff

You can find out information about the different facilities available on our trains online at www.southeasternrailway.co.uk/accessible-travel including the availability of priority seating, the number of wheelchair spaces, and accessible toilets by train type. You can also find more information about the two main types of train service we operate, Driver Only Operation or trains with Conductor/ On Board Manager Operation.



Priority seating

All of our trains include clearly labelled Priority seating, for people with reduced mobility or who are pregnant or less able to stand. Priority seats have extra legroom and can be identified by labels above and on the back of the seat, as well as on the window.

We'll provide assistance where possible to help passengers into a seat or a wheelchair space. Booking assistance cannot guarantee a seat and spaces will be subject to availability, especially on busy commuter trains.

Where staff are available on board they will monitor these areas and ensure that passengers who need them can get priority seats.



Priority seating card

We offer a Priority seating card which assists disabled passengers in getting a seat, by removing the need for them to explain why they need a seat. Application forms for these can be found at ticket offices, by calling our Passenger Assist service, or on our website www.southeasternrailway.co.uk/accessible-travel.

Seat reservations

We don't offer seat reservations on our trains. For passengers making through journeys on long-distance services with other train operators, we encourage booking seats in advance with them to guarantee getting a seat.



Audio and visual information

All of our trains provide automatic visual and aural information, including announcing the stopping pattern of the route and 'next' station announcements. Automatic announcements now mean we can tell you when the train divides on route, including coach numbers so you are able to check which part of the train you are in.

Our on board staff are also trained to make announcements relating to stations and delays that may affect the service. Details of what's available on the different types of train are listed under train facilities.

Oxygen cylinders

If essential, small, portable oxygen cylinders can be carried on our trains.



Assistance dogs

Assistance dogs can be used on our stations and trains. We can provide a train ramp should you and your dog need one.

On board toilets

Those of our trains that have toilets on board will also have at least one wheelchair accessible toilet.

Trains running on our London metro routes do not have a toilet on board. These are our Class 376 units and they usually only operate on routes where journey times are shorter than one hour. There are also a small number of two-coach trains (Class 466 units) that have only one, non-wheelchair accessible toilet on board. We will only ever run these when in formation with a Class 465 unit that does have an accessible toilet.

All toilets on trains are fitted with fold-down baby changing tables. We have recently introduced a feature to our Customer Information system, that also works through our Southeastern app, and that is an automatic update of toilet availability on our trains.



This is a 'live' system and it collects data from the train on the availability of the on board toilets and it is relayed through our next train information system. Through the Customer Information on the station, both visual and aural, or through the app, passengers will know whether the on board toilets are working. It will also specify whether it is the accessible or standard toilet that is available.

This helpful system will help passengers to better plan their journeys.

Wheelchairs and mobility scooters

All our trains have dedicated wheelchair spaces. We welcome wheelchair users and mobility scooters up to 1200mm long and 700mm wide and they can travel in the space provided.

We use train to platform boarding ramps that are available on all our trains and have a combined (user and chair/ scooter) weight restriction of 300kg.

Our dedicated wheelchair spaces are located in Standard class accommodation. They are near the accessible toilet and can be identified by the wheelchair symbol on the nearest door to the spaces.

Our staff know that it is wheelchair users' priority to occupy the wheelchair space and will ensure that they are able to make their journey.



Some mobility scooters can have large dimensions, especially if they are the Class 3 type (road legal). Unfortunately, these vehicles are unable to travel safely on our trains and were never meant to be carried on public transport. They are unable to safely manoeuvre into the wheelchair space that was created for mobility aids up to 1200mm long and 700mm wide.

If you are unsure whether your mobility scooter is suitable for our trains you can contact Customer Services. Our larger stations also have mats on which a scooter can be measured to ensure it is suitable to be carried. The reason for these restrictions is the safety of our staff, our passengers and ultimately yourself.

Further information can be found in our **wheelchair and mobility scooter guide** and in our Accessible Travel policy, both available at www.southeasternrailway.co.uk/accessible-travel. The above policy is only applicable to trains operated by Southeastern. Other train companies may require a permit to use a mobility scooter on their trains. Please ensure you check with all operators whose trains you are using, through their websites and their Accessible Travel policies.



Assistance on arrival

When you get to your destination, staff will help you to get off the train as soon as possible. If staff can't get to you straight away they'll help you off the train within five minutes of the train's arrival.



If things don't go as planned

Delays and disruption

We'll keep passengers informed if:

- There are delays over five minutes.
- Station stops are cancelled or altered.
- The train is being taken out of service before it reaches its final destination.

Sometimes the departure platform can change at short notice. If this happens we'll allow time for disabled passengers to get to the new platform. You're advised to inform a member of staff if you need help getting to the new platform as soon as you're aware the platform has changed.

Where you've booked assistance and there's major ongoing disruption, we'll make all reasonable efforts to contact you to make alternative arrangements.

If there's disruption you'll find that all of our replacement buses are wheelchair accessible and built to the modern accessibility standard (known as the Public Service Vehicle Accessibility Regulations). On a rare occasion where we are unable to source a PSVAR compliant bus we will ensure that Accessible Alternative Transport, likely to be a wheelchair accessible taxi, will be available on standby so you do not have to wait any longer than you would for a rail replacement accessible bus.

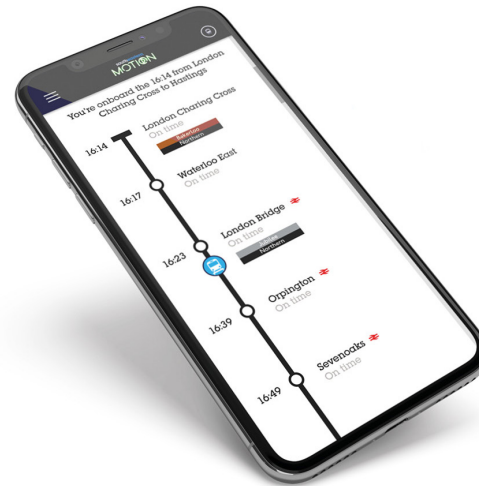
Should lifts, toilets or other amenities be unavailable we'll publish the information on our website and through National Rail Enquiries, as well as at the station. We'll do all we can to make other facilities available.

Sometimes things outside of our control means that there may be disruption to your journey. If this happens, we'll assist you to make sure you're able to continue your journey and that you're not left stranded.

We'll make sure you're kept up to date through our website, social media and announcements, both on the train and at the station.

Our staff, both on the station and on the train, will help you as required and have been trained to assist all of our passengers. They'll communicate disruption either over public address systems, or in person where available. Many of our staff also have smart devices, so can help you re-plan your journey and check the accessibility of that journey if the route is different from the one you had originally planned to take.

If using a smart phone you can also log into our on board entertainment system and access real-time train running information on our WiFi portal, Se Motion.



When you're on board one of our trains just connect to the on board WiFi then click on the train icon at the top of the Se Motion homepage to see your journey in real time.



What information can I get?

- Details of the train you're travelling on and the current location.
- The calling pattern of your train and expected arrival times at each station.
- Details of any delays, including revised arrival times and the reason for the delay.
- Details of other transport connections, including the status of the relevant London Underground connections.

Redress and compensation

When you have booked assistance and it has not been delivered at one of our stations or on a train you were travelling on or due to travel on, we want to hear from you so we can investigate what has gone wrong. There are many ways to get in contact with us, which are listed below and contact forms are also available from our stations if required.

We'll provide you with appropriate redress for your journey, which may include a refund of your ticket or vouchers. We'll also let you know how we'll work hard to prevent the same issue happening again. In cases of multiple assistance failure with a number of operators during a single multi-leg journey we will co-ordinate a single response. If the bulk of the assistance which was booked failed to be provided by another operator on whose train you were travelling or due to be travelling, we will transfer the claim to them with your agreement.



To make a claim please use one of the following options:

www.southeasternrailway.co.uk/contact-us

Telephone – **0800 783 4524**

Text Relay – **18001 0800 783 4524**

Southeastern Customer Services
PO Box 10422
Ashby-de-la-Zouch
LE65 9EL

We'll always comply with the Consumer Rights Act 2015 and, in line with National Rail Conditions of Travel, we'll consider all additional compensation claims for any losses or extra cost caused by a service failure. This doesn't affect your legal right to make claims under the Consumer Rights Act 2015, although you must not seek to recover the same money twice (for example, from both our complaints process and the Consumer Rights Act 2015).

Where to get more information and how to get in touch

This document is available in the following formats:

- Printed copy
- Large Print
- Easy Read
- Audio

All of these versions can be downloaded from our website or sent within seven days by post if required.

Sunflower Lanyard or JAM card

- Visiting any Southeastern staffed station, and asking a member of staff.
- Filling out a contact form that you can find on our website.
- Calling Customer Services.

Priority Seat Card

These can be applied for either online or by contacting Customer Services.

Our Accessible Travel Policy:

This document sets out in more detail our commitments and standards of service provision, as well as relevant policies and practices, with regards to disabled people using the rail network and can be found on our website and in alternative formats.

Stations and trains accessibility information:

Our trains, stations and other accessibility information is available to view and download from our website at www.southeasternrailway.co.uk/accessible-travel or on the national rail enquiries website at www.nationalrail.co.uk.

Customer Services (Available 24 hours a day, every day except Christmas day)

Call **0345 322 7021**

Text Relay number: **18001 0345 322 7021**

Passenger Assist service and day of travel queries or issues:

Call **0800 783 4524**

Text Relay number: **18001 0800 783 4524**

How to contact us via social media:

Twitter: [@Se_Railway](https://twitter.com/Se_Railway)

Facebook: [@southeasternrailway](https://www.facebook.com/southeasternrailway)

Youtube: [SoutheasternRail](https://www.youtube.com/SoutheasternRail)

Instagram: [@se_railway](https://www.instagram.com/se_railway)

How to get involved with us to help improve accessibility and inclusivity:

Drop us a message with how you would be interested in getting involved Accessibility@southeasternrailway.co.uk

or phone Customer Services

National rail enquires Passenger assist

on freephone **08000223720**

Or Text **60083**



How to provide feedback or make a complaint:

In the first instance, please call our team on [0345 322 7021](tel:03453227021) or contact us through our website, or contact us by post at:

**Southeastern Customer Services
PO Box 10422
Unit 16 Coalfield Way
ASHBY DE LA ZOUCH
LE65 9EL**

If you are not happy with the way the complaint is dealt with, please contact the **Rail Ombudsman** on:

Website: railombudsman.org
Email: info@railombudsman.org
Phone: [0330 094 0363](tel:03300940363)
Post: [Freepost – RAIL OMBUDSMAN](#)

southeastern



Rolling stock Overview

Class 395 (Javelin)



Stock routes:

High speed to St Pancras
and the High speed rounder

- On Board Managers to provide assistance
- Accessible areas marked by orange above door
- Portable ramps for enabling wheelchair/ scooter access. Dimensions of wheelchair/ scooter not to exceed 1200mm (48") in length, 700mm(28") wide and 1350mm (53.5") tall. There is a combined weight restriction of 300kg
- Automatic aural and visual passenger information displays within each coach
- Two wheelchair spaces with low level passenger communication equipment
- Colour contrasting fittings
- Priority seating
- Tactile surfaces
- Door operation warning sound and light
- Braille and tactile signage
- One wheelchair accessible toilet and one closet toilet in each 6-car unit
- Wide doorways with sliding doors



Class 375 (Electrostar)



Stock routes:

Hastings Line
via Tonbridge

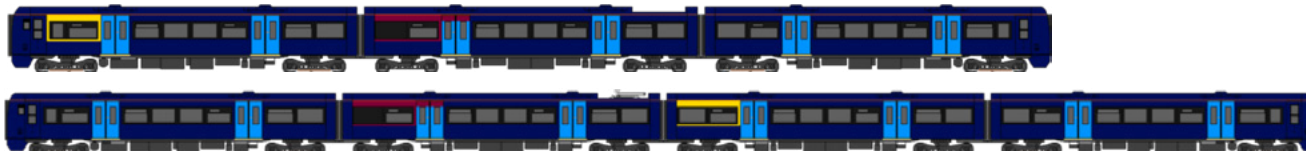
Chatham Mainline
Sittingbourne to Sheerness

Medway Valley Line
Tonbridge to Strood

Maidstone East Line
from Canterbury West

Kent Mainline
from Ramsgate and Dover

- Conductors on board to provide assistance
- Accessible areas marked by burgundy above door
- Portable ramps for enabling wheelchair/scooter access. Dimensions of wheelchair/scooter not to exceed 1200mm (48") in length, 700mm(28") wide and 1350mm (53.5") tall. There is a combined weight restriction of 300kg
- Automatic aural and visual passenger information displays within each coach
- Two wheelchair spaces with low level passenger communication equipment
- Colour contrasting fittings
- Priority seating
- Tactile surfaces
- Door operation warning sound and light
- Braille and tactile signage
- Wheelchair accessible toilet and closet toilet
- Wide doorways with sliding doors



Class 376 (Electrostar)



Stock routes:

Sevenoaks Stopper
via [Hither Green](#)

Orpington Stopper
via [Bromley South](#)

Dartford Lines
[Cannon Street Loop](#)

Hayes Line
via [London Bridge](#)

Dartford Line
via [Victoria](#)

- No on board staff
- Accessible areas identified by dark blue above door
- Portable ramps for enabling wheelchair/ scooter access. Dimensions of wheelchair/ scooter not to exceed 1000mm (40") length, 700mm (28") wide and 1350mm (53.5") tall. There is a combined weight restriction of 300kg
- automatic aural and visual passenger information displays
- two wheelchair spaces (One at each end) with low level passenger communication equipment
- colour contrasting fittings
- tactile surfaces
- priority seating
- door operation warning sound and light
- braille and tactile signage
- wide doorways with sliding doors
- no toilets



Class 377 (Electrostar)



Stock routes:

Maidstone East Line
via Canterbury West

Kent Mainline
from Ramsgate and Dover

- Conductors on board to provide assistance
- Accessible areas identified by burgundy/red
- Portable ramps for enabling wheelchair/scooter access. Dimensions of wheelchair/scooter not to exceed 1200mm (48") in length, 700mm(28") wide and 1350mm (53.5") tall. There is a combined weight restriction of 300kg
- Automatic aural and visual passenger information displays within each coach
- Two wheelchair spaces with low level passenger communication equipment
- Colour contrasting fittings
- Priority seating
- Tactile surfaces
- Door operation warning sound and light
- Braille and tactile signage
- Wheelchair accessible toilet and closet toilet
- Wide doorways with sliding doors



Class 465 (Networker)



- Conductor on board for mainline routes
- Accessible areas identified by burgundy
- visual passenger information displays
- Portable ramps for enabling wheelchair/ scooter access. Dimensions of wheelchair/ scooter not to exceed 1000mm (40") in length, 700mm(28") wide and 1350mm (53.5") tall. There is a combined weight restriction of 300kg
- two wheelchair spaces with low level passenger communication devices
- braille and tactile signage
- tactile surfaces
- Wheelchair accessible toilet and closet toilet
- colour contrasting fittings
- extra grab handles
- wide doorways with sliding doors

Stock routes:

Chatham Mainline
Sheerness to Sittingbourne

Maidstone East Mainline
via Canterbury West

Hastings Line
Via Tonbridge

Dartford Line
Cannon Street Loop

Hayes Line
via London Bridge

Sevenoaks Stopper
via Hither Green

Orpington Stopper
via Bromley South

Class 466 (Networker)



- No conductor on board to provide assistance
- Accessible areas identified by burgundy
- visual passenger information displays
- Portable ramps for enabling wheelchair/ scooter access. Dimensions of wheelchair/ scooter not to exceed 1000mm (40") in length, 700mm(28") wide and 1350mm (53.5") tall. There is a combined weight restriction of 300kg
- two wheelchair spaces with low level passenger communication devices
- braille and tactile signage
- tactile surfaces
- closet toilet on board
- colour contrasting fittings
- extra grab handles
- wide doorways with sliding doors

Stock routes:

Chatham Mainline
Sheerness to Sittingbourne

Maidstone East Mainline
via Canterbury West

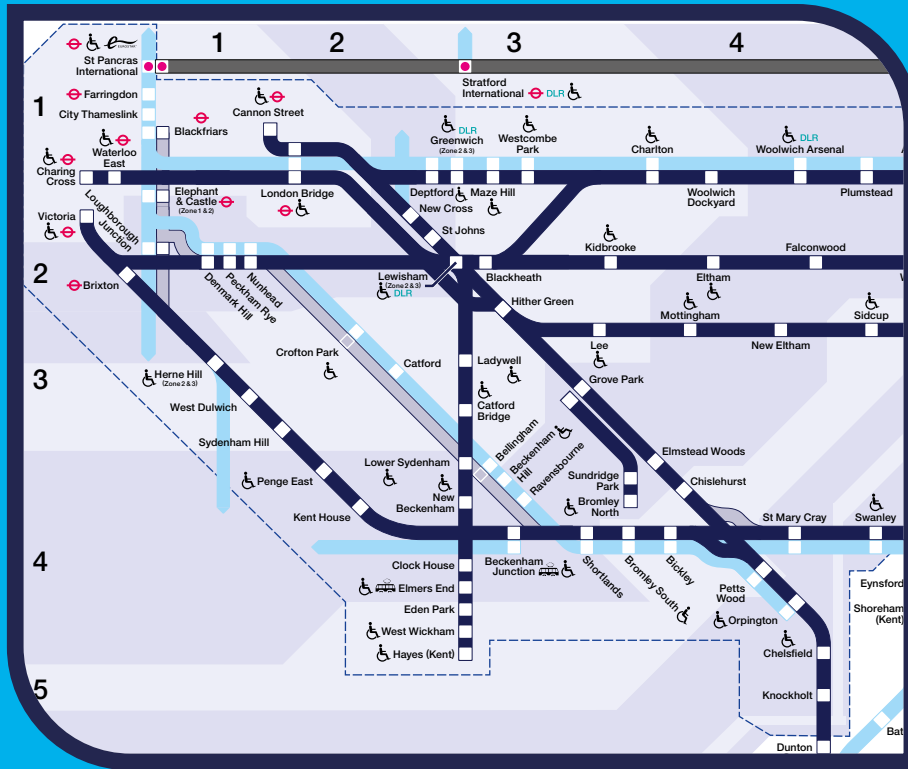
Hastings Line
Via Tonbridge

Dartford Line
Cannon Street Loop

Hayes Line
via London Bridge

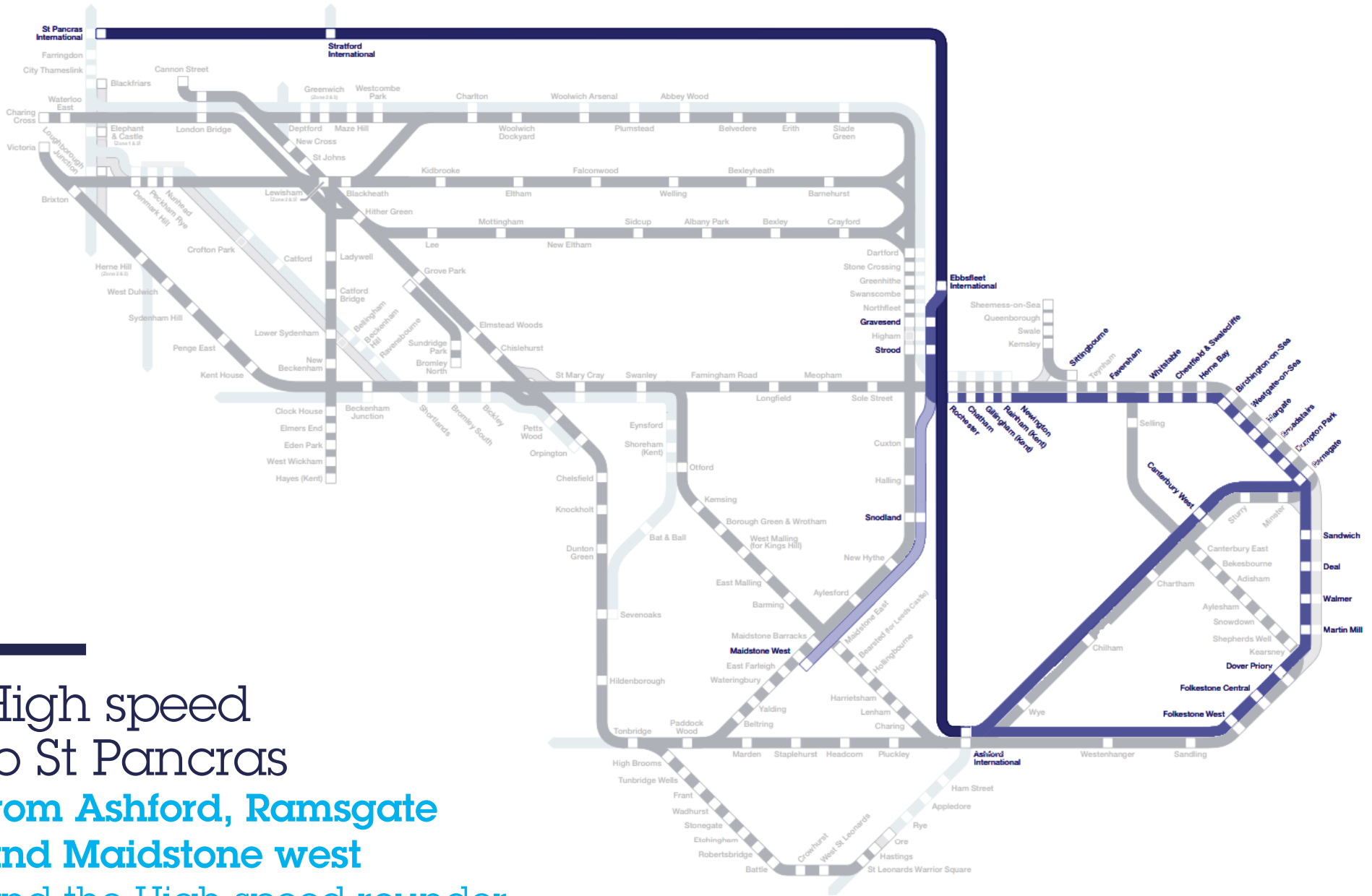
Sevenoaks Stopper
via Hither Green

Orpington Stopper
via Bromley South

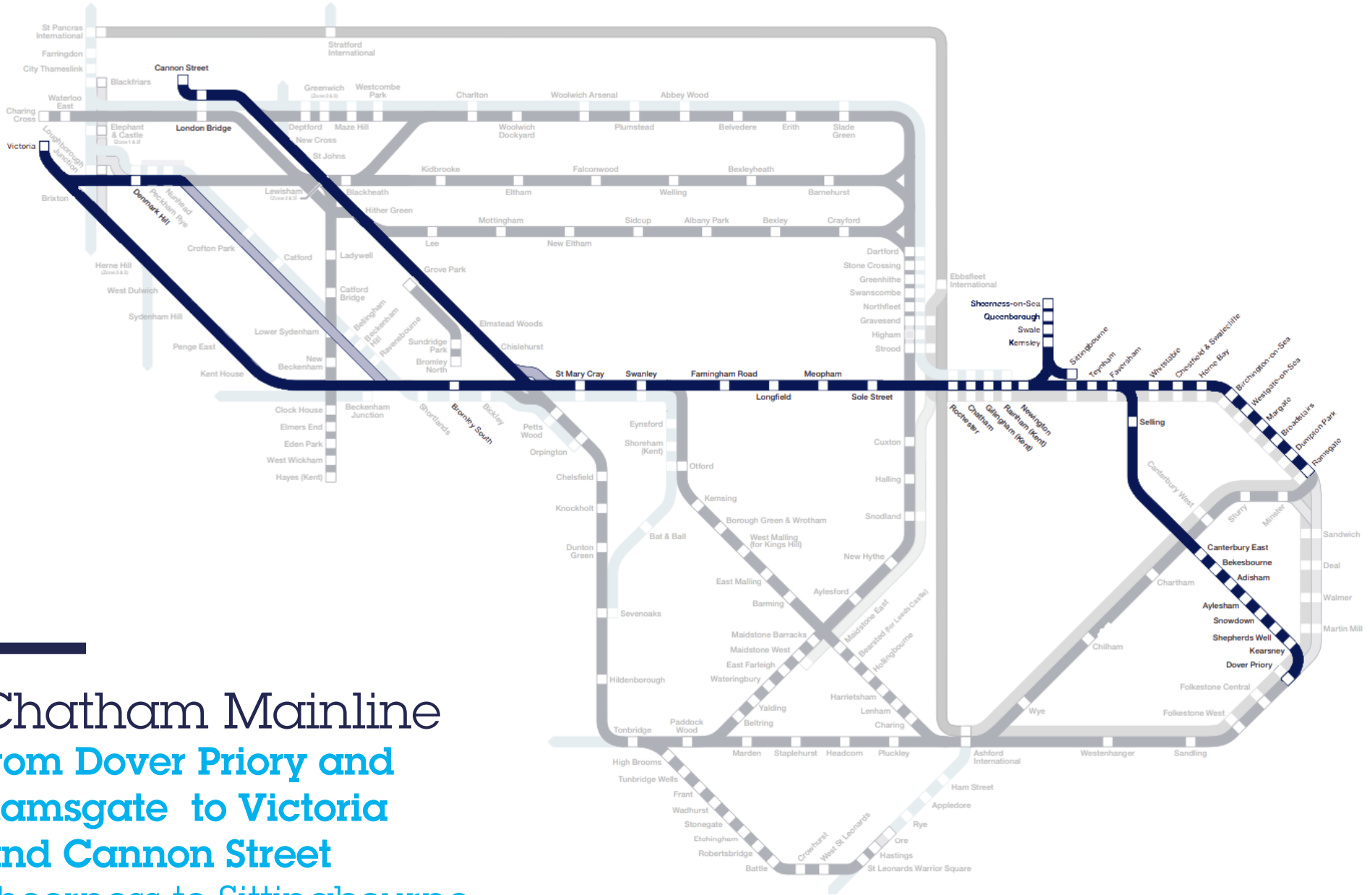


Route Maps

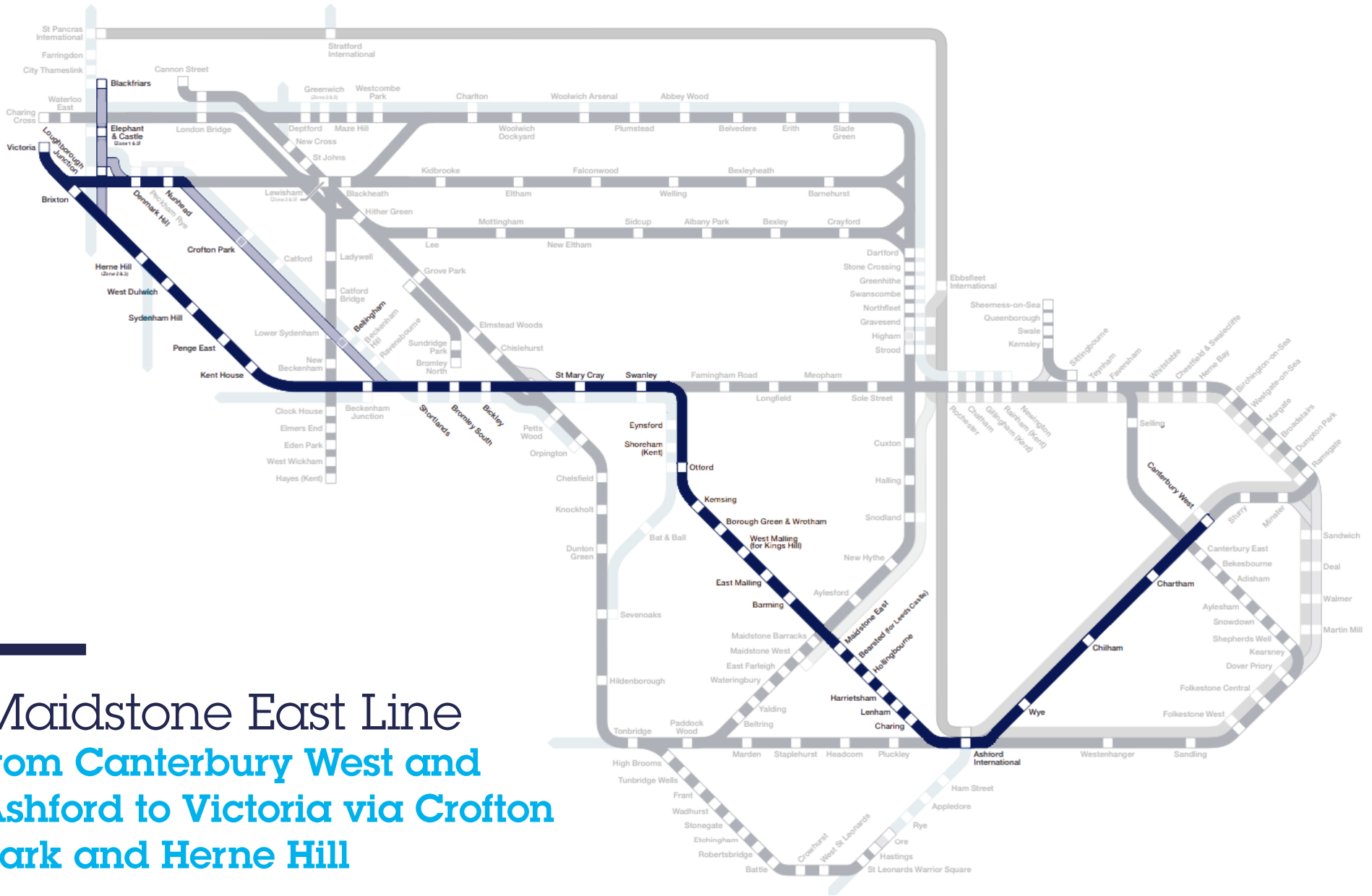
High speed
to St Pancras
from **Ashford, Ramsgate
and Maidstone west**
and the High speed rounder



Chatham Mainline
from Dover Priory and
Ramsgate to Victoria
and Cannon Street
Sheerness to Sittingbourne

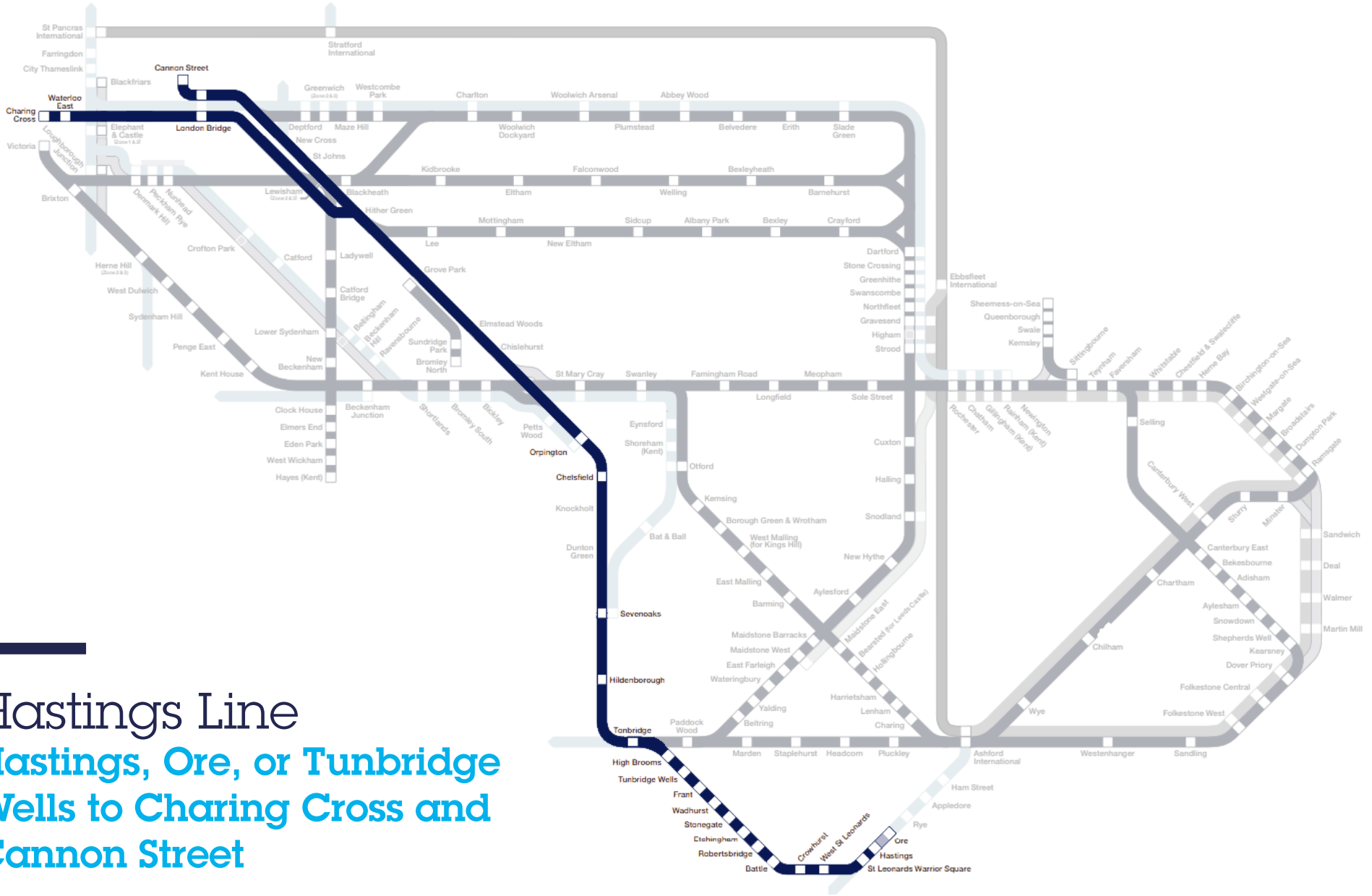


Maidstone East Line
from Canterbury West and
Ashford to Victoria via Crofton
Park and Herne Hill

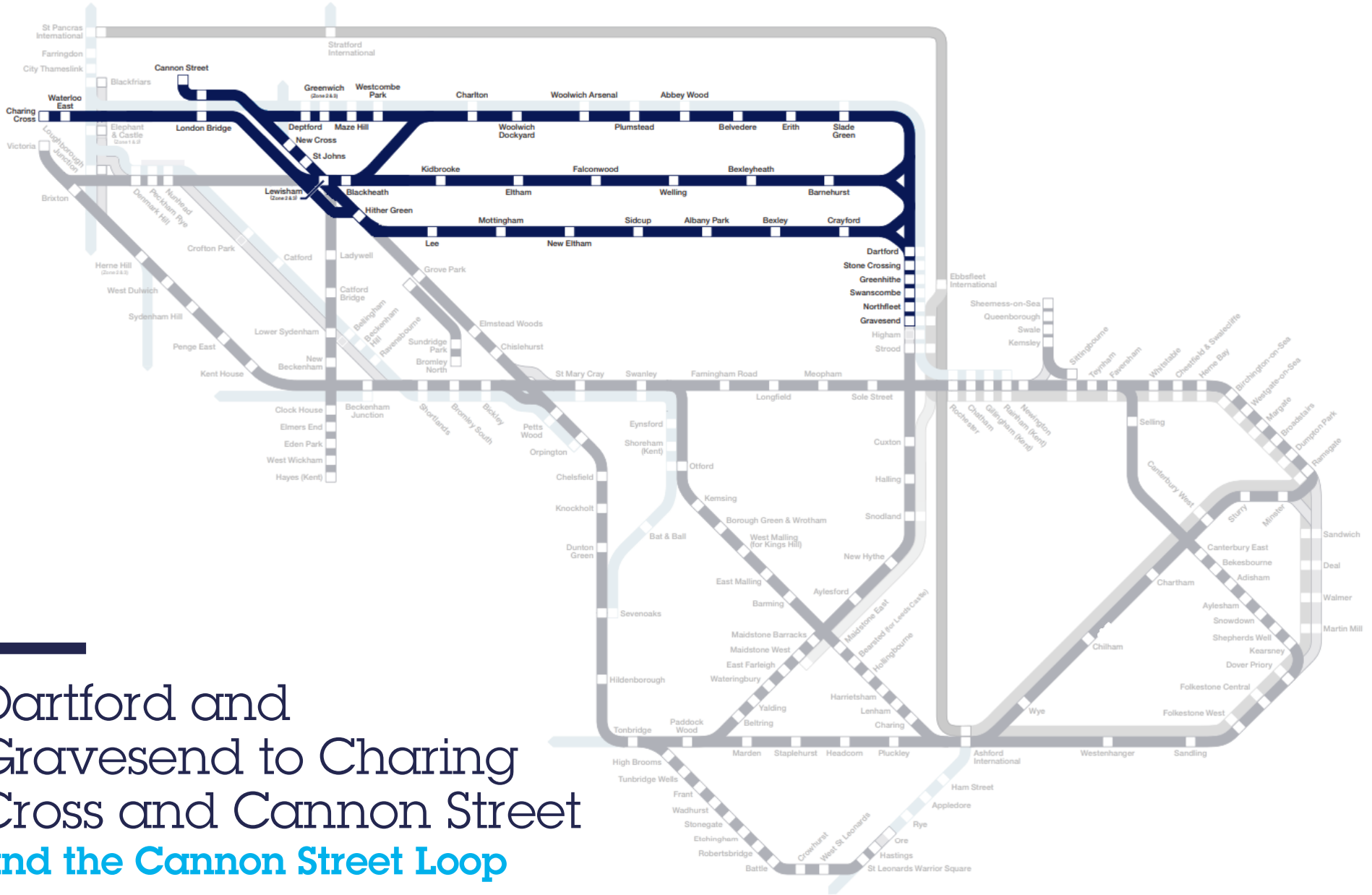


Hastings Line

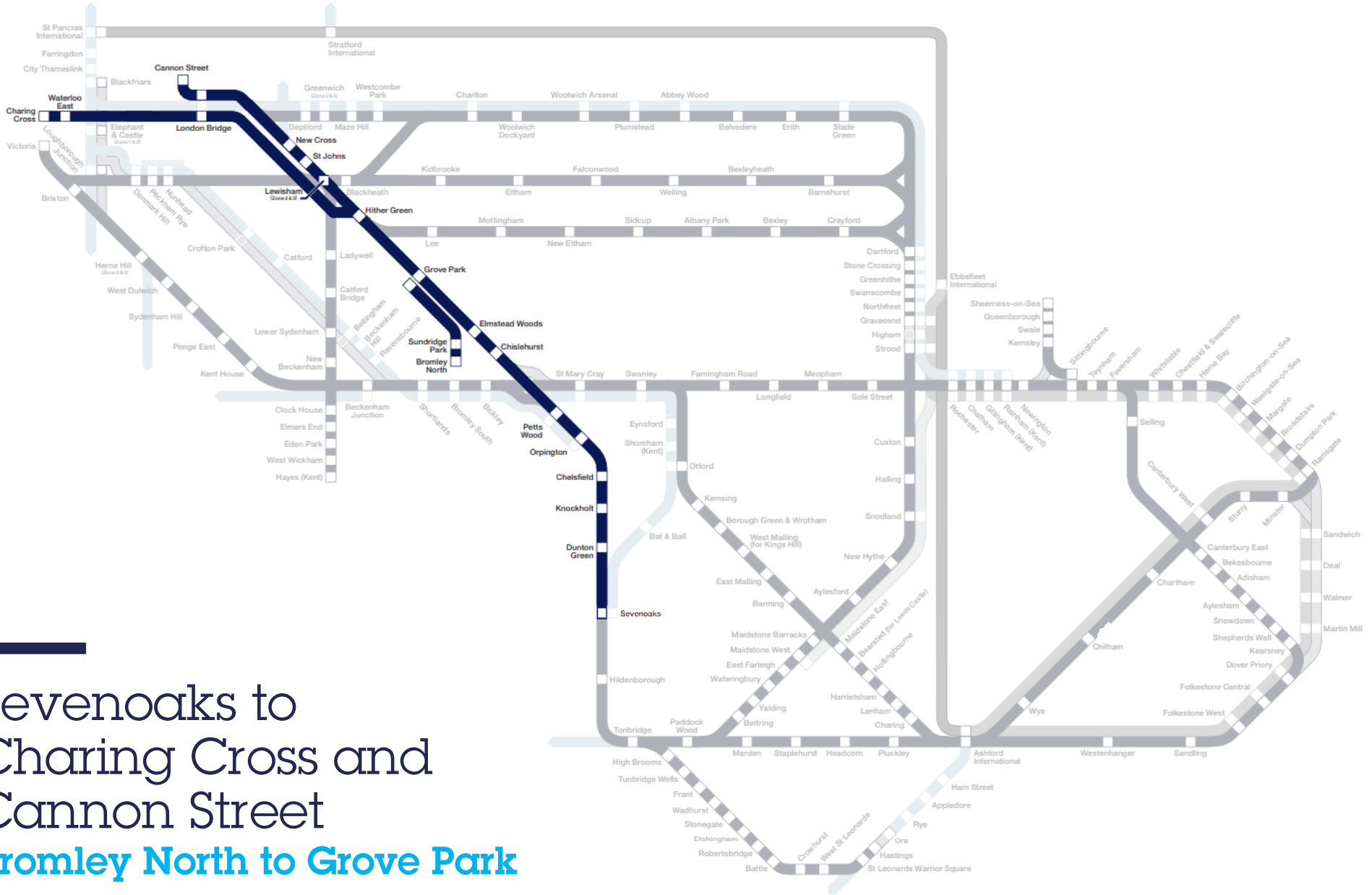
Hastings, Ore, or Tunbridge Wells to Charing Cross and Cannon Street



Dartford and Gravesend to Charing Cross and Cannon Street and the Cannon Street Loop



Sevenoaks to
Charing Cross and
Cannon Street
Bromley North to Grove Park



Orpington to Victoria
and Blackfriars
via Crofton Park and
Herne Hill



