

Making rail accessible: helping older and disabled customers

October 2010



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Our commitment to you

London Overground is managed by Transport for London (TfL) and operated by London Overground Rail Operations Limited (LOROL).

At London Overground, we are committed to providing you with a safe, reliable and friendly service. We want to make sure that you can use our services safely and comfortably. We are investing in new trains and improving our stations to provide a better journey experience.

This document has been designed to show how we are working to improve the services we provide. You can obtain a full version of our Disabled Person's Protection Policy entitled 'Making rail accessible: guide to policies and practices' from our Customer Services Team or from our website at tfl.gov.uk/overground

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

Policy summary

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

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

We have a programme of works currently underway on the London Overground network, including the introduction of new trains, new services, a station refurbishment programme and improvements in customer service with full staffing of all stations.

London Overground is committed to working with TfL and Network Rail to support the delivery and development of Access for All schemes.

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

Assistance for customers

London Overground participates in and fully supports the Assisted Passenger Reservation System (APRS) to ensure that our customers can book assistance for their entire journey, regardless of which companies run the other train services or stations.

If you need assistance for your journey, please contact our Customer Services Team, giving where possible at least 24 hours notice, especially when your journey continues beyond London Overground. Although we aim to help customers board or alight trains as quickly as possible, there may be a delay of up to five minutes at terminating stations. You will be informed of any possible delay at the time of booking and you are recommended to allow extra time to make any connections.

If you are unable to arrange your assistance in advance, we will make every effort to provide assistance to you although this cannot be guaranteed. We are committed to providing facilities to make our assistance request services more accessible for people who are deaf or hard of hearing.

We have staff at all our London Overground managed stations during train operating hours who are able to provide the following assistance services:

- Assistance with boarding and alighting, including luggage assistance
- Assistance with transferring between trains or other modes of onward transport calling at our stations
- Wheelchair assistance including wheelchair ramps at all accessible stations

Assistance for customers (continued)

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

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

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

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

Alternative accessible transport

Where our stations are not accessible, we will provide you with alternative transport free of charge. This will include those occasions when a station becomes temporarily inaccessible, eg when a lift is out of order, or when any replacement service during service disruption is inaccessible.

When you contact us to book your assistance, our Customer Services Team will ensure that alternative transport is arranged to take you between:

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

Customer information

We aim to provide clear and consistent information regarding train departures and we work closely with other train companies to ensure that our information provision is in line with industry good practice.

We are committed to ensuring that up-to-date information about our facilities, services and the accessibility of our stations and trains is available on the National Rail Enquiries website at www.nationalrail.co.uk. The Station Team Support Manager is responsible for ensuring that our industry databases are updated with any changes to the services we provide.

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

Customer information (continued)

The following information, which includes London Overground, is also available from tfl.gov.uk:

- **Audio Tube map**
A guide to Tube, Docklands Light Railway (DLR) and London Overground lines with information on Tube and DLR station facilities; available by calling 0843 222 1234
- **Large print and black and white Tube maps**
These include Tube, DLR and London Overground lines and are produced in colour as well as black and white for visually impaired / colour-blind customers; available at tfl.gov.uk/maps
- **Getting around London - Your guide to accessibility**
This provides help with planning journeys using Tube, DLR, buses, taxis and private hire, trains, trams and riverboats; available in A4-size, large print, audio and Braille at tfl.gov.uk/gettingaround

Tickets and fares

If you are unable to buy a ticket at a station before your journey because our facilities are inaccessible or unavailable, you may buy a ticket without penalty at your destination.

Freedom Passes are provided by local borough councils to give older and disabled Londoners free travel on almost all public transport in London. Freedom Pass holders may travel free on Tube, DLR, London Overground, bus, tram and National Rail services. Although time restrictions apply on some other National Rail services, customers may travel on London Overground services at any time. For more information on applying for a Freedom Pass, you should contact your local Council, call 020 7934 9633 or visit www.freedompass.org

If you hold a Disabled Persons Railcard, please remember to show it when purchasing your ticket at a ticket office. Railcard discounts are also available from ticket vending machines. Visually impaired customers without a Railcard should present their Certificate of Visual Impairment (CVI) or BD8 certificate.

More information on tickets and fares can be found at tfl.gov.uk/fares and in ATOC's 'Rail Travel Made Easy' leaflet.

Tickets and fares (continued)

The following discounts are available for travel on National Rail journeys:

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

Oyster PAYG (pay as you go): Discounted off-peak fares are available for customers who hold a Disabled Persons Railcard.

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

At the station

London Overground is committed to maintaining the accessibility of our stations and will not permanently close any station or gate if this will lead to a reduction in accessibility for disabled customers. A programme of refurbishment is taking place at our stations which will deliver a number of accessibility improvements. During this refurbishment programme we will make every effort to ensure that, as far as possible, all station entrances and gates remain open.

On completion of our station enhancement works, all of our stations will be equipped with PA systems and digital displays for communicating customer information. These works are underway and are expected to be complete by mid-2011. We aim to ensure that all information regarding train departures is kept up to date, especially during service disruption.

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

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

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

At the station (continued)

We can offer assistance at all of our stations and more information is provided in the 'Assistance for customers' section of this leaflet. All assistance, including luggage assistance for disabled customers, is provided free of charge and ramps are provided for customers to use wheelchairs at all of our accessible stations. However, we are unable to provide facilities for left luggage at any of our stations.

More information regarding accessibility, facilities and services at our stations is provided in the 'Station accessibility information' section of this leaflet.

On the train

The new London Overground trains make your journey more comfortable and provide more space, CCTV for greater security, dedicated wheelchair bays, more prominent priority seating as well as visual and audio information in each carriage.

To ensure that customers have sufficient time to prepare to leave the train, we will make an announcement and display information about the next stop after departure from the previous station. We aim to ensure that you are kept regularly informed of how the train is running, especially during service disruption.

Our trains are fitted with priority seats for disabled customers or those less able to stand. These seats are clearly signed and have a lighter colour fabric to help our customers find them more easily. When providing assistance, our staff will make every effort to ensure that you can obtain a seat or use the wheelchair spaces provided.

On the train (continued)

Some mobility scooters can be used on our trains. We can carry scooters and wheelchairs up to 700mm wide and 1200mm long with a maximum weight of 300kg (including your weight). Customers may remain in scooters and wheelchairs when travelling and can use the dedicated wheelchair bays.

We are unable to carry scooters or wheelchairs in excess of these sizes and weight regulations because of the limited space in train carriages and the size of train doorways.

Making connections

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

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

We recommend that customers requiring assistance contact our Customer Services Team 24 hours in advance to book their assistance and allow extra time to make their connections.

More information regarding the assistance services we offer is provided in the 'Assistance for customers' section of this document or by getting in contact with us.

Accessible onward transport

All London Buses services, except heritage routes 9 and 15, are normally operated with low-floor vehicles with wheelchair ramps, enabling all customers to get on and off easily.

At Barking, Canada Water, Forest Hill, Harrow & Wealdstone, Richmond, Watford Junction and Willesden Junction there is step-free access between London Overground and other operators' services.

Disruption to facilities and services

During service disruption, we will make regular announcements and ensure that our information screens are updated regularly to keep you informed. If there is a change of platform at short notice, we will ensure that customers who have identified themselves to our staff on arrival at the station are provided with assistance to change platforms.

Where assistance has been booked in advance, we will make every effort to contact you to make alternative arrangements if it is likely that any rail replacement service will be inaccessible.

During planned engineering works, we will provide clear information at our stations to advise customers of replacement transport options.

When our facilities and services are not available or are not accessible, we will make every effort to provide alternative facilities.

Disruption to facilities and services (continued)

The Station Team Support Manager is responsible for ensuring that any changes to accessibility are promptly updated on the National Rail Enquiries website. This information will include details of:

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

Contact us

Our Customer Services Team is available for you to find out more about our services or provide feedback on the services and facilities that we provide.

We recommend that all requests for assistance are made by phone to ensure that your bookings are processed as soon as possible. Details on how to contact us are given on the back page of this leaflet.

Further copies of this document and our guide to policies and practices can be obtained from our Customer Services Team or are available at **tfl.gov.uk/overground**. A large print version of this document is available upon request.

LOROL's Customer Service Director is responsible for this policy and for making sure that the needs of disabled customers are taken into consideration.

For any comments relating to the content of this leaflet please refer to the Customer Services Team contact details on the back page.

Station accessibility information

Notes below refer to 'Step-free access' columns on pages 18-27

- 1 Step-free access from station entrance to Platform 1 only
- 2 Step-free access from station entrance to Platform 2 only
- 3 Step-free access from station entrance to Platforms C and D only
- 4 Step-free access from station entrance to both platforms but not between platforms
- 5 Step-free access from station entrance to Platform 1 and between platforms only
- 6 Step-free access from station entrance to Platform 2 and between platforms only
- 7 Step-free access from station entrance to and between Platforms 2, 3 and 4 only
- 8 Step-free access from station entrance to and between National Rail platforms only
- 9 Step-free access from station entrance to all platforms and between Platforms 1 and 2 only
- 10 Step-free access from station entrance to all platforms and between Platforms 1 and 3 only
- 11 Step-free access between both platforms only
- 12 Step-free access between Platforms 2 and 3 only
- 13 Step-free access not currently available on platforms 10A/11. New lifts are scheduled for installation by end of December 2010.

This information is correct at the time of going to print (September 2010)

Note: At London Underground managed stations assistance may not be available for customers boarding and alighting from trains.

Station accessibility information

	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible or standard)
Acton Central	✓	✓	✓	✓		✓	✓	✓	✓ Partial: see note 4	
Anerley		✓				✓	✓	✓	✓ Partial: see note 4	
Barking (managed by c2c)	✓	✓	✓	✓		✓	✓	✓	✓	
Blackhorse Road (managed by London Underground - LU)		✓		✓	✓	✓	✓	✓		
Brockley		✓	✓	✓		✓	✓	✓	✓ Partial: see note 2	
Brondesbury	✓	✓				✓	✓	✓		
Brondesbury Park	✓	✓				✓	✓	✓		
Bushey	✓	✓		✓	✓	✓	✓	✓		
Caledonian Road & Barnsbury	✓	✓				✓	✓	✓	✓	
Camden Road	✓	✓		✓		✓	✓	✓		
Canada Water (managed by LU)	✓	✓		✓		✓		✓	✓	
Canonbury	✓	✓	✓			✓	✓	✓	✓	
Carpenders Park	✓	✓		✓		✓	✓	✓	✓	
Clapham Junction (managed by South West Trains - SWT)	✓	✓	✓	✓		✓	✓	✓		✓ &
Crouch Hill	✓	✓	N/A			✓	✓	✓		
Crystal Palace	✓ Partial	✓			1 bay designated	✓	✓	✓		

Station accessibility information (continued)

	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible or standard)
Dalston Junction	✓	✓	✓			✓		✓	✓	✓ & ♿
Dalston Kingsland	✓	✓				✓	✓	✓		
Euston (managed by Network Rail)	✓	✓	✓	✓	✓	✓	✓	✓	✓ Partial: see note 8	✓ & ♿
Finchley Road & Frognal	✓	✓				✓	✓	✓		
Forest Hill		✓		✓	✓	✓	✓	✓	✓ Partial: see note 5	
Gospel Oak	✓	✓				✓	✓	✓	✓ Partial: see note 12	
Gunnelsbury (managed by LU)		✓				✓		✓	✓ Partial: see note 11	
Hackney Central	✓	✓	✓			✓	✓	✓	✓ Partial: see note 6	
Hackney Wick	✓	✓				✓	✓	✓	✓ Partial: see note 4	
Haggerston	✓	✓	✓			✓		✓	✓	✓ & ♿
Hampstead Heath	✓	✓		✓		✓	✓	✓		
Harlesden (managed by LU)		✓				✓		✓		
Harringay Green Lanes	✓	✓	N/A			✓	✓	✓	✓ Partial: see note 4	
Harrow and Wealdstone (managed by LU)		✓		✓	✓	✓		✓	✓	✓
Hatch End	✓	✓		✓	✓	✓	✓	✓	✓ Partial: see note 6	

Station accessibility information (continued)

	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible or standard)
Headstone Lane	✓	✓				✓	✓	✓	✓ Partial: see note 6	
Highbury & Islington (managed by LU)	✓	✓		✓		✓	✓	✓		
Homerton	✓	✓	✓			✓	✓	✓	✓	
Honor Oak Park		✓	✓	✓		✓	✓	✓		
Hoxton	✓	✓	✓			✓		✓	✓	✓ &
Imperial Wharf	✓	✓	✓			✓	✓	✓	✓	
Kensal Green (managed by LU)		✓				✓		✓		
Kensal Rise	✓	✓				✓	✓	✓	✓ Partial: see note 5	
Kensington (Olympia)	✓	✓	✓	✓	✓	✓	✓	✓	✓ Partial: see note 9	✓ &
Kentish Town West	✓	✓				✓	✓	✓		
Kenton (managed by LU)		✓				✓		✓		
Kew Gardens (managed by LU)		✓	✓	✓	✓	✓		✓	✓ Partial: see note 4	
Kilburn High Road		✓				✓	✓	✓		
Leyton Midland Road	✓	✓	N/A			✓	✓	✓		
Leytonstone High Road	✓	✓	N/A			✓	✓	✓		

Station accessibility information (continued)

	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible or standard)
New Cross (managed by Southeastern)		✓	✓	✓		✓		✓	✓ Partial: see note 3	✓ & ♿
New Cross Gate		✓	✓	✓		✓	✓	✓		
North Wembley (managed by LU)		✓				✓		✓		
Norwood Junction		✓	✓	✓		✓	✓	✓	✓ Partial: see note 1	✓ & ♿
Penge West		✓			✓	✓	✓	✓	✓ Partial: see note 1	✓
Queen's Park (managed by LU)		✓	✓	✓		✓		✓		
Richmond (managed by SWT)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓ & ♿
Rotherhithe		✓	✓			✓		✓		
Shadwell	✓	✓	✓			✓		✓		
Shepherd's Bush	✓	✓	✓	✓		✓	✓	✓	✓	
Shoreditch High Street	✓	✓	✓			✓		✓	✓	✓ & ♿
South Acton	✓	✓	✓			✓	✓	✓	✓ Partial: see note 4	
South Hampstead	✓	✓				✓	✓	✓		
South Kenton (managed by LU)		✓				✓		✓		
South Tottenham	✓	✓	N/A			✓	✓	✓		
Stonebridge Park (managed by LU)		✓				✓		✓		

Station accessibility information (continued)

	Accessible seating	Accessible ticket machines	Accessible ticket office and counter	Catering or retail facilities	Car parking and designated bays	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step-free access	Toilet facilities (accessible or standard)
Stratford (managed by National Express East Anglia)	✓	✓	✓	✓		✓	✓	✓	✓ Partial: see note 13	✓ & ♿
Surrey Quays	✓	✓	✓			✓		✓		
Sydenham		✓		✓	1 bay designated	✓	✓	✓	✓ Partial: see note 4	
Upper Holloway	✓	✓	N/A			✓	✓	✓	✓ Partial: see note 4	
Walthamstow Queen's Road	✓	✓	N/A			✓	✓	✓	✓	
Wanstead Park	✓	✓	N/A			✓	✓	✓		
Watford High Street	✓	✓		✓		✓	✓	✓		
Watford Junction (managed by London Midland)		✓	✓	✓	✓	✓	✓	✓	✓	✓ & ♿
Wapping		✓	✓			✓	✓	✓		
Wembley Central (managed by LU)		✓				✓		✓		✓ & ♿
West Brompton (managed by LU)	✓	✓				✓		✓	✓ Partial: see note 7	
West Croydon		✓		✓		✓	✓	✓	✓ Partial: see note 10	
West Hampstead	✓	✓	✓			✓	✓	✓		
Whitechapel (managed by LU)	✓	✓		✓		✓		✓		
Willesden Junction	✓	✓	✓	✓		✓	✓	✓	✓	✓
Woodgrange Park	✓	✓	N/A			✓	✓	✓		

Contact information

London Overground Customer Services Team

Phone: 0845 601 4867
(09:00 to 17:00 Monday to Friday, except bank holidays) for customer enquiries and comments. Available at all times for assistance requests.

Write to us: London Overground Customer Services Team

125 Finchley Road
London NW3 6HY

Email: overgroundinfo@tfl.gov.uk

Fax: 0870 928 9805

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

London TravelWatch

6 Middle Street
London EC1A 7JA
www.londontravelwatch.org.uk

The information within this leaflet is available in large print from the Customer Services Team and is downloadable from **tfl.gov.uk/overground**

Information correct at the time of going to print
September 2010.



Website

tfl.gov.uk



24 hour travel information

0843 222 1234*



National Rail Enquiries

08457 48 49 50



British Transport Police

0800 405040

*You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge.
Charges from mobiles or other landline providers may vary.