

LONDON UNDERGROUND

Making rail accessible: helping older and disabled passengers



MAYOR
OF LONDON



TRANSPORT
FOR LONDON

EVERY JOURNEY MATTERS

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1. Introduction

This document sets out the service that London Underground provides to older and disabled customers using National Rail services at the following stations:

Station	Train Operating Company
Amersham	Chiltern
Chalfont & Latimer	Chiltern
Chorleywood	Chiltern
Farringdon	Govia Thameslink Railway
Greenford	First Great Western
Gunnelsbury	London Overground
Harlesden	London Overground
Harrow & Wealdstone	London Overground, London North Western & GTR Southern
Harrow-on-the-Hill	Chiltern
Highbury & Islington	London Overground and Great Northern
Kensal Green	London Overground
Kenton	London Overground
Kentish Town	Govia Thameslink Railway
Kew Gardens	London Overground
Moorgate	Great Northern
North Wembley	London Overground
Old Street	Great Northern
Queen's Park	London Overground
Rickmansworth	Chiltern
Seven Sisters	London Overground
South Kenton	London Overground
South Ruislip	Chiltern
Stonebridge Park	London Overground
Stratford	TfL Rail, Abellio Greater Anglia & London Overground
Walthamstow Central	London Overground
Wembley Central	London Overground, London North Western & GTR Southern
West Brompton	London Overground & GTR Southern
West Ham	c2c Rail
West Ruislip	Chiltern

Further detail of the facilities provided at each station is set out in appendix A.

Our commitment to our customers is what drives us forward and is what underpins the organisation – from our recruitment, training and ongoing support to staff, to our improvements to our services because every journey matters.

This document relates only to the train operating company services that call at the Tube stations listed on page three only.

This policy does not apply to London Underground services. For information about the assistance we provide to customers using London Underground services, please see tfl.gov.uk/transport-accessibility.

2. Policy summary

London Underground is committed to helping all our customers travel more easily. This includes:

- Improving physical access to and within our stations and trains, including making more stations step-free.
- Providing a range of assistance at our stations on a ‘turn up and go’ basis.
- Providing clear, consistent and up-to-date customer information, which includes station accessibility.
- Alternative transport will be provided where your route is not wholly accessible, that is not step free from street level to train, and also when our accessible stations or trains become inaccessible due to planned lift maintenance or unexpected failure

We are continually improving the service we offer to older and disabled customers in relation to all of the above areas. We are committed to making more stations fully accessible across London, meaning that more than a third of the Tube network will be step-free by 2020. TfL has also recommended 21 London Overground and National Rail stations across London to receive Access for All funding from Government to improve connectivity for customers with accessibility needs.

This document sets out our current provision and, along with our policy document ‘Making rail accessible: guide to policies and practices’, is reviewed annually.

We welcome your feedback on the service we provide and any suggestions you may have for improvements. Our contact details are shown on section 11 of this leaflet.

3. Assistance for customers

At the stations listed on page three, we have staff during train operating hours (first and last train times are available on our website), who are able to provide the following assistance to older and disabled customers:

- Assistance with boarding and alighting, where not dependant on a manual boarding ramp.
- Assistance with transferring between trains or other types of onward transport calling at our stations.
- Deployment of manual boarding ramps for wheelchair and mobility scooter users at stations with boarding ramps. Please see Appendix A .

Unfortunately, our staff are unable to assist with your personal care before, during or after your journey. This includes help with eating, drinking, using the toilet, taking medication or accompanying passengers when on board. We encourage you to ensure that you have sufficient care or support before travelling on our services.

London Underground services operate a turn up and go service for customers, so you do not have to book in advance. Luggage assistance is not guaranteed on LU's turn up and go service. More information can be found at Transport for London Conditions of Carriage (Bus and Underground Services):

<http://content.tfl.gov.uk/tfl-conditions-of-carriage.pdf>

We recommend that you arrive with sufficient time, of at least 15 minutes to ensure that our staff are able to assist you make your connection. All stations are staffed while trains are running.

To request assistance or make known your booking, please speak to a member of staff, usually located at the gateline, who will be happy to help. They will also make sure that staff at your destination station are ready to help you alight.

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

If you have a hidden disability you can choose to carry a Travel Support Card. This is a small card which can be shown to staff when requesting assistance and provides a space to write something about your specific requirements. It can be ordered or downloaded from the TfL website (https://tfl.gov.uk/forms/l_2387.aspx?cid=accessguides).

4. Alternative accessible transport for older and disabled customers

Where the station is temporarily inaccessible to you

On those occasions when the station is temporarily inaccessible, e.g. when a lift is out of order and you are unable to manage the stairs, or when any replacement service during service disruption is inaccessible, we will assist you to complete your journey by rerouting you to another accessible station, recommending a direct bus route to your destination or provide alternative transport to the next accessible station.

This applies to London Underground services at all stations that are usually step free.

Where the station is not usually accessible to you

Where the stations listed on page three are not usually accessible to you (preventing you from accessing the train) we will provide alternative transport at no additional cost.

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

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

- Your destination station and the nearest or most convenient accessible station.

We only provide alternative transport services in this situation for the stations and operators listed on page three. Onward travel arrangements are done in consultation with the customer. Customers using alternative accessible transport are required to hold a valid ticket for the journey they wish to make.

5. Disruption to facilities and services

During service disruption, we will make regular announcements and update our information screens regularly to keep you informed. Our station staff are trained to look for any customers who require assistance, for their onward journey, in these circumstances.

If rail replacement services are inaccessible we will arrange to take you to the nearest or most convenient accessible station from where you can continue your journey without an additional charge.

During planned engineering work on Train Operating Company services listed on page three who operate passenger train services that interface with, but are not the Tube, information will be provided at our stations and also through other communications channels for customers of alternative transport options and duration of works. Customers are advised to check National Rail Enquiry Services <http://www.nationalrail.co.uk/>

In any emergency situation or unplanned event we would provide assisted travel including taxis for those who are unable to complete onward travel by other forms of public transport.

6. Customer information

General

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

practice. Our staff are available to provide up-to-date information and there are also customer Help Points, fitted with induction loops, on the vast majority of our stations.

We provide information about the accessibility of our stations, including the stations listed on page three and on the TfL website, at www.tfl.gov.uk/travel-information/stations-stops-and-piers/

We provide real-time information about the accessibility of our stations, including the stations listed above, on the TfL website, at www.tfl.gov.uk/plan-a-journey/

Customers can also contact our Customer Service Centre on 0343 222 2000 where we have a dedicated team of staff trained in helping disabled customers. This service is available 24 hours a day, except Christmas Day.

We also offer a textphone service on 0800 112 3456. More information is available here: <https://tfl.gov.uk/transport-accessibility/help-from-staff>

Our station staff have access to the TfL website and National Rail Enquiries website and can provide information about our facilities, services and the accessibility of our stations. 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. We will update this information within 24 hours of notification of any changes.

Information about TfL Rail and London Overground services

Information about the accessibility of London Overground stations and trains is available on both the TfL website and National Rail Enquiries website (www.nationalrail.co.uk). This includes stations maps on the 'Stations Made Easy' pages. Details of who is responsible for updating this information and when is available in the London Overground Disabled People's Protection Policy at the following link:

[http://www.arrivarailondon.co.uk/downloads/ARLI 61 | 08-DPPP-Making-Rail-Accessible-Large%20Print.pdf](http://www.arrivarailondon.co.uk/downloads/ARLI%2061%201%2008-DPPP-Making-Rail-Accessible-Large%20Print.pdf)

Customer information (continued)

Information about Chiltern, c2c, First Great Western, Govia Thameslink Railway, Abellio Greater Anglia, London North Western, GTR Southern and Great Northern services

Information about the accessibility of other services stations and trains is available on the National Rail Enquiries website (nationalrail.co.uk). This includes stations maps on the 'Stations Made Easy' pages. Details of who is responsible for updating this information and when is available in the Disabled People's Protection Policies for the relevant Train Operating Company.

The following maps and guides are also available from www.tfl.gov.uk

- **Audio Tube map**

A guide to Tube, Docklands Light Railway (DLR) and London Overground with information on Tube and DLR station facilities at tfl.gov.uk/accessguides

- **Large print (colour or black and white) Tube maps**

These include Tube, DLR, London Overground and TfL Rail and are produced for visually impaired/colour-blind customers; available at tfl.gov.uk/maps

- **Getting around London – Your guide to accessibility**

This provides help with planning journeys using Tube, DLR, London Overground, buses, taxis and private hire vehicles, trains, trams and riverboats; available in large print and Braille at tfl.gov.uk/accessguides

- **Step-free Tube guide**

This identifies and gives further details on step-free access at Tube, DLR, London Overground and TfL Rail stations at tfl.gov.uk/accessguides

- **Avoiding Stairs Tube Guide**

This identifies and gives further details on stair-free access at Tube, DLR, London Overground and TfL Rail stations at tfl.gov.uk/accessguides

- **Tube toilet map**

The locations of toilet and baby changing facilities on the Tube, DLR, London Overground and TfL Rail at tfl.gov.uk/accessguides

7. Tickets and fares

All customers need a valid ticket or Oyster card to enter and exit London Underground stations. These can be purchased using ticket machines at the station or by using a contactless payment card/device. A member of staff can help you to use a ticket machine should you require assistance. If you have an Oyster card, and this is valid for use on the National Rail journey you are making, you can top up in advance by telephone, on the internet, via the TfL mobile app, at the station or at an Oyster Ticket Stop. You can also use auto top-up to add pay as you go to your card automatically when the balance falls below a certain level.

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

We don't offer discounted/free travel to those with disability except for wheelchair users on buses and people with a disability can apply for a Freedom Pass to their London Borough.

Local borough councils provide Freedom Passes to give older and disabled Londoners free travel on almost all public transport in London. Freedom Pass holders may travel free on Tube, DLR, London Overground, TfL Rail, bus, tram and National Rail services. Although time restrictions apply on some National Rail services, Freedom Pass holders may travel on London Overground services at any time. For more information on applying for a Freedom Pass, you should contact your local council – call 0300 330 1 433 or visit www.freedompass.org. This website includes a map of the services you can use the pass on and time restrictions.

If you hold a Disabled Persons Railcard or a Senior Railcard, you are entitled to discounts on some tickets. You can set a discount entitlement on your Oyster card to get reduced rates on off-peak pay as you go single fares and the off peak daily price cap. More information on these fares, including the 60+ Oyster Photocard can be found at tfl.gov.uk/fares

For information on disabled and senior persons railcards please visit the following websites:

<https://www.disabledpersons-railcard.co.uk/using-your-railcard/the-benefits/>

https://www.senior-railcard.co.uk/?nreTrack=seniorrailcard&_ga=2.174139553.202317150.1547661982-332060675.1537803206

Visually impaired customers without a Railcard are entitled to discounts when travelling with a companion. You may be asked to present your Disabled Persons Railcard, Senior Railcard, Certificate of Visual Impairment (CVI) or BD8 certificate to ticket inspectors on the train.

Additionally, details on the 60+ London Oyster photocard are available at <https://tfl.gov.uk/fares/free-and-discounted-travel/60-plus-oyster> please note that this is not available for those who are eligible for an older or disabled persons Freedom Pass.

More information on tickets and fares can be found at tfl.gov.uk/fares and on the National Rail Enquiries website (nationalrail.co.uk).

8. At the station

Station entrances and ticket gates

London Underground 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.

Where our stations have automatic ticket gates, these are staffed when in operation. If for any reason we are unable to supervise ticket gates we will switch them to the 'open' position. London Underground has installed wide aisle gates at the majority of our stations to enable independent access for all.

Real-time information

Real-time information is provided at our stations; visually via service update boards located in ticket halls and audibly via the station public address (PA) system. These systems are also used to provide information when there are service disruptions or delays. In stations we have dot-matrix screens on platforms which show next train information and where possible this is accompanied by automated PA announcements. We will also give audio and visual information when there are service disruptions on other modes within the London area.

Help points

Help and information can be obtained in all London Underground ticket halls where staff will be present. In the event that staff are not apparent, we have Help Points at most London Underground stations. Customers can use the Help Point to contact a member of staff. Help Points are fitted with induction loops and are under CCTV observation.

Customer information

We provide a range of customer information at our stations, including timetables and Rail and Tube maps at stations with interchanges to National Rail services, Station Services posters, fares information and information about planned closures. Station staff have mobile devices

and are able to access a wide range of information to help you plan your journey.

Ticket machines

All stations have at least one ticket machine at a height accessible to wheelchair users. Staff can assist with purchasing tickets from our ticket machines.

Wheelchairs and mobility scooters

There are restrictions on the size of wheelchairs and mobility scooters that you can bring onto many National Rail services – please check with your train operator for more information.

Manual boarding ramps for wheelchair and mobility scooter users

Manual boarding ramps are available to help wheelchair users to board trains at many stations. These are safe to use for maximum weight of 300kg (you and your wheelchair / mobility scooter combined). Please speak to a member of staff when you arrive at the station and they will organise this for you and call ahead to your destination if necessary.

The priority of our staff when offering accessibility assistance is safety of the customer and the safety of themselves. Once a manual boarding ramp (MBR) is deployed, against a train to ready a wheelchair user to get to/from the train and platform, our staff should offer the customer assistance with boarding and alighting - while negotiating the ramp. They are briefed to do so in their training. If a staff member is medically fit to deploy the ramp then they should be competent to help the wheelchair user on/off train.

However, if the staff member believes the wheelchair and its occupant exceeds 300kg they can refuse to assist with boarding/alighting on safety grounds. At all times we ask our staff to be as helpful as possible taking a common sense approach, with safety being the priority.

For more information on this facility see Appendix A.

9. On the train

For full details of services and facilities on the TOC's services. Please refer to their respective websites at this link:

http://www.nationalrail.co.uk/tocs_maps/tocs/TrainOperators.aspx

10. Making connections

We are happy to provide assistance to any customer making connections to other train services calling at the stations listed on page three only. This includes providing help with boarding and alighting.

London has a wide range of accessible transport options to help everyone get around. An increasing number of London Underground stations are step-free. London Buses operate all services, except heritage routes, with low-floor vehicles with wheelchair ramps, enabling all customers to get on and off easily. The DLR and London Trams are fully accessible. All licensed taxis (black cabs) are accessible to people using wheelchairs.

11. Contact us

Our Customer Services Team is available for you to find out more about London Underground services and stations or provide feedback on the services and facilities that we provide. You can contact them by:

Post: TfL Customer Services, 4th Floor, 14 Pier Walk, London, SE1 0 0ES.

Telephone: 0343 222 1 234 (24 hours, 364 days a year, closed Christmas Day)

Textphone: 08001 1 23 456

Website: www.tfl.gov.uk

If you would like to find out more or give feedback about the National Rail services referred to in this document, please contact the relevant Train Operating Company.

You can obtain the latest version and further copies of this document and our guide to policies and practices from our Customer Services Team or at www.tfl.gov.uk/accessguides. A large print version of this document is available upon request and will be provided within seven working days. Other formats can be provided on request, and we will meet these requests within seven working days.

197 Blackfriars Road
Palestra
7th Floor
London, SE1 8NG

12. Appendix A

The table below sets out a detailed list of the facilities available at stations covered by this document. Further information can be found on the National Rail website (http://www.nationalrail.co.uk/stations_destinations) or on the websites of individual Train Operating Companies.

Station	Train Operating Company	Seating	Accessible ticket machines	Catering or retail facilities	Car park	Accessible parking spaces	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step free access	Toilet facilities	Passenger Help Points	Manual boarding ramp
Amersham	Chiltern	✓		✓	✓		✓		✓	Southbound platform step free. Full access planned for December 2019.	✓		✓
Blackhorse Road	London Overground	✓	✓	✓	✓		✓	✓	✓	Only for London Overground		✓	✓
Chalfont & Latimer	Chiltern	✓	✓	✓	✓		✓		✓	Step free details see note 1	✓	✓	✓
Chorleywood	Chiltern	✓		✓	✓		✓		✓	✓	✓		✓
Farringdon	Govia Thameslink Railway	✓	✓	✓			✓	✓	✓	✓		✓	✓

Station	Train Operating Company	Seating	Accessible ticket machines	Catering or retail facilities	Car park	Accessible parking spaces	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step free access	Toilet facilities	Passenger Help Points	Manual boarding ramp
Greenford	First Great Western	✓	✓	✓	✓		✓		✓	Only for London Underground		✓	
Gunnelsbury	London Overground	✓	✓				✓	✓	✓			✓	✓
Harlesden	London Overground	✓	✓				✓	✓	✓			✓	
Harrow & Wealdstone	London Overground, London North Western & GTR Southern		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
Harrow- on- the- Hill	Chiltern	✓	✓	✓	✓		✓		✓	Planned for March 2020	✓		
Highbury & Islington	London Overground & Great Northern	✓	✓	✓			✓	✓	✓			✓	✓
Kensal Green	London Overground		✓				✓	✓	✓				
Kenton	London Overground		✓				✓	✓	✓			✓	
Kentish Town	Govia Thameslink Railway	✓		✓			✓	✓	✓			✓	✓
Kew Gardens	London Overground		✓	✓	✓		✓	✓	✓	Step free details see note 2			✓

Station	Train Operating Company	Seating	Accessible ticket machines	Catering or retail facilities	Car park	Accessible parking spaces	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step free access	Toilet facilities	Passenger Help Points	Manual boarding ramp
Moorgate	Great Northern	✓		✓			✓	✓	✓			✓	
North Wembley	London Overground		✓				✓	✓	✓			✓	
Old Street	Great Northern	✓		✓			✓	✓	✓			✓	
Queen's Park	London Overground	✓	✓	✓			✓	✓	✓			✓	✓
Rickmansworth	Chiltern	✓		✓	✓		✓		✓	Step free southbound only	✓		✓
Seven Sisters	London Overground	✓	✓	✓			✓		✓		✓		
South Kenton	London Overground		✓				✓	✓	✓			✓	
South Ruislip	Chiltern	✓	✓				✓		✓				
Stonebridge Park	London Overground		✓				✓	✓	✓				
Stratford	TfL Rail, Abellio Greater Anglia & London Overground	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓
Walthamstow Central	London Overground	✓	✓	✓	✓		✓		✓	Step free details see note 3	✓	✓	
Wembley Central	London Overground, London North Western & GTR Southern	✓	✓				✓	✓	✓	✓	✓	✓	

Station	Train Operating Company	Seating	Accessible ticket machines	Catering or retail facilities	Car park	Accessible parking spaces	Customer information (visual and aural)	Secure station accreditation	Staff available at the station	Step free access	Toilet facilities	Passenger Help Points	Manual boarding ramp
West Brompton	London Overground & GTR Southern	✓	✓				✓	✓	✓	Step free details see note 4			✓
West Ham	c2c Rail	✓					✓		✓	✓		✓	✓
West Ruislip	Chiltern	✓			✓		✓		✓			✓	

Notes

Note 1: Chalfont & Latimer - Step free platform interchange requires a 360m journey via street. Use the Station Approach entrance for northbound and the Bedford Avenue entrance for southbound platform.

Note 2: - Kew Gardens - Step free platform interchange requires a 600m journey via street. Use the Station Approach entrance for westbound and the North Road entrance for eastbound platform.

Note 3: Walthamstow Central - London Overground Step-free platform interchange requires a 200m journey via street. Use the Station Approach entrance for southbound platform. Use the Selborne Road entrance for northbound platform

Note 4: West Brompton - There is step free access between the street and Platform 2 for eastbound District line services, and Platforms 3 and 4 for London Overground services only.

Note 5: Manual Boarding Ramps are laid by TOC staff at the following stations: Farringdon, Stratford, Kentish Town, West Ham, West Brompton, Blackhorse Road, Highbury & Islington.

Note 6: Queen's Park - Manual Boarding Ramps at Queen's Park it is only used to interchange between London Overground and London Underground.