

# Making rail accessible: Helping older and disabled customers

March 2019



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## Our commitment to you

TfL Rail is managed by Transport for London (TfL) and operated by MTR Crossrail.

TfL Rail operate rail services between London Liverpool Street to Shenfield and Paddington to Heathrow Terminals 2, 3 and 4.

TfL Rail also manage the following stations:

- Abbey Wood
- West Drayton, Iver, Langley, Burnham and Taplow - TfL service will commence from December 2019

At TfL Rail, we are committed to providing you with a safe, reliable and comfortable service. Our staff are trained to proactively offer and be available to deliver friendly supportive assistance.

## Our commitment to you (continued)

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

- Customers with visual or auditory impairment
- Learning disabilities
- Customers whose mobility is impaired through arthritis or other temporary or long term conditions
- Customers accompanying disabled children in pushchairs
- Disabled customers requiring assistance with luggage
- Carers accompanying customers with additional needs
- Customers with mental health issues
- Older people
- Customers with wheelchair or mobility scooters

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

## Policy Summary

TfL Rail is committed to helping customers with additional needs travel more easily by offering the following services:

- Assistance at stations to board and alight trains or make 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

TfL Rail is committed to working with TfL, Network Rail and the Department for Transport to support the delivery and development of accessible stations.

This document, along with our policy document 'Making Rail Accessible: guide to policies and practices', is reviewed annually, by the Office of Rail and Road (ORR).

## Assistance for customers

All TfL rail managed stations, where we operate a timetabled train service, stations are staffed from first to last train to offer the following:

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

TfL Rail operates a Turn up and Go service for customers requiring assistance. To request assistance please speak to a member of staff who will be happy to help. They will make sure help is available at your destination.

If you are travelling from one of our stations with step-free access from street to the train and require assistance at your destination please let a member of staff know before you board the train.

Help points are strategically located at stations with inductive hearing loops across our network. They have information and emergency buttons for all requirements.

## Assistance for customers (continued)

Although we aim to help customers board or alight from trains as quickly as possible, there may be a delay of up to five minutes at terminating stations. You will be informed of any possible delay at the time of booking and we recommend you allow extra time to make any connections.

TfL Rail participates in and fully supports the Passenger Assist system to ensure that our customers can book assistance for their entire journey, regardless of which Train Operating Company runs the service.

If you need assistance for your journey, please contact the TfL Contact Centre by phone on 0343 222 1234\* or via [tfl.gov.uk](https://tfl.gov.uk) giving where possible 24 hours' notice, especially when your journey continues beyond TfL Rail. For customers who are deaf or hard of hearing, please use the Type Talk prefix 18001.

You can also book assistance through the National Rail Enquiry Service by phone on 0800 022 3720 or via [disabledpersons-railcard.co.uk/travel-assistance](https://disabledpersons-railcard.co.uk/travel-assistance). For passengers who are deaf or hard of hearing, booking assistance is possible by Minicom textphone on 0345 60 50 600.

Although seats cannot be reserved on TfL Rail services, we have clearly marked priority seats on all our trains for the use of customers with barriers to travel.

## Assistance for customers (continued)

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 an interactive tool with 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 mobility reduced customers from using the station
- Any significant temporary work affecting station accessibility
- Any changes to stations that would make them temporarily inaccessible, e.g. lifts and toilets out of order
- Any facilities on trains being unavailable if this would have a material impact on a mobility impaired customer's journey, including the temporary use of inaccessible trains



## Alternative accessible transport

TfL Rail are committed to making all stations fully accessible for our customers. Where our stations are not accessible we will provide alternative transport, at no additional cost. This will include those occasions when a station becomes temporarily inaccessible, e.g. station facilities are unavailable.

When you arrive at the station, please make yourself known to a member of staff to ensure you have alternative transport between:

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

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

## Customer information

We provide clear and consistent information regarding train departures and we work closely with other Train Operating Companies to ensure that our information is in line with industry good practice. Our staff are available to provide up-to-date information. Help Points are fitted at all stations with induction loops and information buttons which connect to a service.

The TfL Rail Control Centre are responsible for ensuring that our industry databases are updated with any changes to the services we provide within 24 hours.

You can also get full details of the services that we offer from the TfL Contact Centre at [www.tfl.gov.uk](http://www.tfl.gov.uk) or any member of station staff. Our station staff have access to the National Rail Enquiries website and the 'Stations made easy' pages, as well as the TfL website and can provide information about our facilities, services and the accessibility of our stations and trains.

## Customer information (continued)

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

- **Audio Tube map**

A guide to Tube, Docklands Light Railway (DLR) London Overground and TfL Rail.

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

These include Tube, DLR, London Overground and TfL Rail available at [tfl.gov.uk/maps](http://tfl.gov.uk/maps) or from our Ticket Offices

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

This provides help with planning journeys using Tube, DLR, London Overground, TfL Rail, buses, taxis and private hire vehicles, trains, trams and riverboats; available in large print and braille at [tfl.gov.uk/accessguides](http://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](http://tfl.gov.uk/accessguides) or from our Ticket Offices

- **Tube toilet map**

The locations of toilet and baby changing facilities on the Tube, London Overground DLR, and TfL Rail at [tfl.gov.uk/accessguides](http://tfl.gov.uk/accessguides). This guide is downloadable only.

## Tickets and Fares

Local boroughs provide Freedom Passes to provide older and disabled Londoners free travel on almost all public transport. Freedom Pass holders can 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 can travel on TfL Rail services at any time. To find out more and to apply online, visit [freedompass.org](https://freedompass.org) or call your local council on 0300 330 1433\*.

If you're not yet eligible for a Freedom Pass, you might be eligible for a 60+ London Oyster card.

## Tickets and Fares (continued)

If you hold a Disabled Persons Railcard please remember to show it when buying your ticket. Railcard discounts are also available from ticket machines. Visually impaired customers without a Railcard are entitled to discounts when travelling with a companion and should present their Certificate of Visual Impairment (CVI) or BD8 certificate. Wheelchair users are also entitled to discounts without a Railcard as detailed in the table on pages 14.

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

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

## Fares and tickets (continued)

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

	Adult	Child
Disabled Persons Railcard holder	1/3 discount on most National Rail single or return fares	Standard child rate applies (where a child holds a Disabled Persons Railcard a 1/3 discount is available to an adult companion on most National Rail fares)
Companion to a Disabled Persons Railcard holder	As above	The standard child rate applies to a child travelling as a companion
Wheelchair users and one companion, or wheelchair user travelling alone	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class)  50% discount available on National Rail Anytime day return fares	75% discount available on most National Rail Anytime day single and return fares for child wheelchair users only  (The standard child rate applies to a child travelling as a companion. 34% discount available for accompanying adult on most National Rail fares, and 50% discount available for National Rail Anytime day return)
Blind or visually impaired customers when travelling with a companion (no discount if travelling alone)	34% discount on Anytime single or return fares and Anytime day single fares (first or standard class)  50% discount available on National Rail Anytime day return fares	Standard child rate applies

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

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

## At the station

TfL Rail 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 mobility impaired customers.

We are committed to providing sufficient resources to maintain Turn up and Go and pre-booked assistance from first to last train at all stations served by a timetabled TfL Rail service.

As part of Crossrail construction works we will be improving station and train facilities which will improve accessibility and the journey experience for all customers.

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

All our ticket machines offer discounted tickets to Disabled Persons Railcard holders. Where our stations have automatic gates, these are staffed when in operation. If for any reason we cannot supervise ticket gates we will switch them to the 'open' position.

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

## On the train

Trains across our network provide dedicated wheelchair bays and prominent priority seating which are clearly signed. We operate a mixed fleet of trains. The area for mobility scooters, wheelchairs and prams are located in car 4 on the 345 train. There are platform markings on the stations to illustrate where accessible coaches are. The stations with step free access have manual boarding ramps.

All our trains give audio and visual information in each carriage and CCTV for added security.

To ensure that customers have sufficient time to prepare to leave the train, we announce the next stop on leaving the previous station and our trains have visual route maps. We aim to ensure that we keep you regularly informed of how the train is running, especially during service disruptions.

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

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



## Making connections

We are happy to provide assistance to any passenger 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 identify themselves to our staff on arrival at the station, we will ensure that assistance is available if there is a change of platform.

We operate a Turn Up And Go service at our stations, customers who wish to book assistance in advance should contact TfL Control Centre or National Rail Enquiry.

You can find out more about the assistance services we offer in the 'Assistance for customers' section of this leaflet or by contacting us.

## Accessible onward transport

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

All London Buses operate (except heritage routes) low-floor vehicles with wheelchair ramps. The DLR and London Trams are fully accessible. All licensed taxis (black cabs) are accessible to people using wheelchairs.

There is step-free platform to platform access between TfL Rail services and other train operators' services at

- Ealing Broadway  
(between platform 4 and the Central Line)
- London Liverpool Street  
(London Overground only)
- Romford
- Shenfield
- Stratford
- West Ealing  
(between platform 4 and 5 for the Greenford branch)

For TfL Rail operated services between Acton Mainline and Hayes and Harlington, there is no step free or lift access to any platform. Hayes and Harlington station has step free access to platforms 4 and 5 only.

Paddington Station, operated by Network Rail, has step free access from platform to street.

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

## Disruption to facilities and services

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

Where you have booked assistance in advance, we will make every effort to make alternative arrangements during disruptions. If it is likely that any rail replacement service will be inaccessible we will arrange to take you to the nearest or most convenient accessible station from where you can continue your journey without an additional charge.

During planned engineering work, we will provide clear information at our stations to advise customers of replacement transport options. All replacement bus services run on behalf of TfL Rail during planned engineering work, are fully accessible and fitted with iBus.

## Disruption to facilities and services (continued)

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

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

## Contact us

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

We recommend that all booking requests are made by phone (0343 222 2000\*) so we can process them as soon as possible.

Alternatively you can go to [tfl.gov.uk/forms/12387.aspx](https://tfl.gov.uk/forms/12387.aspx) to find the most up-to-date forms on assistances and journey information.

You can also get additional copies of this leaflet, our 'Making Rail Accessible: A Guide to Policies and Practices' and large print versions by request from the TfL Contact Centre.

The TfL Rail Customer Experience Director is responsible for this policy and for making sure that we take the needs of customers with barriers to travel into consideration.

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

## Station accessibility information

Notes below refer to the 'Step-free access' columns on page 25.

### 1. Station with multiple entrances

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

- **Harold Wood** is step-free East bound to Shenfield via the car park entrance
- **Brentwood** is step-free from booking hall via lifts to platforms 1 – 3. Platform 4 accessible via the car park entrance
- **Romford** is step-free through the side entrance
- **Hayes & Harlington** is step-free from platforms 4 and 5

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

Step-free access is available between TfL Rail services and other train operators' services.

- **Ealing Broadway** is step-free between platform 4, the Central Line and the District Line
- **West Ealing** is step-free between platform 4 and 5 for TfL Rail and the Greenford branch

All stations are managed by TfL Rail unless otherwise shown.

Train Operating Companies codes refer to the 'stations' column on page 25:

NR	Managed by Network Rail
GA	Managed by Greater Anglia
HEX	Managed by Heathrow Express

**Additional notes:**

- This station accessibility information is reviewed every six months and updated on the TfL website as required
- Updates on station accessibility can also be found on the National Rail Enquiries website
- The station accessibility information is correct as of March 2019



# Station accessibility information (continued)

For notes and codes see pages 22, 23 and 24

Station	Staff available at the station (ticket office hours * or first to last ✓)	Step-free access (See page 23 and 24 for notes)	Toilet facilities (accessible ♿ or standard ✓)		Accessible ticket office and counter	Car parking and designated bays	Accessible ticket machines (Not in an accessible location *)	Seating	Customer information (visual and audio)	Catering or retail facilities	Secure station accreditation
Abbey Wood	✓	✓	✓ & ♿		✓		✓	✓	✓	✓	✓
Acton Main Line	✓						✓	✓	✓		✓
Brentwood	✓	✓ 1	✓ & ♿		✓	✓	✓	✓	✓	✓	✓
Burnham	✓*		✓ & ♿			✓	✓*	✓	✓		✓
Chadwell Heath	✓	✓	✓ & ♿		✓		✓	✓	✓		✓
Ealing Broadway	✓	✓ 2	✓ & ♿		✓		✓*	✓	✓	✓	✓
Forest Gate	✓	✓					✓	✓	✓		✓
Gidea Park	✓				✓	✓	✓	✓	✓		✓
Goodmayes	✓				✓		✓	✓	✓	✓	✓
Hanwell	✓						✓	✓	✓		✓
Hayes and Harlington	✓	✓ 1	✓ & ♿		✓	✓	✓	✓	✓	✓	✓
Harold Wood	✓	✓ 1	✓ & ♿		✓	✓	✓	✓	✓	✓	✓
Heathrow Terminals 2 & 3 [HEX]	✓	✓	✓ & ♿				✓	✓	✓	✓	✓
Heathrow Terminal 4 [HEX]	✓	✓	✓ & ♿				✓	✓	✓	✓	✓
Ilford	✓		✓ & ♿		✓		✓	✓	✓	✓	✓
Iver	✓*		✓ & ♿				✓	✓	✓		✓
Langley	✓*		✓			✓	✓	✓	✓	✓	✓
Liverpool Street [NR]	✓	✓ 2	✓ & ♿		✓		✓	✓	✓	✓	✓
Manor Park	✓	✓			✓		✓	✓	✓		✓
Maryland	✓	✓			✓		✓	✓	✓	✓	✓
Paddington [NR]	✓	✓	✓ & ♿		✓		✓	✓	✓	✓	✓
Romford	✓	✓ 1	✓ & ♿		✓		✓	✓	✓	✓	✓
Seven Kings	✓		✓ & ♿		✓		✓	✓	✓	✓	✓
Shenfield [GA]	✓	✓	✓ & ♿		✓	✓	✓	✓	✓	✓	✓
Southall	✓						✓	✓	✓	✓	✓
Stratford	✓	✓	✓ & ♿		✓		✓	✓	✓	✓	✓
Taplow	✓*		✓			✓	✓	✓	✓		✓
West Drayton	✓		✓			✓	✓	✓	✓		✓
West Ealing	✓	✓ 2					✓	✓	✓		✓

## Contact information

### TfL Rail Contact Centre

**Phone:** 0343 222 1234\*

**Textphone:** (18001) 0343 222 1234\*

(08:00 – 20:00 seven days a week)

**Post:** TFL Contact Centre

Fourth Floor

14 Pier Walk

London SE10 0ES

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

**Write:** London TravelWatch

169 Union Street

London SE1 0LL

**Website:** [www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)

The information within this leaflet is available to downloadable from [tfl.gov.uk/tflrail](http://tfl.gov.uk/tflrail) and in large print from the Contact Centre.

Information correct as of May 2018.



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



24 hour travel information

**0343 222 1234\***



Sign up for email updates

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



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



National Rail Enquiries

**03457 48 49 50**

\*Service and network charges may apply. See [tfl.gov.uk/terms](http://tfl.gov.uk/terms) for details.