

## Disabled People's Protection Policy - Passenger Document

### Making Rail Accessible: Helping Older and Disabled Passengers

#### Policy Summary

We are committed to providing an accessible station that is welcoming and easy to use by all, with particular attention to anyone with reduced mobility.

We recognise the broad range of rail customers who require assistance, and will make the best practicable provision to meet your particular requirements.

This not only applies if you use a wheelchair but also if you:

- Have visual or auditory impairments or learning difficulties;
- Have impaired mobility, either temporarily or longer term;
- Are an older person.
- Have mental health issues

We are committed to meeting the standards documented in the industry guide 'Design Standards for Accessible Railway Stations - A joint Code of Practice by the Department for Transport and Transport Scotland'. published by the Department for Transport.

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

To help us improve our services and facilities, we welcome your feedback identifying aspects that we do well and where we could do better.

If the range of assistance documented in our policy does not meet your particular needs, please contact our Help Desk Who will provide feedback on services or facilities such as, assisted travel, luggage handling and general enquiries.

If you require assistance, please contact the following:

#### Help Desk Contact Numbers

0800 032 6294

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

Textphone 18002 0800 032 6294.

#### Assistance for Passengers

Our staff receive equality and accessibility awareness training and will provide assistance, wherever possible. These are some of the types of assistance we can offer:

- Meeting you on arrival at a station (the meeting point will be specified when booking)
- Assistance purchasing a ticket, or other items from the station for the journey
- Assistance getting around the station
- Assistance boarding a train ranging from a helping hand to the use of a ramp
- Assistance alighting from a train
- Assistance climbing up or down stairs (If lifts are out of order)
- Assistance making train connections, whether with us or another train operator

- Assistance connecting to other forms of transport (e.g. bus, taxi), where these are located at the station
- Assistance with luggage

We recommend that, if assistance might be required at our station, this be arranged in advance. Preferably with 24 hours notice given if possible. If you have not booked assistance in advance, we'll help, but it may take a little longer to arrange.

We will have an assistance trained member of staff, at not more than 24 hours' notice, to assist you at the station. We commit to providing assistance to passengers getting off a train as soon as the train stops. Please advise us if you are part of a group of people that may need assistance.

Assistance for travelling on 27 December can be booked 24 hours in advance, contact the Stobart Rail Helpdesk on 0800 032 6294 or 03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges) If you require contact via Text phone please dial 18002 0800 032 6294.

We are fully supportive of the Passenger Assist system. This system allows you to book assistance for your entire journey on the national railway network. We work closely with the train operator to help achieve this; any bookings involving Southend Airport Station will be made by Abellio Greater Anglia through this system.

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

We commit to notify National Rail Enquiries so they are able to update Knowledgebase with any changes to the accessibility of services and facilities at the station, so that information on the Station Journey Planner ('Stations Made Easy') is up to date and anyone who requests assistance can be made aware of any limitations and/or temporary restrictions. Information on changes to accessibility will be relayed to National Rail Enquiries promptly by our Station Team Leader. Station staff will be on hand to offer assistance during any temporary loss of facilities. (Knowledgebase is a comprehensive information service regarding the services and facilities at every National Rail Station).

### **Alternative Accessible Transport**

Our commitment to you includes the following: -

- Where there may be a physical constraint that may prevent you from using it;
- Where significant temporary work that affects station accessibility is being carried out;
- Where there are changes that would make station facilities temporarily inaccessible.

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

Alternative accessible transport will be available when planned engineering works require substitute transport arrangements, such as replacement buses.

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

## Passenger Information

Information on accessibility at the station can be seen on National Rail Enquiries 'Station services and facilities' page (web reference [www.nationalrail.co.uk/stations\\_destinations/](http://www.nationalrail.co.uk/stations_destinations/)).

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

We are committed to notifying National Rail Enquiries with any significant changes to accessibility, such as lifts or toilets out of order or when significant works are being undertaken that affect accessibility, so that the information shown on the Stations Made Easy website is up-to-date and passengers who request assistance can be aware of any such limitations and restrictions. Our staff, both at the station and on our help desk, have access to this service and are able to provide such information to you in hard copy on request.

Up-to-the-minute rail travel information can be obtained from National Rail Enquiries by calling:

Telephone - **03457 48 49 50**

Textphone - **0345 60 50 600**

## Tickets and Fares

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

Our ticket vending machines are able to sell discounted tickets and companion tickets for railcard holders.

Tickets can also be booked through Abellio Greater Anglia's website: [www.greateranglia.co.uk](http://www.greateranglia.co.uk)

Please note that the Abellio Greater Anglia train service on this route is 'Driver Only Operation' and so tickets cannot be purchased on the train. If you are unable to buy a ticket before boarding the train Abellio Greater Anglia's Disabled Peoples Protection Policy states, you will be able to buy tickets at your arrival destination.

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

We adhere to the general policy of reduced fares for disabled none railcard holders.

In addition to railcards, passengers who are visually impaired and travel with a companion, as well as wheelchair users, who remain in their wheelchair for the whole train journey, are eligible for a concessionary fare. The ticket discount is as follows:

- First Class/Standard Anytime Singles or Returns 34% off
- First Class/Standard Anytime Day Single 34% off
- First Class/Standard Anytime Day Return 50% off

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

### Blind or visually impaired passengers

You are entitled to a discount without a railcard as long as you are travelling with a companion. Your companion will be able to buy a ticket at the same discount. If you are travelling alone, you will need a railcard to get a discount. You must show a document confirming your disability when buying your ticket or travelling. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK. In addition to the above you can also buy an adult season ticket that allows a companion to travel with you at no extra cost. This does not have to be the same person travelling with you on each journey.

### Wheelchair users

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

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

Website: - [www.disabledpersons-railcard.co.uk/](http://www.disabledpersons-railcard.co.uk/)

Telephone: - **0345 605 0525**

Textphone: - **0345 601 0132**

E-mail: - [disability@atoc.org](mailto:disability@atoc.org)

### At Our Station

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

We are committed to ensuring, whenever possible, clear and consistent visual and aural information on train departures and other relevant messages, such as delays and disruptions. The station is fitted with electronic Customer Information Screens that provide real time information about the train services; these are integrated into the Train Operator's system functioning on the Liverpool Street to Southend Victoria route.

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

There are stand-alone 'Help Points' at the station, on each platform. These are the standard two-button models, which are answered by our onsite station staff.

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

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

Our station staff will be able to provide information on timetables, fares, connections, other transport and station facilities as well as assistance updates you have booked.

Our ticket vending machines are able to sell discounted tickets and companion tickets for railcard holders.

Timetables, posters and information leaflets are positioned to ensure they are readily accessible to you.

This station does not have ticket gates.

Our staff, who are on duty 24 hours a day, will assist with luggage within the area of the station premises. Staff will always be available when assistance has been arranged in advance.

Please bear in mind the weight, size and quantity of luggage; this service will be limited to that specified in the National Rail Conditions of Carriage.

Luggage allowance comprises a single item of hand luggage that must be capable of being held in your lap if required, plus up to two items of luggage, each not exceeding 30 x 70 x 90cm.

Staff will make appropriate arrangements with Airport personnel to ensure that disabled passengers, whose journey involves both premises, have assistance throughout.

Assistance with luggage for disabled passengers is free of charge.

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

There are no retail or catering facilities at the station. In the event that any are introduced in the future we will not allow third parties to provide services and facilities unless they give a clear undertaking that they will be accessible to all.

### **On The Train**

Trains calling at Southend Airport Station are operated by Abellio Greater Anglia.

Staff at the ticket office can advise you of the services and facilities available on the train.

Information on facilities available on the train is displayed on the National Rail Enquiries website at: - [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

### **Making Connections**

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

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

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

Where Stobart Rail staff is providing assistance that assistance extends to the vicinity of the taxi pick-up point; assistance from there to the Airport will be provided by Airport staff. To pre-book assistance at the Airport please call 01702 538 517

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

Adjacent to the station there is a short stay carpark with 8 allocated blue badge parking spaces available and a long stay carpark with 6 allocated blue badge parking spaces.

\*Please note normal parking charges apply to blue badge holders or other disabled car users. Ticket machines for the car parks are accessible for all users without assistance. If in the unlikely event you require assistance the ticket office is open 06:00 - 23:00 hours.

London Southend Airport operate these car parks and additional car parks adjacent to the airport.

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

### **Disruption to Facilities and Services**

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

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

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

If you have booked assistance in advance through Passenger Assist, because of service disruption, it is no longer valid, either we or Abellio Greater Anglia will contact you to make any appropriate arrangements, such as re-booking alternative assistance.

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

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

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

If you encounter problems during any disruption, or indeed at any time, we would be pleased to receive feedback from you; this feedback can be in the way of a comment or a more formal complaint either to our station staff or to our Help Desk. Full details of our procedure for handling comments/complaints/claims are available at the station or from our Help Desk or website.

<http://www.stobartrail.com/item/station>

## Emergency Procedures

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

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

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

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

## Contact Us

Contact our Help Desk to:

- Provide feedback on services or facilities;
- Advise of specific problem with any facility (e.g. lifts, WC, obstruction);
- Obtain a copy of our 'Making Rail Accessible' policy document;

Our Help Desk can be contacted by:

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

- E-mailing - [helpdesk@stobartrail.com](mailto:helpdesk@stobartrail.com)
- Text Relay Phone - 18002 0800 032 6294

We are committed to providing copies of our 'Making Rail Accessible' policy documents to you within seven working days. These can be supplied in alternative format such as Easy Read, Large Print and Audio.

## **Station accessibility information**

Accessible Parking	6 parking bays designated for Blue Badge holders in the Long Stay Car Park 8 parking bays designated for Blue Badge holders in Short Stay Car Park
Access to Station & Ticket Office	Step free to all parts.
Ticket Office Accessibility	Counters at a height suitable for wheelchair passengers. Induction Loop.
Platform accessibility	Step free. The overbridge connecting the platforms is served by integral lifts. Wheelchair.
Accessible toilet (RADAR compliant)	London Bound platform.
CCTV	Both platforms.

Public address	Both platforms. Induction loop facility.
Customer Information Screens	Both platforms.
Help points	Both platforms.
Staffing hours	Customer Support Staff are at the station 24 hours a day. The Ticket Office is open from 06.00 to 23.00 daily.
General Information	The station has 40 seats which are located at the following areas: 4 in the Booking Hall, 24 on Platform 1, 4 at Platform 2 Hall and 8 on Platform 2. There are no catering or refreshment facilities at our station. The station currently does not hold secure station accreditation.

This information is correct at time of publication. Up-to-date information should be sought directly from our Help Desk.

#### General contact information

Stobart Rail Help Desk	Tel	0800 032 6294 or 03332 205 436 (calling from this number from a mobile or landline will not incur any premium rate charges)
	e-mail	<a href="mailto:helpdesk@stobartrail.co.uk">helpdesk@stobartrail.co.uk</a>
London Southend Airport (Special Assistance)	Tel	01702 538 517
	e-mail	<a href="mailto:LSAenquiries@SouthendAirport.com">LSAenquiries@SouthendAirport.com</a>
Abellio Greater Anglia (Disabled Assistance Helpline)	Tel	0800 028 2878
	Text	0345 600 7245
	e-mail	<a href="mailto:assistedtravel@greateranglia.co.uk">assistedtravel@greateranglia.co.uk</a>
Abellio Greater Anglia (Ticket Sales)	Tel	0345 600 7245
	Web	<a href="http://www.greateranglia.co.uk/home">http://www.greateranglia.co.uk/home</a>
National Rail Enquiries	Web	<a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a>
	Tel	03457 48 49 50
Disabled Persons Railcard	Web	<a href="http://www.disabledpersons-railcard.co.uk">www.disabledpersons-railcard.co.uk</a>
	e-mail	<a href="mailto:disability@atoc.org">disability@atoc.org</a>
	Tel	0345 605 0525
	Text	0345 601 0132
Transport Focus (this is an independent transport user watchdog, which campaigns on behalf of the transport user.)	Web	<a href="http://www.transportfocus.org.uk">www.transportfocus.org.uk</a>
	Tel	0300 123 2350

Signed:



A Richardson

Operations Director

Date: July 2017