

c2c

Disabled People's Protection Policy
and
Guide for Customers with Disabilities

c2c Rail Limited

September 2009

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1. Introduction

We have developed this “Disabled Person’s Protection Policy (DPPP) and Guide for Customers with Disabilities” to set out the procedures and policies that c2c has in place to help people with disabilities and other customers requiring assistance.

The document sets out our approach to meeting the requirements of the Code of Practice “Accessible Train and Station Design for Disabled People: A Code of Practice”(The Code of Practice), the Guidance on Disabled People’s Protection Policies published by the SRA in April 2002, the Disability Discrimination Act 1995 and the Rail Vehicle Accessibility Regulations 1998 (RVAR).

We recognise the broad range of rail passengers with additional requirements and will make the best practicable provision to meet their requirements. This not only applies to persons in wheelchairs but also:

- Those with visual or auditory impairments or learning difficulties.
- Those whose mobility is impaired through long term conditions such as arthritis or other temporary conditions.
- Older people.
- Other passengers with reduced mobility or who need additional requirements such as those requiring assistance with luggage or with children in pushchairs.

We recognise that all passengers will benefit from changes to make the railway more accessible and our aim is to make continuous improvements to the accessibility of our services and stations for all of our customers.

Our Disabled People’s Protection Policy is a condition of our passenger and station operator’s licences and has been approved by the Department for Transport (DfT). We will review the Policy on an annual basis, i.e. on the anniversary from its approval date.

Your comments and feedback are welcome and to enable this we can be contacted via our Customer Services Team:

The Customer Services Manager
c2c Rail
FREEPOST ADM3968
Southend SS1 1ZS

Telephone **0845 601 4873**
Text Phone **0845 606 7245**
e.mail **c2c.customerrelations@nationalexpress.com**

2. Statement of Policy

2.1 Our commitment to improving accessibility for you

c2c is part of the National Express Group and, as such, shares the Group's Purpose, Promise and Values. The aim across all of the businesses in the National Express Group, is to “make travel simpler” and to establish standards and quality of service which meet and exceed the expectations of our customers, including those with disabilities.

We recognise the unique needs of disabled customers when using the public transport system. Our goal is to provide a train service and station network that is accessible to all of our customers.

Over the course of the franchise we have committed to and implemented major investment in improvements to our stations and trains which have already benefited many of our customers with disabilities. As a franchise commitment we have an ongoing £250k per year programme of improvements to station facilities which often includes improvements to the accessibility of our stations and other improvements for our customers with disabilities. The most recent improvements are shown at Appendix D.

We are committed to working with the DfT, Transport for London, Local Authorities, industry partners, Passenger Focus, London Travel Watch and other stakeholders to deliver further improvements to facilities and accessibility for our customers.

2.2 Policy Details

We are committed to putting the customer at the heart of our business and to making travel simpler wherever possible. We seek to provide standards of quality and safe services which meet and exceed the expectations of all of our customers including those with disabilities and additional requirements.

- We recognise that most of the improvements to access and quality of service for passengers with additional requirements will also be of benefit to all of our customers.
- We will operate, publicise and support the Assisted Passenger Reservation System (APRS), and the supporting ‘Knowledgebase’ systems, which enables passengers with additional requirements to make travel arrangements in advance and allows us to provide appropriate and practical support to them. We will accommodate “turn up and go” customers with additional requirements, where possible.
- We will co-operate with other train operating companies to ensure that passengers with additional requirements can make journeys across the National Rail Network.
- We support and accept the Disabled Persons Railcard which enables passengers with a range of disabilities to obtain discounts on a range of fares

for themselves and, in relevant instances, for carers who may accompany them on their journeys.

- We are committed to an ongoing programme to improve the facilities at our stations on the network during the life of the franchise. The initial value of the programme at the start of the franchise was agreed at £250k per year. To protect the programme from erosion of value over the life of the franchise, each subsequent year is index linked. The programme is aimed at improving the provision of facilities, information to customers, ticketing, toilets and other facilities and can specifically include the provision of improvements for customers with disabilities.
- We shall continue to seek to supplement the above sum by applying, where appropriate, for funding from the DfT’s “Access For All – Small Schemes Fund” and the funds of industry partners and other stakeholder in order to achieve further improvements.
- We are committed to working with the DfT, Transport for London, Local Authorities, industry partners and other stakeholder to deliver further improvements to interfaces, facilities and accessibility for our customers.
- We endorse and are committed to adopting the services, standards and guidance contained in the Code of Practice, the Disability Discrimination Act 1995 and the Rail Vehicle Accessibility Regulations 1998 when making improvements to our services.
- When making physical improvements to stations or undertaking refurbishment of our trains, we will endeavour to meet the specified standards and will apply for a dispensation from the DfT where it is not practicable to comply fully with the Code of Practice.
- We will arrange disability awareness training, refresher training and appropriate briefing for staff at all levels who deal with passengers face to face or by telephone our managers and those who direct or manage the upgrade and modification of our facilities and services.
- At each of our stations we provide details as to how to obtain a copy of our DPPP and those of other operators using the station. A copy of our policy can also be obtained, free of charge, on request to our Customer Relations Team.
- Our DPPP is a live document that has been approved by the Department for Transport. We will review the Policy on an annual basis, i.e. on the anniversary of its approval date.

3. c2c services

c2c operate passenger rail services between London Fenchurch Street station and Shoeburyness. We have operational responsibility for 26 stations including London Fenchurch Street, which is managed by c2c on behalf of Network Rail.. These stations are listed in Appendices A and B, together with a summary of

station accessibility and key station information relevant to customers with additional requirements (as at the date of publication of this policy). This key information is also shown in copies of our passenger timetable “Train Times”.

Many of our trains stop at West Ham station which is operated by London Underground and our services offer the opportunity to interchange with LUL, Docklands Light Railway and London Overground at several of our stations. We continue to work with these industry partners with the aim of improving access for disabled customers and to ensure that interchange passengers are properly assisted.

Some of our services (currently approximately 5 per day) operate into Liverpool Street Station which is operated by Network Rail. It is still possible to book assisted travel on these services.

4. Before you travel

4.1 Obtaining information and planning your journey

This Disabled People’s Protection Policy and Guide for Customers with Disabilities is designed to help with information in advance of travel. A copy of our DPPP and those of other operators using the station is available, free of charge, on request from the ticket office and a copy of this document will also be provided, without charge, on request to our Customer Services Team at the address given on page 3. The policy is also included on our website at www.c2c-online.co.uk

The Association of Train Operating Companies (ATOC) publish a booklet entitled “Rail Travel Made Easy” which gives some details of industry arrangements for customers with disabilities including train company contact numbers and provides details of the Disabled Persons Railcard which offers discounts on a range of tickets to disabled customers whether they are travelling alone or accompanied. This booklet can be obtained at major station or on their website at www.disabledpersons-railcard.co.uk

Information detailing the accessibility of our stations (and those of other train operators) is provided to the Association of Train Operating Companies for inclusion in APRS, the National Rail ‘Rail Journey Information System’ (RJIS) and ‘Stations Made Easy’ which provides accessibility information and details of station facilities across the UK Rail Network. This information together with timetable details and fares information is also held by the National Rail Enquiry Service 08457 48 49 50 or can be found on the National Rail Website www.nationalrail.co.uk

Our Retail Manager has responsibility for advising changes, including temporary changes, to station facilities and services, to the National Rail systems.

At Fenchurch Street Station our customer help point staff will help you with your additional needs.

Many of our ticket offices have access to the national Rail Journey Information System and our staff will help you to plan your journey using this facility, however, at busy times they may need to direct you to our helpline.

4.2 Booking your assistance before you travel

We seek to make the journey of all of our customers a pleasant and successful experience including those who require assistance during their journey. To allow appropriate arrangements to be put in place we recommend that any customer requiring assistance provides us with details of their requirements at least 24 hours in advance of their journey. This enables the required assistance to be booked in advance using the National Rail Assisted Passenger Reservation System to arrange assistance on our services and those of other train operating companies.

You can book your journey or get information to plan your journey, free of charge, by using our Helplines:

Telephone – 01702 357 640 or 0800 0282878

Textphone - 0845 606 7245

Pre-booking offers the best opportunity for us to fully meet the needs of our customers. However, we will accommodate “turn up and go” customers with additional requirements and, where possible, will endeavour to meet their needs.

If you pre-book assistance, and it is not provided, we will fully investigate the reason. Complaints received from customers are dealt with on their individual merit, and compensation can therefore vary depending on the nature of the assistance failure.

After your journey, we welcome your feedback on what worked well and what improvements can be made to our service. We promise to respond to all feedback received, and to use the information you provide to learn and improve our service to disabled customers. We will also survey those customers who have given us their authority to do so.

4.3 Assistance with luggage

We do not provide staff specifically to carry luggage on any of our stations, but commit to providing assistance with luggage to and from the train for disabled customers when the service is pre-booked, and subject to the availability of staff if assistance has not been booked.

4.4 Providing accessible car parking and pick up/set down points

We offer free car parking to disabled customers at each of the station car parks shown in Appendix B. Customers must ensure that an International Blue Badge permit is displayed in the car windscreen. We will ensure that parking for those with mobility impairment is in accessible locations close to the station. It should be noted that many of our car parks are very busy and are full by 9.30 on weekday mornings.

We recognise the Code of Practice recommended ratios of Blue Badge parking bays. However, we also wish to avoid the frequently observed situation where

other customers are unable to park whilst Blue Badge spaces remain empty. To manage this we survey and record the provision and occupancy of Blue Badge spaces in our car parks at least every six months and amend provision accordingly. The results of the surveys and any actions taken are provided to the DfT.

If a parking space for those with mobility impairment is unavailable for any reason, disabled customers displaying an International Blue Permit may park for free in any other available parking space in the car park.

Illegally parked vehicles i.e. those using the spaces marked for disabled customers without displaying an International Blue Permit may be brought to the attention of the British Transport Police who are able to take action against offenders under the Railway Byelaws.

5. Purchasing a ticket

Tickets for your journey can be purchased in a number of different ways:

- In person from our station ticket offices or vending machines, see Appendix A for details. We are currently procuring new ticket machines at all of our stations which will enable the use of the Disabled Persons Railcard.
- From our dedicated telephone ticket sales line **08457 44 44 22**
- at www.c2c-online.co.uk

We support and accept the Disabled Persons Railcard which offers discounts on a range of tickets to disabled customers. An explanatory booklet entitled “Rail travel made easy” which gives details of this railcard can be obtained at major station or on their website at www.disabledpersons-railcard.co.uk

Our services operate a penalty fares scheme, however, if a disabled passenger is unable to obtain a ticket from either the ticket office or one of our ticket machines, a ticket will be issued on the train or at your destination, (at the Railcard-reduced rate where appropriate), and no penalty fare or additional charge will be made.

6. At stations operated by c2c

6.1 Facilities at stations

Our goal is to constantly improve the level of accessibility and facilities at our stations for all of our customers, including disabled passengers. We are committed to a £250k programme of ongoing improvements to station facilities in each year of the franchise. The programme is agreed with the DfT and can include improvements to accessibility and facilities for disabled passengers.

We are committed to working with the DfT, Transport for London, Local Authorities, industry partners and other stakeholders to deliver further improvements to facilities and accessibility for our customers.

When making improvements to our network we endorse and are committed to adopting the services, standards and guidance contained in the Code of Practice. Where we are unable to do this we shall seek the appropriate formal dispensation from the DfT.

6.2 Assistance at Stations

Through the staff induction and other training programmes we aim to give all of our staff, including new starters, who deal directly with passengers an awareness of the issues facing disabled users of the rail network, to recognise customers who may need additional help and to equip them with appropriate skills to offer appropriate assistance.

We recommend that, wherever possible, customers request assistance at least 24 hours in advance using our **Helplines – 01702 357 640 or 0800 0282878**. Where this is not possible any customer requiring assistance should speak to any member of our on station or ticket office staff. As a guide to customers the current ticket office opening hours at each of our staffed stations are shown at Appendix A.

If a disabled person notifies us 24 hours in advance of their need to use a non accessible station, we will provide the customer with alternative accessible transport from that station to the nearest accessible station at no additional cost to them. We will of course do our best for customers who do not pre-book, but cannot guarantee they will get immediate alternative accessible transport, as this depends on the local availability of such transport.

6.3 Assistance at stations where there are no staff

A number of our stations have limited staffed hours (see Appendix A). We regret that assistance to access or leave the station is not available outside of the staffed hours shown at Appendix A.

Disabled customers can contact our travel assistance helpline to find out how to complete their journey using either the nearest staffed accessible station or alternative accessible transport provided by c2c.

6.4 Information at stations

We have customer information displays/monitors at all of our stations which provide real time train running information. We also provide help points whose facilities allow passengers to enquire about how trains are currently running

6.5 Communicating station facilities

Details of the key facilities for customers with disabilities are included at Appendix B. This appendix can also be viewed on our website at www.c2c-online.co.uk

Our customer relations team will be able to help you with additional information on request.

The rail industry maintains up-to-date records of station and train facilities in order to make disabled passengers' journeys as easy as possible. c2c are

committed to ensuring that we keep details of our own trains and stations up to date.

6.6 Communicating changes to station access

We will arrange to update the database within 24 hours of any changes to accessibility and key facilities that are likely to last for longer than one week.

Where temporary changes occur that are expected to last for less than one week our Retail Manager will notify customers by posters or notices and will place an alert message on the National Database and on our website.

If for any reason it becomes necessary for us to make a permanent alteration to a station which results in permanent closure of an access point or a reduction in accessibility we will consult with the Department for Transport, Passenger Focus and London Travel Watch.

If the breakdown or closure of a customer facility results in a disabled customer being unable to gain access to their train service, we will provide alternative transport to the nearest point of access at no additional cost to the customer, even if it is necessary for the customer to make a longer journey.

Automatic ticket gates and manual gates will be retained in the open position if no staff are available to supervise these exits.

7. On c2c operated trains

All of our trains have a number of seats in each carriage which are clearly marked as priority seating. These are intended for the use of customers who have difficulty in standing during their journey including disabled people, customers with assistance dogs, elderly customers, expectant mothers and those carrying small children.

Requests for assistance to and from the train can be booked on our **Helplines – 01702 357 640 or 0800 0282878**. As stated above, we recommend that, wherever possible, customers request assistance at least 24 hours in advance.

7.1 Getting on and off our trains

We provide ramps at all our staffed and accessible stations. These ramps facilitate boarding and leaving the train whether assistance has been booked or not.

If the station at which the customer wishes to leave the train is not staffed, we will take the customer to the nearest staffed station and organise alternative transport to take them to their destination at no additional cost.

Standard or 'reference wheelchairs' (i.e. those not exceeding the prescribed dimensions within RVAR), can be carried on all of our trains provided they are not wider than 70cm, no longer than 120cm and the combined weight of the passenger and wheelchair is less than 300kg. Powered buggies cannot be carried on our trains.

In arriving at this policy, we have given serious consideration to the needs of passengers with reduced mobility who choose to use a powered buggy, and have balanced those needs against our duty to provide a safe environment for all passengers and safe working conditions for our staff. Powered buggies come in a number of sizes and wheel configurations which present difficulties in providing the appropriate “risk assessed” safe access to our trains and their configurations often present maneuverability problems inside the train. For this reason it is necessary to restrict use to standard wheelchair dimensions as shown above.

Should this aspect of our policy cause you to have difficulty travelling on our trains please contact our helpline who will be happy to help you to plan your journey with us.

7.2 Assistance Dogs

Assistance dogs are welcome on our trains. Space is provided either adjacent to or beneath priority seating to accommodate an assistance dog.

7.3 On-train – Information and Assistance

Almost all of the services that we operate are driver only operated which means that the planned service has no dedicated on board staff other than the driver although services may be attended for all or part of the journey by our ticket inspectors.

All of our trains have automated audio announcements advising of the calling points of the service. Should these systems not be working, on all of our services our drivers are briefed to make announcements advising customers of the calling points of the service prior to departure via the train’s public address system. Our drivers are also briefed to advise customers of where and when the train is stopping and other relevant journey information through on board announcements. These should be made in sufficient time for customers, including those with mobility impairment, to be able to prepare to alight. The importance of making announcements relating to any alterations to the normal service and during times of disruption is also briefed to our staff.

All of our services have visual displays which show the destination of the train and the intermediate stopping pattern of the service. The display also shows the next station where the train will stop.

7.4 Accessibility of Rolling Stock

All of our services are operated by class our 357 fleet of vehicles which are RVAR compliant and have a fully wheelchair accessible toilet.

8. Managing Service Disruption and Emergencies

8.1 Managing service disruption at stations

Our staff are trained to understand and ensure that the needs of our disabled customers are considered at all times and particularly at times of disruption to the train service.

When platform alterations occur at short notice our staff, where available, will make aural announcements, change visual information displays, give verbal notifications to visually impaired customers or persons who have difficulty reading the visual displays and, where necessary, assist disabled passengers to change to the correct platform.

When disruption results in train service cancellations our staff will seek to inform disabled customers in the same way as above and, if necessary, arrange alternative accessible replacement transport that meets their needs.

If the customer has booked assistance in advance and staff are not available to help at one of our stations then we will provide alternative accessible transport, at no extra charge, to take the customer to the nearest accessible station.

If a train service is subject to planned or unplanned engineering work an accessible bus service will be provided. If it is not possible to provide an accessible bus then an accessible taxi, where available, will be provided at no extra cost to the customer.

8.2 Managing service disruption on trains

We provide aural announcements on all trains, giving customers information about any delays, changes to stopping patterns, and connection information.

Any new aural and visual passenger information systems introduced on any new or refurbished trains will comply with the Code of Practice.

If a customer travels on a different train to that on which they were originally booked due to service disruption, we will make every effort to contact the terminating or interchange station to ensure that they are ready to assist on arrival.

When service disruption results in the train arriving at a station after normal staffing hours we will use every effort to make appropriate arrangements.

If a train terminates on route then our driver will contact the station or operations control and advise them if a disabled customer requires assistance.

If a disabled customer is unable to exit the station, or unable to access their onward transport, then arrangements will be made to transfer the customer to the next accessible station and for suitable road/onward transport to their final destination.

8.3 Replacement bus services

Where the National Rail Timetable or supplements cannot be operated and have to be replaced by bus services, we will endeavour to ensure that an accessible bus is used to provide the replacement service. Where this is not available, a suitable taxi will be provided at no extra charge to the customer.

When letting contracts for replacement bus services, c2c will try to procure the services of contractors who can provide accessible buses wherever practicable

8.4 On train emergencies

Our drivers are trained in emergency evacuation procedures, including the evacuation of disabled passengers. Our normal policy is not to evacuate passengers with mobility impairments/wheelchair users until appropriate support is available from the emergency services unless those passengers are in a life threatening situation.

9. Interchange with other transport

9.1 Taxis and Buses

We include, where possible, the number(s) of local taxi operators on the station information poster, which are displayed at each of our stations, and telephone numbers of local taxi services are advertised and available online at www.traintaxi.co.uk

Where taxi ranks are provided at stations these are clearly signposted. When available, station staff will call a taxi if a passenger requests such assistance

Where no staff are available, passengers requiring assistance to call a taxi are recommended to use the help point at the station to make such a request to our control staff.

Information on bus links to and from our stations is available from the national traveline service on 0871 200 22 33.

9.2 Interfaces with other transport providers

Where our train services connect with ferries, LUL, Docklands Light Railway and NXEA, we shall continue to work with the operators of those services to provide, wherever possible, accessibility and assistance which ensure a seamless onward journey for our customers.

10. Communication of our Disabled People's Protection Policy

At each of our stations we provide details on the station poster as to how to obtain a copy of our DPPP and a copy of our policy can also be obtained, free of charge, on request to our Customer Relations Team (see contact details above) and can also be downloaded from our website www.c2c-online.co.uk On request this policy can be made available in alternative formats e.g. large print, usually within one week of such a request being received.

As stated in the introduction, this policy is a live document and we welcome your comments on accessibility issues and suggestions for improvements to the service that we provide. Customer comment forms are available from all of our ticket offices.

11. Consultation

We consult on our Disabled People's Protection Policy with the Department for Transport, Passenger Focus and London Travel Watch, including any revisions to the policy.

We also consult with and seek the agreement of those organisations if there are any planned changes to facilities which would have a significant impact on, or would result in the withdrawal of facilities for disabled customers. If we do have to withdraw such facilities we aim to give three months notice to the consultative bodies.

12. Management Arrangements

The management arrangements detailed below are designed to ensure that disability issues are an integral part of our business activities:

Our DPPP is approved by the Board of Directors of c2c and endorsed and supported by the Managing Director and his Executive management team.

The company has an identified Disability Advisor who has executive responsibility for our Disabled People's Protection Policy and will ensure that it is integrated into business plans and incorporated at the planning stage of all major projects. The Disability Advisor is an attendee and will ensure that the requirements of disabled people are represented at c2c Board of Directors and Executive Team level and that briefings are cascaded throughout the business as appropriate.

In our recruitment and selection processes we seek to identify staff committed to the principles of customer service, particularly in the case of our revenue protection, station and support staff who provide face-to-face customer service. .

We seek to provide all of our staff, both new recruits and in service staff, with the understanding, knowledge and the appropriate skills to enable individual members of staff, whatever their duties, to meet and exceed the expectations of our customers.

In the context of this policy this includes providing staff with information on the provision of help in general and basic understanding of the different types of disability, our legal obligations and specific advice on how we meet the needs of some groups, including the maintenance of specific facilities on stations and trains. Training is also given on helping wheelchair users and the use of platform to train ramps, where appropriate.

Appendix A - Stations operated by c2c, showing our ticket office opening and closing times.

	Weekday Open	Weekday Close	<i>Saturday Open</i>	<i>Saturday Close</i>	Sunday Open	Sunday Close
BARKING	0515	2330	<i>0515</i>	<i>2330</i>	0615	2330
BASILDON	0515	2200	<i>0515</i>	<i>2130</i>	0615	2200
BENFLEET	0515	2200	<i>0515</i>	<i>2200</i>	0615	2200
CHAFFORD HUNDRED	0545	2200	<i>0645</i>	<i>2130</i>	0715	1630
CHALKWELL	0515	2000	<i>0815</i>	<i>1740</i>	0645	1610
DAGENHAM DOCK	0615	1340	<i>0815</i>	<i>1540</i>	CLOSED	CLOSED
EAST TILBURY	0615	1334	<i>0615</i>	<i>1540</i>	0915	1630
GRAYS Main ticket office	0520	2200	<i>0715</i>	<i>2210</i>	0715	2200
LAINDON Main ticket office	0515	2200	<i>0615</i>	<i>2100</i>	0615	2100
LEIGH ON SEA	0515	2200	<i>0615</i>	<i>2000</i>	0645	1940
LIMEHOUSE	0615	2100	<i>0700</i>	<i>1700</i>	CLOSED	CLOSED
LONDON FENCHURCH STREET Main ticket office	0545	2140	<i>0545</i>	<i>2140</i>	0715	2140
OCKENDON	0545	2030	<i>0715</i>	<i>1630</i>	0815	1540
PITSEA	0515	2200	<i>0615</i>	<i>2200</i>	0715	2200
PURFLEET	0615	1340	<i>0615</i>	<i>1340</i>	CLOSED	CLOSED
RAINHAM ESSEX	0615	2200	<i>0645</i>	<i>1600</i>	0915	1640
SHOEBURYNESS	0615	2200	<i>0815</i>	<i>1740</i>	0715	1840
SOUTHEND CENTRAL	0545	2200	<i>0615</i>	<i>2200</i>	0715	2200
SOUTHEND EAST	0515	2030	<i>0615</i>	<i>1540</i>	0615	1540
STANFORD LE HOPE	0530	2030	<i>0615</i>	<i>2030</i>	0645	1600
THORPE BAY	0515	2030	<i>0615</i>	<i>1540</i>	0645	1600
TILBURY TOWN	0545	2030	<i>0615</i>	<i>2030</i>	0715	1630
UPMINSTER Main ticket office	0515	2200	<i>0615</i>	<i>2200</i>	0645	2200
WEST HORNDON	0615	2030	<i>0815</i>	<i>1740</i>	CLOSED	CLOSED
WESTCLIFF	0545	2200	<i>0615</i>	<i>1540</i>	0615	1540

Appendix B - Station accessibility and key station facilities at date of publishing.

	Step Free Access to London	Step Free Access from London	Lifts to Platforms	Disabled Toilet	Car Parking Available at Station - Number of spaces (number of Blue Badge spaces)	Taxis Available	wheelchair Accessible Bus link	Accessible Information Systems	Accessible Help Points	Accessible Seating
BARKING	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes
BASILDON	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes
BENFLEET	Yes	Yes			165 (2)	Yes	Yes	Yes	Yes	Yes
CHAFFORD HUNDRED	Yes	Yes		Yes	105 (5)			Yes	Yes	Yes
CHALKWELL				Yes		Yes				
DAGENHAM DOCK	Yes	Yes		Yes	17 (2)			Yes	Yes	Yes
EAST TILBURY	Yes	Yes						Yes	Yes	Yes
GRAYS	Yes	Yes		Yes	150 (4)	Yes		Yes	Yes	Yes
LAINDON		Yes		Yes	253 (2)	Yes			Yes	Yes
LEIGH- ON- SEA	Yes	Yes	Yes	Yes	495 (2)	Yes		Yes	Yes	Yes
LIMEHOUSE										
LONDON FENCHURCH STREET	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes
OCKENDON		Yes			43 (4)	Yes				
PITSEA	Yes*	Yes*			120 (3)	Yes		Yes	Yes	Yes
PURFLEET	Yes	Yes			18 (2)			Yes	Yes	Yes
RAINHAM ESSEX	Yes	Yes			188 (2)			Yes	Yes	Yes
SHOEBURYNESSE	Yes	Yes		Yes	28 (2)			Yes	Yes	Yes
SOUTHEND CENTRAL*	Yes	Yes		Yes	150 (0)	Yes		Yes	Yes	Yes
SOUTHEND EAST*	Yes				207 (0)			Yes	Yes	Yes
STANFORD LE HOPE	Yes	Yes			90 (1)	Yes	Yes	Yes	Yes	Yes
THORPE BAY	Yes	Yes			73 (1)	Yes		Yes	Yes	Yes
TILBURY TOWN	Yes	Yes		Yes			Yes	Yes	Yes	Yes
UPMINSTER	Yes	Yes		Yes	540 (9)	Yes		Yes	Yes	Yes
WEST HORNDON		Yes		Yes	110 (3)	Yes			Yes	Yes
WESTCLIFF	Yes	Yes		Yes	50 (3)	Yes		Yes	Yes	Yes
WEST HAM*	Yes	Yes	Yes					Yes	Yes	Yes

It should be noted that many of our car parks are very busy and are full by 09-30 on weekday mornings.

*Southend Central station car park is operated by National Car Parks

*Southend East station car park is off street parking for local residents and station users and is normally full by 08-00 on weekdays.

*West Ham station is operated by London Underground Limited.

*Pitsea has 4 platforms only 2 of which are accessible so please check the best way to undertake your journey before travel.

Appendix C – Rolling stock information and accessibility.

Type or Class of Train on the Route	Is the train Wheelchair Accessible (see Para 7.1 and the notes below)	Is there a Wheelchair Accessible Toilet	Are trains RVAR Compliant
Class 357	Yes	Yes	Yes

At least 2 priority seats, with signs that indicate that they are intended for the use of disabled customers are clearly marked next to each doorway on our trains.

As shown in Paragraph 7.1 “Standard or ‘reference wheelchairs’ (i.e. those not exceeding the prescribed dimensions within RVAR), can be carried on all of our trains provided they are not wider than 70cm, no longer than 120cm and the combined weight of the passenger and wheelchair is less than 300kg. Powered buggies cannot be carried on our trains.”

Should this aspect of our policy cause you to have difficulty travelling on our trains please contact our helpline who will be happy to help you to plan your journey with us.

Appendix D – Recent improvements to Accessibility

Since the publication of the last c2c DPPP we have carried out a number of schemes aimed at ensuring the ongoing improvement of facilities specifically for customers with disabilities. We have also introduced improvements which are of benefit to all customers, including those with disabilities. These have included:

The installation of automatic station entrance doors at Grays, Stanford le Hope and West Horndon stations. The installation of stair treads that are compliant with the Code of Practice at Chalkwell, Southend East and Upminster stations and the provision of improved platform to train access ramps at 12 of our stations.

These schemes were supported by funding from the DfT “Access for All Small Schemes Fund” and recent support from this source for 2009/10 will enable us to continue the plan of improvements including:

- Refurbishment of the waiting room and accessible toilet at Leigh-on-Sea station.
- Refurbishment of the accessible toilet at Benfleet station.
- The installation of automatic station entrance doors at Southend Central, Upminster and Westcliff stations.
- The installation of Code of Practice compliant stair treads at Laindon, Leigh on Sea, Pitsea and Rainham stations.
- The installation of improved ramps in the car park and improved disabled road markings at Leigh on Sea.

With support from Network Rail, who have funded 50% of the cost, we will also undertake

- The installation of Code of Practice compliant stair treads at Barking station.

In November 2009, with financial support from Transport for London we will open a link bridge between platform 1 at Limehouse station and Docklands light railway.