

A Guide for Customers with Disabilities

Valid from October 2004

C2C → way2go



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Introduction

This guide is designed to assist you with your journey on c2c if you have a disability and to give you advice as to where you can get help and assistance if you require it. It is a summary of our Disabled People's Protection Policy that details the services that c2c provide for customers with disabilities.

c2c is committed to providing an excellent quality of service to all our customers. We will act to reduce social exclusion through a positive policy of improved access to our services for customers with disabilities and will work closely with our rail industry colleagues to achieve this where they are responsible for the provision or ownership of facilities.

Introduction (continued)

Our aim is to ensure no reduction in the standards of accessibility currently available on the c2c network and to maintain and where possible, improve upon current provision.

c2c will comply with the Code of Practice issued by the Strategic Rail Authority (SRA) and any successor legislation or Code of Practice.

1 Description of the Network

c2c operates rail services between London and South East Essex serving the towns of Basildon and Southend.

Details of the network of services operated by c2c are shown on the network map on the back page of this guide.

For a larger format please refer to on station information.

2 Consultation

We will ensure that when planning to improve stations or trains, we will take the needs and aspirations of customers with disabilities into consideration.

Appropriate consultation will take place with the Disabled Persons Transport Advisory Committee, and/or the appropriate Rail Passengers Committees, the Rail

Passengers Council, the Strategic Rail Authority and other organisations, as required.

3 Information Prior to Travel

3.1 Assistance with Travel Arrangements

To enable customers with disabilities to travel by train with ease, c2c offers the facility to plan rail journeys in advance so that we can make any specific arrangements necessary.

Customers who require assistance may contact us in advance to discuss their requirements and find out what help and facilities we can provide. Ideally at least 24

hours notice will enable us to ensure that a customer's requirements are met and we strongly recommend that customers take this opportunity to make advance arrangements. Where customers are unable to make advance arrangements, our staff will nevertheless provide assistance where possible. We recommend however that in such cases customers allow themselves extra time at stations.

3.1 Assistance with Travel Arrangements (continued)

Customers can obtain information on facilities, including the accessibility of stations, by telephoning our c2c Customer Assistance helpline on:

01702 357 640

Monday to Saturday

0700-2200

Sunday 0800-2100

A leaflet showing the accessibility of our stations is available on request.

3.2 Travel on the National Rail Network

In addition to providing assistance for travel on the c2c network, assistance can also be arranged for customers wishing to travel on the National Rail system using the national booking network.

3.3 Train Service Information

National Rail train information is available by telephone from National Rail Enquires on:

08457 48 49 50 (24 hrs)

Textphone Service

0845 60 50 600

www.nationalrail.co.uk

and/or Traveline public transport information:

0870 608 2608

www.traveline.org.uk.

c2c train information and Rail Enquiries can be obtained from our helpline on: **08457 444 422.**

4 Tickets

A range of discounted fares is available to customers with disabilities.

4.1 Disabled Person's Railcard

This gives a discount of one third off a range of tickets and allows one accompanying adult to travel at the same discount. It is available by postal application only. Details are available from; c2c Customer Services on **0845 601 4873** Textphone **08457 125 988** or from staffed stations.

4.2 Travel without a Disabled Person's Railcard

Wheelchair bound customers who travel without a Disabled Person's Railcard and remain in their chairs, will be offered a discount for both themselves and one travelling companion of:

- 34% off single tickets
- 50% off Standard Day Return Tickets
- 34% off Standard Open Return Tickets

4.3 Registered Visually Impaired

A registered visually impaired customer travelling without a Disabled Person's Railcard will be entitled to a discount for themselves and one travelling companion of:

- 34% off single tickets
- 50% off Standard Day Return Tickets
- 34% off Standard Open Return Tickets

No concession will apply if you are travelling on your own and do not hold a Railcard.

4.4 Season Tickets for the Visually Impaired

Registered visually impaired customers can purchase a Season Ticket to cover themselves and one travelling companion. The travelling companion may vary. This permits two people to travel together for the price of one.

4.5 Buying a ticket

In addition to buying your ticket at the station on the day of travel c2c provide alternative facilities to enable you to purchase your ticket before you travel.

Online

Tickets can be purchased online at: **www.c2c-online.co.uk**
Tickets can be delivered by first class post to UK addresses, or can be collected from a range of stations nationally.

By Telephone

We provide a facility for purchasing tickets and making advance reservations by telephoning c2c Rail Enquiries on:
08457 44 44 22
Daily 0800-2000

5 Trains

Pictograms are affixed to train doors to identify the most suitable entrances for use by wheelchair users. All stations have wheelchair ramps to facilitate access to our trains and all have a designated wheelchair space.

To assist our elderly and disabled passengers we have identified priority seating in our trains. These are identified by the use of a notice displayed on windows next to seating. We are able to convey passengers in wheelchairs and

powered wheelchairs up to a maximum width of 700mm, and a length of 1200mm (the reference wheelchair in the RVAR subject to availability of space).

c2c does not currently carry powered scooters for the mobility impaired on any of our trains.

c2c does not provide staff specifically to carry passengers' luggage, but our staff are actively encouraged to assist where required. No charge is made for assistance with a passenger's luggage.

6 Stations

6.1 Staffing

All of our stations are staffed for all or part of the day. Our Customer Services staff will advise customers of the most suitable stations according to their needs and disability. Wheelchair access is available at many of our stations. Where customers with disabilities wish to alight at stations that have more than one platform, and access is not available to all of the platforms, they may travel to the nearest

suitable station and take a return train to their original destination, alighting at the platform where there is no restriction. They may do this at no additional cost.

6.2 Access

c2c is committed to improving the overall quality of our stations for all customers. In order to achieve this, we are working closely with both Network Rail, who have responsibility for the infrastructure, and local authorities.

We have compiled a leaflet that indicates the degree of accessibility at every station on our network and this is available on request.

6.3 Car Parking

c2c will continue to provide disabled car parking bays at car parks at c2c stations and these shall be “marked out” in accordance with the Code of Practice. It is not currently the policy of c2c to charge for Blue Badge holders to park at our stations. If we consider

amending our charging policy in the future, we will consult with the RPC and provide three months notice to our customers.

6.4 Personal Security

In partnership with Network Rail, as the station owner, and other agencies, c2c will continue to seek improvements to personal security at our stations.

6.5 Ticket Sales Points / Barriers

Most of the larger c2c operated sales outlets on the network are fitted with an induction loop.

Where possible, adjustment will be made to ticket offices to make access for our customers with disabilities easier. It is unlikely that any significant improvements to the infrastructure can take place before major refurbishment, but we will

examine all opportunities of a minor nature that present themselves.

Where ticket barriers are installed or used at station entrances and exits, they will be designed to ensure that they do not present any form of restriction to customers with disabilities.

6.6 Telephones

We are working with suppliers to ensure that all future public telephone installations meet the needs of customers with disabilities, being of the right height for customers who use a wheelchair and fitted with induction loops for customers with impaired hearing.

6.7 Seating

Adequate seating provision is provided on all c2c station platforms.

6.8 Retail Outlets

We will work with tenants on our stations to promote the provision of adequate facilities for customers with disabilities.

6.9 Toilets

c2c provides toilets that are accessible for wheelchair users at a number of stations. Details are listed in the accessibility leaflet. Some of these require access by the National Key Scheme ("NKS").

6.10 Platforms

c2c is working with Network Rail to ensure that all refurbished and newly constructed platforms meet the latest requirements, including the installation of approved tactile paviers.

6.11 Customer Information Systems

The majority of c2c stations have a means of displaying train service information at times of service disruption.

6.12 General

Stations on the c2c network are regularly inspected and examined on a proactive basis to ensure that reasonable care is taken to keep public areas free from obstructions.

7 Management

All c2c Directors, Managers and staff with a direct interface with passengers, will receive appropriate Disability Awareness Briefing and/or Training. All members of our staff have a basic duty to provide assistance and information to customers with disabilities.

The Strategic Rail Authority approves and reviews our Disabled People's Protection Policy.

8 Training

c2c recognises the importance of making our staff aware of the wider issues of disability. We recognise the importance of training in both awareness of the effects of disabilities and the need to understand the difficulties faced by customers with disabilities.

All staff are given training in equipment that they are likely to be required to operate, including wheelchair ramps and induction loops.

Training modules are being developed as part of the Company's training programme for new and existing staff that raises awareness of the full range of disabilities. It will seek to highlight the needs of customers who, whilst not registered disabled, may nevertheless require assistance, such as elderly people or carers with young children.

9 Advertising

c2c is committed to ensuring the widespread dissemination of information about our services and this is provided through a range of printed literature and other media.

In respect of fares and timetable changes, we comply with laid down mandatory periods of notice.

10 Future Developments

In conjunction with Network Rail, the SRA, local authorities and other agencies, c2c will actively seek to deliver improvements in access to stations across its network.

11 Review

c2c's Disabled People's Protection Policy will be reviewed annually.

12 Contacts

For information, advice or comment, customers may contact us at the following address:

Customer Services,

c2c

Station Road

Cambridge

CB1 2JW

Tel: 0845 601 4873

e-mail: custrel@c2crail.co.uk

If you are not satisfied with your response from c2c please contact the following:

For Upminster, Purfleet and stations to London:

London Transport Users Committee

6 Middle Street

LONDON

EC1A 7JA

Tel: 020 7505 9000

Fax: 020 7505 9003

For West Horndon, Chafford Hundred, Ockendon, Grays and stations to Shoeburyness:

Rail Passengers Council

Freepost WA1521

Warrington

WA4 6GP

Tel: 08453 022 022

Fax: 0845 850 1392

Textphone: 01845 850 1354

Email: info@railpassengers.org.uk