

Making Rail Accessible:

Helping Older and
Disabled Passengers



c2c

Valid from May 2016

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Introduction

Welcome to Making rail accessible: helping older and disabled passengers. This guide provides information to help older or disabled passengers plan their journey with c2c, and makes up one half of our Disabled People's Protection Policy (DPPP). The other half is called Making rail accessible: guide to policies and practices, which sets out c2c's policies and strategies relating to accessibility.

You can find Making rail accessible: helping older and disabled passengers in leaflet racks at all c2c stations, at the ticket office at other stations where c2c trains call, and on our website (in both PDF and Word formats). You can request a copy of either document from our Customer Relations team, who will send one within seven working days.

About our services

c2c operate passenger trains between London Fenchurch Street and Shoeburyness, calling at intermediate stations via Basildon, Tilbury Town and Grays. We also operate some trains to London Liverpool Street via Stratford at weekends.

We manage 25 of the stations along our route. West Ham, London Liverpool Street and Stratford stations are managed by other train operators.



Policy Summary

We recognise the needs and challenges that older or disabled passengers may face when using public transport and are committed to delivering improvements that help make our services accessible to all customers .

Our planned enhancements include:

- Providing step-free access between platforms and the street
- Making it easier to get from the platform to the train
- Providing new lifts
- Installing tactile paving
- Improving station entrances
- Improving pedestrian crossings
- Providing additional disabled parking bays
- Installing hearing induction loops

The specific access improvements that we plan to carry out each year will be published in our document Making rail accessible: guide to policies and procedures.

In addition to physical improvements, we will continue to maintain and improve the services that we provide for older and disabled customers, including:

- A dedicated accessibility helpline available 24 hours a day
- Customer service training that includes a focus on disability awareness, hearing and visual impairments
- Ability to book assistance only four hours before travel and a commitment to assist as soon as possible even where assistance has not been booked
- Assistance booking and information provision through the c2c Live App

Working in partnership with stakeholders, we will continue to identify and, wherever possible, meet the needs of disabled and older passengers. We are committed to including the needs of people with disabilities when planning projects for station improvements on our network, and review our policies annually; considering all opportunities to use feedback from passengers and stakeholders to improve the services we provide.

Passenger Assistance

All companies that make up the National Rail network use a common booking system for passenger assistance. This system is called Passenger Assist and allows you to book assistance for your entire journey, no matter which rail company you are travelling with. c2c is committed to providing the resource needed to maintain and improve this service.

Through Passenger Assist you can book assistance:

- For your entire rail journey, even if it involves other train operators
- To help you on and off trains, whether you need a ramp, or just a helping hand
- To meet you when you arrive at the station
- To help you buy a ticket
- To guide you through the station and to your train
- To help with your luggage

We know that everyone's individual needs are different, so please contact us to discuss your requirements and we will let you know what we can do to help.

If you would like to book assistance for your journey with c2c this must be done at least four hours before you travel. If your journey involves travelling with another train company you must book 24 hours in advance.

To book assistance you can call Passenger Assist on **03457 44 44 22**. You can use the same number when using textphone. Lines are open 24 hours a day every day (except Christmas Day) and calls are charged at a local rate. If you prefer, you can also book assistance by emailing passengerassistance@c2crail.co.uk, by filling in our online form on the c2c website, or using the c2c Live App.

When you book in advance through Passenger Assist we will provide assistance at any station during the hours that trains are scheduled to call there. We will ensure that the calling times of trains are published on the Knowledgebase (which populates passenger information sources such as National Rail Enquiries).

If you book assistance for a journey that takes place entirely on the c2c network and we fail to provide that assistance we will apologise and refund you twice the cost of your ticket for the journey.

If you have booked assistance in advance we will assist you off a train at its final destination as quickly as possible, and within five minutes wherever this is reasonably practicable. This will be confirmed to you during the booking process.

Turn Up and Go

All c2c stations are staffed from before the first train runs in the morning until after the last train has departed at night. We will, therefore, provide assistance at any of our stations, even if this has not been booked in advance. Please be aware that this assistance may not be available immediately (due to staff undertaking other duties), and so you are advised to book ahead if you require a specific train or connection. We will always try to provide assistance as soon as reasonably possible, and will give you a clear reason for any delay.

Ramps

Ramps are available at all of our stations to assist you getting on or off the train. Ramps can only be put in place by trained employees so please book ahead, or speak to a member of staff, if you would like to use one to board or alight the train.

Journeys with multiple operators

If your journey involves changes or connections to other train operator's services we will work with these operators to co-ordinate the organisation of any assistance that you require. To make this process as easy as possible for you it is only necessary to make one booking for your entire journey through the Passenger Assist service.

Changes to facilities

Sometimes changes are made to our network that may temporarily or permanently impact on accessibility. Though we will always try to avoid any change that has a negative impact on any passenger (especially disabled customers), where this does occur we commit to passing on information about these changes. We do this by promptly updating the Knowledgebase (which populates passenger information sources such as National Rail Enquiries and the Stations Made Easy guide, which can be accessed online at www.nationalrail.co.uk/stations) so that you can be made aware of any limitations and/or temporary restrictions when you book assistance.

Examples of times we do this include:

- Where stations have a physical constraint that prevents some disabled people from using it
- Where there are changes to stations that would make them temporarily inaccessible (e.g. when facilities such as lifts and toilets at stations are out of order)
- Where facilities on trains which materially affect disabled passengers' journeys are unavailable, including the use of inaccessible rolling stock on routes where stock is normally accessible, as far as this is reasonably practicable

Where any short-term or unplanned changes are likely to have a significant impact on your ability to complete your journey we will update the Knowledgebase directly.

Alternative accessible transport

Where any of our stations are inaccessible to you due to the nature of your disability we will provide, without extra charge, an appropriate alternative accessible service to take you to the nearest (or most convenient) alternative accessible station from where you can continue your journey.

If we need to provide substitute transport (such as buses) because of engineering work, we will always try to make this accessible. If we cannot do this, and the substitute transport is not accessible to you because of your disability, we will provide you with alternative accessible transport.

If significant short-notice disruption prevents you from completing your journey on c2c services we will also provide substitute transport, and if this is not accessible to you because of your disability we will provide alternative accessible transport.

We will always try to help you make as much of your journey by train where possible.

Passenger Information

We will ensure that up-to-date information about the accessibility of our station facilities and services is provided on www.c2c-online.co.uk, as well as the National Rail website (including the Stations Made Easy guide, which can be found at www.nationalrail.co.uk/stations). Our Head of Customer Experience will update this information within 24 hours of notification of any changes. Information is also available from staff at our stations, so please ask if you need any help or guidance.

Where we provide accessibility information in printed form (such as in this booklet), we will update this information as often as practicable where changes occur, and at least annually as part of our policy review.

Tickets and fares

If you have a disability that makes travel by train difficult you can use a Disabled Persons Railcard to purchase reduced price tickets for yourself and a companion. The Disabled Persons Railcard can be used to buy tickets anywhere on the National Rail network, including c2c.

Even if you do not have a Disabled Persons Railcard you may still be entitled to a discount on your ticket; for instance if you are blind or visually impaired and are travelling with a companion, or if you are using a wheelchair throughout your journey. You can get further information on these discounts from the 'Rail Travel Made Easy' guide (which is available at major stations), or online at www.disabledpersons-railcard.co.uk (click 'Other Concessionary Discounts').

If, due to your disability, you have not been able to buy a ticket before your journey, you will be able to buy one from a member of staff on the train, or at your destination station. Any discounts applicable to you will still be available should this occur.

At our stations

c2c manages 25 stations. A summary of the key facilities at these stations is included in the Appendix at the end of this booklet. You can view full details of all facilities at these stations on our website, on the c2c Live App, or at www.nationalrail.co.uk/stations.

Station Entrance

We will not permanently close any entrance at our stations if this will lead to a reduction in accessibility for disabled passengers to any platform or facility without first consulting with Transport Focus, London TravelWatch (where appropriate) and local access groups, and ensuring that the changes have been approved by the Department for Transport.

We will consider the needs of disabled people if we need to restrict or temporarily close access points at a station (for example during refurbishment works).

Aural and visual information

All of our stations are fitted with public address systems and information screens which are used to provide service messages, departure details and other relevant notifications. We will always aim to provide clear and consistent information, particularly in times of disruption. We plan to make further improvements to the information equipment at stations before the end of November 2017.

In addition to the electronic equipment at stations, we also use posters to communicate with customers. Wherever possible we aim to display posters in a way that they are easily readable by customers who are using a wheelchair or are unable to bend down.

Information points and displays

An Information Point is available at London Fenchurch Street, located on the main concourse of the station. The information point acts as a meeting place for disabled people who have booked assistance. At our other stations the ticket office acts as this meeting point.

The information point or ticket office can provide information on the facilities, services and accessibility of all stations, as well as information on timetables, fares, connections and confirmation of assistance bookings. You can also find information on station facilities and services by calling Passenger Assist, looking on the c2c or National Rail website, or using a Help Point on the station. Staff at the information point can provide you with accessibility and other information regarding the services of other operators in the area. Where they don't have the information to hand they will assist where they can or direct you to another source of information.

Information about train services that is on display at the station will also be available at the information point. Wherever possible we will display timetables, posters, information leaflets and other materials such that they are easily reachable by people using a wheelchair, or people who are unable to bend.

We provide real-time information at stations as soon as reasonably practicable to keep you informed of any delays, diversions or other events which may affect your journey.

Ticket machines

There are self-service ticket machines at every c2c station, every machine is able to issue reduced-rate tickets for holders of Disabled Persons Railcards or Senior Railcards



Ticket Gates

We have automatic ticket gates at all of our stations. Every gateline has at least one wide gate for people using a wheelchair, or with luggage, prams etc. These wide gates may be manual (operated by a member of staff), or automatic (operated by you using your ticket, smartcard or contactless payment). Under normal operation the ticket gates will always be in operation and supervised by a member of staff, however, if a member of staff cannot be in attendance the gates will always be left open.

Step-free access to the Southend-bound platform at Benfleet and the London-bound platform at Rainham is via a remote-controlled gate which is operated by ticket office staff on request.

Luggage

We know that it can be difficult for many older or disabled passengers to manage their luggage. If you need help with luggage please tell us when you book assistance and we'll make sure that someone is available to assist.

We can generally provide help with your luggage when assisting you between the train and the station entrance, or from one train to another. There is no charge for this service.

Please bear in mind, however, that the amount of luggage you are allowed to take on a train is limited to what one person can reasonably carry. Specifically, the National Rail Conditions of Carriage set a maximum luggage allowance of two large items (not exceeding 30 x 70 x 90 cm) plus one small item of hand luggage. We cannot provide assistance with anything in excess of this, or with any item exceeding 23kg.

Left Luggage

We have no left luggage facilities at any of our stations.

Ramps for boarding and alighting trains

We have portable ramps at all of our stations that we can use to assist you on and off the train if you require (for example if you are using a wheelchair or are unable to step between the train and the platform). Our station staff are trained in how to correctly use the ramps, and so only they are able to operate them.

If you book through Passenger Assist at least four hours before you travel we will make sure that we have staff available to assist you. We will still assist even if you haven't made a booking, though this assistance may not be immediate if all members of staff are engaged in other activities.

Facilities provided by third parties

We seek to ensure that facilities and services provided by third parties on our stations are as accessible as reasonably possible, and will highlight any issues or concerns that have been brought to our attention.

On our trains

Aural and visual information

All of our trains have a public address system and visual displays in each coach which clearly announce service information on the approach to each station. In the event of disruption the automatic displays and announcements are supplemented by manual announcements by the driver. We make sure that information regarding the next stop is given in sufficient time for all passengers, and especially those with disabilities, to prepare to leave the train.

Seats on our trains

Although seats cannot be reserved on c2c services, we make every reasonable effort to ensure disabled passengers can obtain a seat. We have priority seats on all of our trains for disabled customers or those less able to stand. These seats are located close to the doors of the carriage and are clearly signed so that they can be easily located by those customers who need them. Signage requests that these seats are made available to disabled passengers, or other passengers that may be less able to stand.

Wheelchairs and Scooters

Standard manual or powered wheelchairs not exceeding 70cm wide and 120cm long, and with a combined weight of passenger and wheelchair of less than 250kg, can be carried on all c2c trains. These standard dimensions are in accordance with Interoperability PRM – TSI, 2014 guidelines, with the maximum weight determined by the safe working load of the ramp to the train.

There are dedicated wheelchair spaces on all c2c trains. These are clearly identified by signage on the exterior of the train.

For safety reasons, you are not permitted to travel in the door vestibule whilst using a wheelchair.

Powered scooters are generally not designed for use on public transport due to their size, weight and manoeuvrability. We will, however, permit the carriage of lightweight 3-wheeled travel scooters on c2c trains in line with our policy on wheelchairs. The scooter, therefore, must not exceed 70cm in width or 120cm in length, and the combined weight of the scooter and passenger must not exceed 250kg. Larger or heavier scooters cannot be accommodated safely and so cannot be taken on board our trains.

On the recommendation of scooter manufacturers, you are advised to transfer to a seat on the train to travel. For safety reasons, you are not permitted to travel in the door vestibule whilst seated on a mobility scooter.

Where alternative transport is provided in times of disruption we will make arrangements to provide you with transport which is able to accommodate your scooter. It is likely that you will be required to transfer to a seat when using this alternative transport.

Information about our trains

All trains in the c2c fleet are modern electric trains with wide doors and grab-rails to make boarding, alighting and moving around the train easy. Each individual train is formed of four carriages permanently coupled together, though these four-carriage trains can be attached to each other, meaning that some of our services run with eight or twelve carriages. Each four carriage train contains one accessible toilet and two dedicated spaces for people using a wheelchair.

Making Connections

Connections with other train services

We can provide you with assistance if you are changing from one train to another at one of our stations, even if those trains are operated by another operator. We will always provide as much notice as possible if the platform your train departs from changes, and will assist you getting from one platform to another.

Please note that there is no step-free access to Platform 6 at Upminster, where the London Overground service departs towards Romford. If your journey involves changing between c2c and London Overground at Upminster but you are unable to access the platform, please let us know when booking assistance and we will arrange alternative accessible transport.

Intermodal connections

At our stations where you can change onto other forms of transport (such as London Underground) we will provide assistance within the station. At stations where we have staff other than those in ticket offices we can assist you to a bus stop or taxi rank if this is in the immediate station vicinity. Please let us know of your requirements when you book assistance (if you do not book assistance in advance we may not be able to provide this assistance immediately).

When you book assistance we can provide information on the availability of accessible transport from the station (such as accessible taxis).

Disruption to facilities and services

We understand that disruption to services and facilities can significantly impact on all passengers, especially those with disabilities. We will always do everything that we can to minimise disruption so that you are able to continue your journey by train.

At stations you should check the passenger information displays and listen for announcements from the public address system which give details of disruption to services. We will make announcements if changes are made to the platforms that trains are departing from at short notice and will assist you in changing platforms where you have requested assistance.

Where disruption is significant and replacement transport is provided we will always try to make sure that this is accessible to disabled customers. We will ensure that clear audio or visual announcements are made to direct you to any replacement transport, but please speak to a member of staff if you need help. If you are unable to use the replacement transport provided due to a disability we will provide you with alternative accessible transport, as set out in Section 3.

Where you have booked assistance and we have advance notice of disruption that means your booking is no longer valid our Customer Relations team will contact you to inform you and give you the option of re-booking the assistance for another time. If disruption occurs with no advance warning our station staff will provide assistance to allow you to use an alternative service or any replacement transport that is provided.

Where one of our accessible facilities is temporarily out of order and we cannot provide a reasonable replacement facility we will, as soon as practicable, advertise and update this on both National Rail Enquiries and our website.

All of our staff are trained and briefed on action to take during an emergency situation, including how to assist disabled passengers. Please follow any instructions from staff or station announcements.

If you encounter any problems on your journey, during disruption or at any other time, please let us know by speaking to a member of staff or using a Help Point at stations.

Contact us

We welcome comments on accessibility issues and any suggestions for improvements to the services we provide.

You can contact us by:

- Completing and returning a Comments and Complaints Form, available from all c2c stations
- Completing the Contact Form on our website
- Emailing us at contact@c2crail.co.uk
- Telephoning our Customer Relations Team on 03457 44 44 22 (option 3)
- Writing to us at:

Customer Relations,
c2c Rail,
FREEPOST ADM3978,
Southend,
SS1 1ZS

Day to day responsibility for the documents **Making rail accessible: helping older and disabled passengers** and **Making rail accessible: guide to policies and practices**, lies with our Head of Customer Experience. Copies of both documents, including in alternative formats such as large print and Braille, can be requested through our Customer Relations team, who will be happy to send one within seven working days. You can also contact our Head of Customer Experience through the Customer Relations team should you wish to make any comments, suggestions or enquiries regarding either of the documents.

Appendix

Station accessibility and key features

This table shows a general summary of the facilities and accessibility of each station on the c2c route. Please note that this information is subject to change, and the most up-to-date information can be found on www.c2c-online.co.uk, www.nationalrail.co.uk/stations, or by calling Passenger Assist.

	Staffing	Ticket office hours - Weekdays	Ticket office hours - Saturdays	Ticket office hours - Sundays	Meeting point	Step free access - to London	Step free access - from London	Lift access to platforms	Step free between platforms
Barking	Full time	05-15 to 23-30	05-15 to 23-30	06-15 to 23-30	Ticket Office	Yes	Yes	Yes	Yes
Basildon	Full time	05-15 to 22-00	05-15 to 21-30	06-15 to 22-00	Ticket Office	Yes	Yes	Yes	Yes
Benfleet See note 5	Full time	05-15 to 22-00	05-15 to 22-00	06-15 to 22-00	Ticket Office	Yes	Yes		Yes
Chafford Hundred	Full time	05-45 to 22-00	06-45 to 21-30	07-15 to 16-30	Ticket Office	Yes	Yes		N/A
Chalkwell	Full time	05-15 to 20-00	08-15 to 17-40	06-45 to 16-10	Ticket Office				
Dagenham Dock See note 5	Full time	06-15 to 13-40	08-15 to 15-40	Closed	Ticket Office	Yes	Yes		Yes
East Tilbury	Full time	06-15 to 13-34	06-15 to 15-40	09-15 to 16-30	Ticket Office	Yes	Yes		Yes
Grays	Full time	05-20 to 22-00	07-15 to 22-10	07-15 to 22-00	Ticket Office	Yes	Yes		Yes
Laindon	Full time	05-15 to 22-00	06-15 to 21-00	06-15 to 21-00	Ticket Office	Yes	Yes	Yes	Yes
Leigh-On-Sea	Full time	05-15 to 22-00	06-15 to 20-00	06-45 to 19-40	Ticket Office	Yes	Yes	Yes	Yes
Limehouse	Full time	06-15 to 21-00	07-00 to 17-00	Closed	Ticket Office	Yes	Yes	Yes	Yes
London Fenchurch St.	Full time	05-45 to 21-40	05-45 to 21-40	07-15 to 21-40	Information Point	Yes	Yes	Yes	Yes
Ockendon	Full time	05-45 to 20-30	07-15 to 16-30	08-15 to 15-40	Ticket Office	Off Peak Only	Yes		
Pitsea	Full time	05-15 to 22-00	06-15 to 22-00	07-15 to 22-00	Ticket Office	Yes	Yes	Yes	Yes
Purfleet	Full time	06-15 to 13-40	06-15 to 13-40	Closed	Ticket Office	Yes	Yes		Yes
Rainham Essex	Full time	06-15 to 22-00	06-45 to 16-00	09-15 to 16-40	Ticket Office	Yes	Yes		Yes
Shoeburyness	Full time	06-15 to 22-00	08-15 to 17-40	07-15 to 18-40	Ticket Office	Yes	Yes		Yes
Southend Central See note 3 See note 5	Full time	05-45 to 22-00	06-15 to 22-00	07-15 to 22-00	Ticket Office	Yes	Yes		Yes
Southend East See note 2	Full time	05-15 to 20-30	06-15 to 15-40	06-15 to 15-40	Ticket Office	Yes			
Stanford Le Hope	Full time	05-30 to 20-30	06-15 to 20-30	06-45 to 16-00	Ticket Office	Yes	Yes		Yes
Thorpe Bay	Full time	05-15 to 20-30	06-15 to 15-40	06-45 to 16-00	Ticket Office	Yes	Yes		
Tilbury Town	Full time	05-45 to 20-30	06-15 to 20-30	07-15 to 16-30	Ticket Office	Yes	Yes	Yes	Yes
Upminster See note 1	Full time	05-15 to 22-00	06-15 to 22-00	06-45 to 22-00	Ticket Office	Yes	Yes	Plat 1-5	Plat 1-5
West Horndon	Full time	06-15 to 20-30	08-15 to 17-40	Closed	Ticket Office		Yes		
Westcliff	Full time	05-45 to 22-00	06-15 to 15-40	06-15 to 15-40	Ticket Office	Yes	Yes		
West Ham Operated by LUL	Full time	No ticket office			N/A	Yes	Yes	Yes	Yes

Notes:

- 1) There is no step free or lift access to platform 6 at Upminster station for connecting services to Romford.
2) Southend East station car park is off-street parking.

3) Southend Central station car park is operated by NCP.

4) Many of our car parks are very busy and are full by 09:30 on weekday mornings.

5) Step-free access between platforms requires leaving the station

	Accessible seating on all platforms	Disabled accessible toilet	Visual train service information system	Audio information system	Secure station accreditation	Number of disabled designated parking bays	Taxis available	Catering or food outlet on the station / forecourt *	Tactile Paving to all platforms	Tactile Paving to some platforms	No Tactile Paving
Barking	Yes	Yes	Yes	Yes	Yes		Yes	Yes	√		
Basildon	Yes	Yes	Yes	Yes	Yes		Yes	Yes	√		
Benfleet See note 5	Yes	Yes	Yes	Yes	Yes	3	Yes	Yes	√		
Chafford Hundred	Yes	Yes	Yes	Yes	Yes	7		Yes	√		
Chalkwell		Yes	Yes	Yes	Yes		Yes	Yes			√
Dagenham Dock See note 5	Yes	Yes	Yes	Yes	Yes	2					√
East Tilbury	Yes		Yes	Yes	Yes				√		
Grays	Yes	Yes	Yes	Yes	Yes	3	Yes	Yes	Platforms 2 and 3 √	√	Not on Platform 1
Laindon	Yes	Yes	Yes	Yes	Yes	2	Yes	Yes	√		
Leigh-On-Sea	Yes	Yes	Yes	Yes	Yes	2	Yes	Yes	Platform 1 √	√	Not on Platforms 2 and 3
Limehouse	Yes		Yes	Yes	Yes		Yes		√		
London Fenchurch St.	Yes	Yes	Yes	Yes	Yes		Yes	Yes			√
Ockendon		Yes	Yes	Yes	Yes	5	Yes	Yes			√
Pitsea	Yes	Yes	Yes	Yes	Yes	3	Yes	Yes	√		
Purfleet	Yes	Yes	Yes	Yes	Yes	2		Yes			√
Rainham Essex	Yes	Yes	Yes	Yes	Yes	4		Yes	√		
Shoeburyness	Yes	Yes	Yes	Yes	Yes	2			√		
Southend Central See note 3 See note 5	Yes	Yes	Yes	Yes	Yes	2	Yes	Yes	Platforms 3 and 4 √	√	Not on Platforms 1 and 2
Southend East See note 2	Yes	Yes	Yes	Yes	Yes	0		Yes	√		
Stanford Le Hope	Yes		Yes	Yes	Yes	3	Yes		√		
Thorpe Bay	Yes	Yes	Yes	Yes	Yes	3	Yes	Yes	√		
Tilbury Town	Yes	Yes	Yes	Yes	Yes				√		
Upminster See note 1	Yes	Yes	Yes	Yes	Yes	9	Yes	Yes	√		
West Horndon	Yes	Yes	Yes	Yes	Yes	6	Yes				√
Westcliff	Yes	Yes	Yes	Yes	Yes	3	Yes	Yes	√		
West Ham Operated by LUL	Yes		Yes	Yes	Yes				√		

*Some outlets limit their opening times to the morning peak

Route Map



Key

- Limited Service
- Grays Service
- Southend Central via Grays Service
- Shoeburyness via Southend and Basildon Service

② Number of Off-Peak Trains Per Hour.
More services run during peak hours from selected stations

Step Free Access – (Street to Platform)

Essex Wildlife Trust South Essex College

Connections with

- London Underground
- London Overground
- DLR
- National Rail
- PlusBus
- Transport for London
- Ferry
- Bus

We really want to hear your views to include them in future planning and as feedback to staff, so please do tell us what you think on any subject involving c2c.

@ contact@c2crail.co.uk

0345 744 4422

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