

Rolling Stock

Accessibility Information

Accessibility of our trains

What to expect on-board

Below is a summary of general accessibility information for our different train types and the routes that they are normally scheduled to run on.

Find out more about the assistance available to you and how to book assistance on our Assisted travel page.

Our train types

Class 357 Electrostar unit

Number of units	74 four-car units
On train staff to provide assistance	No
Routes operated	Shoeburyness to Fenchurch Street via Basildon via Rainham via Ockendon via Stratford (to Liverpool Street)
Boarding ramp	Located at the station
Wheelchair space	Yes
Scooter/mobility aid acceptance	Yes
Wheelchair-accessible toilet	Yes
Standard toilet	No
Aural information	Yes
Visual information	Yes
Priority seating	Yes

Class 387 Electrostar unit

Number of units	6 four-car units
On train staff to provide assistance	No
Routes operated	Shoeburyness to Fenchurch Street via Basildon only
Boarding ramp	Located at the station
Wheelchair space	Yes
Scooter/mobility aid acceptance	Yes
Wheelchair-accessible toilet	Yes
Standard toilet	Yes
Aural information	Yes
Visual information	Yes
Priority seating	Yes

Find out more

Find out more about the assistance available for your journey with us and how to book, on our [Passenger Assist](#) page.