



Making rail accessible:
helping older and
disabled customers



Contents

2 Introduction

4 Assistance: what is available and how to get it

14 What to expect: our commitment to customers at every stage of their journey

26 Where to get more information and how to get in touch

Introduction

This leaflet has been designed to inform customers who require assistance or additional information about the help that is available and where to find it while travelling on London Overground.

London Overground is managed by Transport for London (TfL) and operated by Arriva Rail London. The London Overground network is made up of six routes:

- Richmond and Clapham Junction to Stratford
- Watford Junction to Euston
- Gospel Oak to Barking Riverside
- Highbury & Islington to New Cross/Clapham Junction/ Crystal Palace and West Croydon
- Liverpool Street to Enfield Town, Cheshunt (via Seven Sisters) and Chingford
- Romford to Upminster

More information on London Overground stations can be found in our station accessibility document at tfl.gov.uk/accessguides

Our aim is to make it easier for all our customers to access and use the network. This leaflet will be available at all London Overground stations, setting out our assisted travel service. Our Accessible travel policy document also contains further information on how we plan to do this and is available on our website at tfl.gov.uk/accessguides and in a range of alternative formats on request.



02

Assistance: what is available and how to get it

London Overground is committed to helping you to travel more easily.

There are always trained staff on duty while trains are in service, and they can provide the following assistance to older and disabled customers:

- Planning your journey
- Getting on and off your train where a ramp is not required
- Manual boarding ramps for wheelchair and mobility scooter users and any other customer who requires assistance with boarding ramps at stations
- Assistance around the station and to the platform and from other connecting modes of transport within the station area
- Purchasing tickets
- Obtaining priority seats and dedicated wheelchair spaces
- Knowledge of services and facilities available on all stations and trains
- Help with luggage (see below)

Our staff are unable to assist with your personal care before, during or after your journey. This includes help with eating, drinking, using the toilet, taking medication or accompanying customers while on board. We encourage you to ensure you have sufficient care or support before travelling on our services. While we are unable to physically lift customers, we can provide you with a guiding arm.

There are assigned wheelchair spaces and clearly marked priority seats on all our trains for the use of disabled customers or those less able to stand. While seats cannot be reserved, we will make every effort to find you a seat if you need one.

London Overground offers two options if you require assistance: turn up and go or passenger assist.

Turn up and go

London Overground offers turn up and go assistance at all our stations, which means you do not have to book in advance. To request assistance, speak to a member of station staff at the gateline or in the booking hall. They will also ensure staff are ready to assist you at your destination station. At busier times there may be a short wait, so we recommend you arrive at least 10 minutes before the train you wish to board is due to depart.

Whether you choose to turn up and go or book in advance, we may be able to assist with luggage. However, staff must be able to lift the items safely without a hindrance to themselves. And passengers must ensure the weight, size and quantity of luggage does not exceed the limits in the conditions of travel, which can be found on the National Rail Enquiries website.

Turn up and go is also offered by other train companies, but please bear in mind that not all stations are staffed outside of the London network, so you may need to book to confirm your assistance can be delivered.



Information about staffing at stations run by these train companies can be found online at assisted travel pages and on the National Rail Enquiries website.

Passenger assist

If you prefer to book assistance before you travel, London Overground participates in and fully supports passenger assist. You can book assistance for your entire journey, both on our services and on those of other train operating companies. Passenger assist can be booked up to two hours before you travel by contacting TfL Customer Services or the train company you're travelling with. You can also book assistance via National Rail Enquires or the Passenger Assistance app.

i

TfL Customer Services (08:00 – 20:00 seven days a week)

Online: tfl.gov.uk/help-and-contact/

Phone: **0343 222 1234*** (charges may apply)

Textphone: **(18001) 0343 222 1234*** (for people with hearing impairments)

Train company: nationalrail.co.uk/passengerassist

National Rail Enquiries: 24 hours a day, seven days a week

Freephone: **0800 022 3720** or text **60083**

Textphone/minicom: **0845 60 50 600**

* These numbers can be used between 20:00 and 08:00.

Our Customer Services agent will discuss your individual requirements at the time of booking and check station accessibility information (also available on the National Rail Enquiries website). They can advise on connecting modes of transport, such as London Buses, Elizabeth line, London Overground and London Trams.

All bookings are confirmed via email and information can be posted to you on request. You will also be given a passenger assist reference number. If you are connecting to another service, the Customer Services agent will ensure you have enough time to make your connection. If the journey you wish to make does not include step-free stations, you will be advised about the nearest accessible stations. If any station normally advertised as accessible is inaccessible (for whatever reason), we will arrange alternative transport, usually in a taxi.

Whether you choose to turn up and go or have booked assistance in advance through passenger assist, our staff will be able to help you board your train, with a ramp where available and if required. They will also ensure that staff at your destination station know you are on board and in which carriage you are travelling, so that they can assist you off the train and help you with your onward journey.

Although we aim to help you board or alight from your train as quickly as possible, when assistance is required at your destination, staff will help you off the train within five minutes of arrival. We will try to inform you of any potential delay, and before you start your journey, we recommend you allow extra time to make any connections.



Making connections

We will assist any customer making connections to other train services or other modes of transport calling at our stations. This includes providing help with boarding and alighting as well as luggage assistance to a designated handover point.

We recommend that you arrive with sufficient time (at least 15 minutes) to ensure our staff can assist you to make your connection. As all London Overground stations are staffed while trains are running, you can request assistance or make your booking known by speaking to a member of staff, usually located at the gateline, who will be happy to help. They will also make sure that staff at your destination station are ready to help you alight.

Accessibility support

London Overground promotes the TfL travel support card, which you can show to staff when you request assistance and provides a space to describe your specific requirements.

You can use the travel support card on any TfL service: London Buses, London Trams, Docklands Light Railway (DLR), Tube, London Overground, Elizabeth line, London River Services and at Victoria Coach Station.



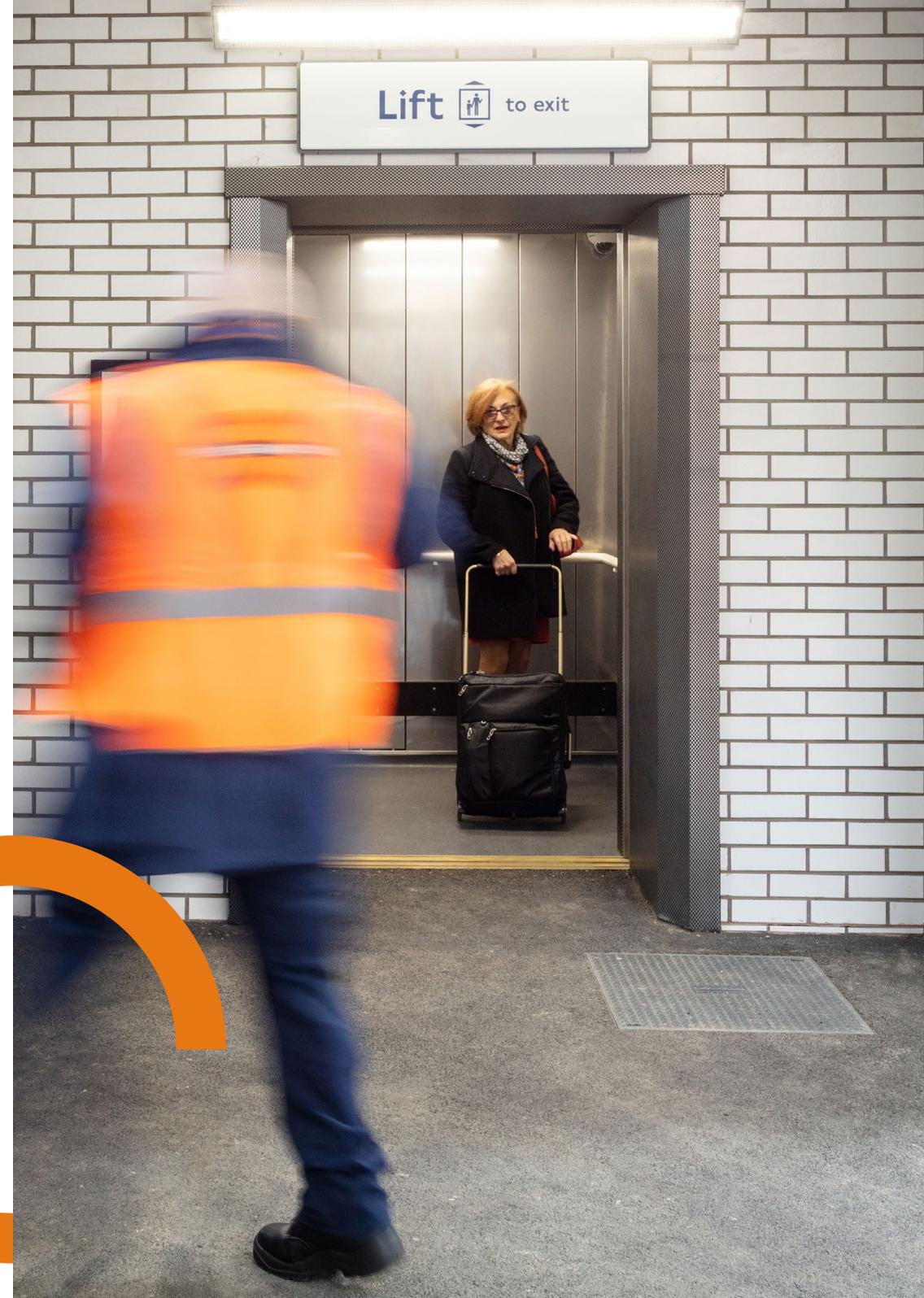
Anyone who finds travelling difficult may carry a travel support card. You might have a hidden disability, or you might not often travel on your own.

Some support and information our staff can give you:

- Tell you which platform you need
- Tell you where facilities are
- Help you to the platform and to board and alight from your train
- Help you to plan an alternative journey if there are disruptions or delays

If you need other help, please ask the nearest member of staff. You can order a free TfL travel support card from TfL Customer Services or online from tfl.gov.uk/accessguides

Our staff also recognise and support the Sunflower Lanyard scheme for people with invisible disabilities.



03

What to expect: our commitment to customers at every stage of their journey

Before you travel

We are committed to providing you with all the information you need to plan your journey, whatever your requirements. You can get more information about the following topics through TfL Customer Services or from our website.

Information

We aim to provide clear and consistent information regarding train departures, and to ensure that how we provide such information is in line with industry best practice.

We will keep you up to date about our facilities and services, including any changes that may affect your journey. This information is also available on the Stations made easy pages of the National Rail Enquiries website.

Not all London Overground stations have step-free access to all platforms. If the station you wish to travel to or from does not have step-free access, we will provide alternative transport options to enable you to continue your journey.

You can find more information about accessible facilities on London Overground in our station accessibility document at tfl.gov.uk/accessguides

During times of disruption, delay or emergency, our staff will be happy to assist you, and where necessary, help to rearrange your journey or provide alternative transport. We will ensure station information screens are updated regularly and make local announcements to keep you informed (where possible). If there is a change of platform at short notice, we will ensure that we assist you to change platforms. Our station staff will look out for any customers who require assistance in these circumstances.

Journey planning

There are various planning tools and live information you can use to check your journey status before you set out, available at tfl.gov.uk/travel-tools

You can sign up for email updates on London's transport system at tfl.gov.uk/socialmedia

To help you plan your journey and to answer any questions, TfL Customer Services is open 24 hours on **0343 222 1234** (charges may apply). More contact details and services offered are available at tfl.gov.uk/contact-us

If you're planning a trip beyond London, passenger assist can help you to plan your journey.

TfL also offers a range of resources in readable and audio formats describing network accessibility. You can find them online at tfl.gov.uk/accessguides or on request from TfL Customer Services.

Buying tickets

We will always sell you the appropriate ticket for your journey and we also offer a range of discounts. You can buy paper tickets at the station ticket office (where available) or from a vending machine. If you are unable to buy a ticket at the station before your journey, because our facilities are not available or accessible to you for any reason, you may buy a ticket without penalty at your destination (including any applicable discounts).

More information on tickets and fares, including discounted Oyster cards, can be found at tfl.gov.uk/fares/

All London boroughs offer Freedom Passes to their older and disabled residents for free travel on almost all public transport (in London only). Freedom Pass holders may travel free on the Tube, DLR, London Overground, Elizabeth line, London Buses, London Trams and National Rail services within London boroughs only.

Although time restrictions apply on some National Rail and Tube services, Freedom Pass holders may travel on London Overground services at any time. To apply for a Freedom Pass, contact your local council, call **0300 330 1433** or visit freedompass.org

Details about the 60+ London Oyster photocard are available at tfl.gov.uk

Please note: the 60+ London Oyster photocard is not available to those who already hold an older or disabled person's Freedom Pass.



If you hold a Disabled Persons Railcard, please remember to carry it with you at all times and show it when buying your ticket. Railcard discounts are also available from ticket vending machines.

Visually impaired customers without a Railcard are entitled to discounts while travelling with a companion and should present their Certificate of Vision Impairment (CVI) or BD8 certificate. Please note that non-Railcard discounts are only available from our ticket offices.

More information on fares and tickets can be found at tfl.gov.uk/fares/ and at disabledpersons-railcard.co.uk

At the station

London Overground is committed to maintaining the accessibility of its stations and will not permanently close any station or gate if this will lead to a reduction in accessibility for you.

Station facilities

We provide a range of customer information at our stations, including timetables and National Rail and Tube maps at stations with interchanges to National Rail services, station services posters, fares information and information about planned closures.

All stations have public announcement systems and customer information screens to give you audio and visual information.

Staff are available at all stations from first to last train. If you require further assistance or information, please make yourselves known by talking to them or showing your TfL travel support card. All staff wear the London Overground uniform (including name badges) and will be present at gatelines and station concourses. They have been issued with smart devices to enable them to access a wide range of information to help you with your queries or planning your journey.

Wherever possible, we place posters and information leaflets in locations accessible to you. Where third parties provide facilities, we work closely with them to ensure that these are as accessible as possible.

Help Points with induction hearing loops are strategically located at stations across our network. They have information and emergency buttons to help you access whatever support you may need.

Stations with automatic ticket gates are staffed while they are in operation. If for any reason we are unable to supervise ticket gates, we will switch them to the 'open' position.

We aim to ensure that all information regarding train departures is kept up to date, especially during service disruptions.

More information regarding accessibility, facilities and services at our stations can be found in our station accessibility document at tfl.gov.uk/accessguides

On the train

Trains across our network have dedicated wheelchair bays and prominent priority seating, which are clearly signed. Although these cannot be reserved, staff will make every effort to ensure you have a seat. If you require a wheelchair space and find it is in use, our staff will make every reasonable effort to have the space vacated. This also applies to surrounding seats for companions and family members travelling with you.

All London Overground services operate as driver-only: there is no second member of staff on the train. However, there is an intercom at each wheelchair space to enable you to communicate with the driver if necessary.

Wheelchairs and all types of mobility scooters can be used on London Overground trains provided they fit within the following dimensions:

- Width 700mm
- Length 1200mm
- Weight 300kg (including passenger)

If your wheelchair or mobility scooter exceeds the above dimensions, please contact TfL Customer Services. These restrictions are in place due to the size of train doors, turning circles available in the train and the weight limit of manual boarding ramps. As your safety is our priority, these restrictions must be adhered to.

You may remain in your scooter while travelling and may use the dedicated wheelchair bays. In the event of planned or unplanned disruption, we will provide alternative accessible transport for you and your scooter by bus or taxi.



Train facilities

All our trains have public address systems. We commit to providing clear and consistent audio and visual information, both at the platform and on the approach to stations.

On the train, announcements will be made about the next station, giving sufficient time for customers to prepare to leave the train. We aim to ensure that we keep you regularly informed about how the train is running, especially during service disruptions.



There are no accessible toilets on board any of our trains, but many of our stations have free access to toilets if you need one. For more information about where toilets are located on the London Overground network, please visit the TfL website.

If things do not go as planned

We are committed to assisting you if your journey does not go to plan.

Delays and disruptions

Any real-time disruption updates will be shared through our online travel tools, at stations on information boards, via station announcements, platform scrolling messages and by direct advice from staff.

During service disruptions, we will make regular announcements and update our information screens regularly to keep you informed. Our station staff are trained to look out for any customers who require assistance for their onward journey.

We will do everything we can to ensure you are able to continue your journey and not be left stranded. Our staff will discuss the options available to you and will arrange any alternative accessible transport without additional charge. They are equipped with smart devices to enable them to arrange onward assistance during times of disruption.

You can also sign up for email updates on London's transport system at tfl.gov.uk/socialmedia

Alternative transport

Where our stations are not accessible (preventing you from reaching your train), we will provide alternative transport options by taxi or direct local bus at no additional cost.

This will also include those times when a station becomes temporarily inaccessible, such as when a lift is out of order and you are unable to manage the stairs or when a replacement service is inaccessible.

When you arrive at the station, we will discuss the options available to you and arrange alternative transport to take you between:

- Your station of origin and the nearest or most convenient accessible station and/or
- Your destination station and the nearest or most convenient accessible station

We only provide alternative transport services between stations served by London Overground or other National Rail operators while our stations and trains are inaccessible. You must hold a valid ticket for your whole journey when using alternative accessible transport.

During planned engineering work, we will provide clear information at our stations to advise you of replacement transport options. All replacement bus services run on behalf of London Overground during planned engineering work are fully accessible and fitted with iBus, our automatic vehicle location system.

Emergencies

If there is an emergency during your journey, our staff will advise and help you. In most cases, you should stay on the train and wait for instructions. If you must leave the train between stations, emergency services will provide equipment, and help you off the train safely. Our stations have evacuation plans that take you into account. In an emergency, trained staff and the emergency services (if necessary) will help you to get to a safe place.

Redress and compensation

When assistance has not been provided, please let us know and we will offer you a full refund for your journey. We will coordinate a response to your complaint, should your journey have involved multiple train companies, and we will give you a full explanation in response. This will include why we failed to assist you and what mitigating actions we intend to take.

You can make a compensation claim by contacting TfL Customer Services or via the TfL website at tfl.gov.uk/contact-us

04

Where to get more information and how to get in touch

TfL Customer Services are available to you to find out more about our services or to provide feedback on the services and facilities we provide.

You can get the latest version and further copies of this document, and our guide to policies and practices from our Customer Services team or at tfl.gov.uk/accessguides

A large print version of this document is available upon request and will be provided within seven working days. We can also provide other formats on request within seven working days.

The following maps and guides are also available from tfl.gov.uk

- Audio Tube map: a guide to the Tube, DLR, London Overground and Elizabeth line at tfl.gov.uk/accessguides
- Large print maps (colour or black and white) of the Tube, DLR, London Overground and Elizabeth line networks. Available at tfl.gov.uk/maps or from our ticket offices and stations

- Getting around London: your large print guide to accessibility: how to plan journeys using the Tube, DLR, London Overground, Elizabeth line, London Buses, taxis and private hire vehicles, Trams and London River Services. Available at tfl.gov.uk/accessguides
- Our step-free Tube guide: identifies and gives further details about step-free access on the Tube, DLR, London Overground and Elizabeth line stations. Available at tfl.gov.uk/accessguides or from our ticket offices
- Our toilets map locates toilet and baby-changing facilities on the Tube, London Overground, DLR, and Elizabeth line. Available at tfl.gov.uk/accessguides (downloadable only)

Our Accessible travel policy sets out in more detail our commitment to you and the standards of service you can expect while using our rail network, as well as relevant policies and practices. Available online and in large print and easy read formats from tfl.gov.uk/accessguides or through TfL Customer Services.

Station and train accessibility documents give more detail about the facilities and services available to you and can be found online at tfl.gov.uk/accessguides

You can also find station information at tfl.gov.uk/stations-stops-and-piers

Real-time information about the accessibility of our stations can be found at tfl.gov.uk/plan-a-journey

TfL Customer Services can provide more information about London Overground services and stations, or you can provide feedback on the services and facilities we provide.

How to contact TfL Customer Services:

i

Online: tfl.gov.uk

Textphone: **08001 123 456**

Email: TfLAccessibility@tfl.gov.uk

Phone: **0343 222 1234** (24 hours a day, 364 days a year, except Christmas Day)

Post:
TfL Customer Services
9th Floor
5 Endeavour Square
London E20 1JN

If you have made a complaint to us through any of the channels above and are unhappy with how it has been handled, you may contact the Rail Ombudsman:

Online: railombudsman.org

Email: info@railombudsman.org

Phone: **0330 094 0362**

Post: FREEPOST – Rail Ombudsman





© Transport for London

April 2024



Check your travel

tfl.gov.uk/travel-tools



24-hour travel information

0343 222 1234*



Plan your journey

Download the TfL Go app

*Service and network charges may apply.
See tfl.gov.uk/terms for details.

MSRV24_024