

Accessible Travel Policy

Southeastern Railway

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A: Commitments to providing assistance

Southeastern is a train operator running services in South East London, Kent and parts of East Sussex. Our Accessible Travel Policy (ATP) explains our approach to helping passengers travelling on our network and our strategy going forward. It covers helping passengers:

- with visual or auditory impairments
- with learning disabilities
- whose mobility is impaired
- with non-visible disabilities such as dementia
- that are older
- accompanying disabled children in pushchairs or wheelchairs
- disabled parents travelling with children
- with a disability who need help with luggage

Our policy aims to help passengers plan their journey, understand what services and facilities we offer and how we plan to meet their expectations when delivering assistance. It is supported by our Making Rail Accessible leaflet, which is available online and in larger stations.

Follow this link to view the ATP and its alternative formats. [Accessible travel policy | Southeastern \(southeasternrailway.co.uk\)](https://www.southeasternrailway.co.uk/accessible-travel-policy)

A1: Booking and providing assistance

Customer services

Our customer services team are available to help you book assistance and provide information on your journey.

Assistance can be arranged:

- by calling our 24-hour Customer Services team on 0800 783 4524 (freephone, available every day except Christmas Day)
- via the Southeastern app, which can be downloaded free from the [App Store](#) or [Google Play](#). You can now book assistance at the same time as purchasing tickets.
- QR codes for App downloads



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- online at [Southeastern](https://www.southeastern.co.uk) You can now book assistance at the same time as purchasing tickets.
- using the Text Relay number (18001 0800 783 4524).
- assistance booking can also be made through National Rail Enquiries calling 0800 0223720 (available 24 hours a day, all year round).
- SignLive is also available to BSL users. Within the SignLive app, Southeastern is listed in the directory. Using this link will connect you to a BSL interpreter who will communicate with Southeastern's contact centre.

Assistance provision

Southeastern uses Passenger Assist, a national booking system used by all train companies in Britain that allows disabled, elderly, or passengers with reduced mobility to arrange assistance at all points along their rail journeys in advance. Assistance includes getting on and off trains, helping with luggage or reserving wheelchair space.

Assistance is provided at the stations we manage directly i, and in partnership with Network Rail and High Speed One at our London Terminals (London Bridge, London Charing Cross, London Victoria and London St Pancras International) and with other train companies at their stations.

We expect all colleagues to demonstrate respect towards passengers, and likewise, we expect passengers to show respect towards our staff. Any form of threatening or abusive behaviour, whether directed at our staff or our customers, will not be tolerated.

Booking assistance

Whether you are making a simple journey or one that involves changes, we can book your tickets and arrange the help you need. (Please see above for how assistance can be booked)

If your journey involves more than one train company, we can confirm your bookings with those too. We will also check the accessibility of the stations you plan to travel to and let you know if alternative transport arrangements, such as buses and taxis, need to be made. To find out more visit the [Southeastern website](#) or the Southeastern app. Live information about station lifts can be found on at [National Rail Accessibility Map](#) and our step-free journey planner on our app and website.

When you get in touch, we discuss your requirements, so you get the assistance that best suits your needs. Once booked, we will send you a confirmation email and provide you with a Passenger Assist reference number. Depending on when your journey is, we can send this by post too. Assistance can be booked at any of our stations for a train service is scheduled to run.

We are unable to confirm assistance for cross-London journeys that include [Transport for London](#) (TfL) but we can take you to meet a TfL member of staff if you would like their assistance.

Our handover process for assistance between station staff includes:

- having a dedicated phone number for every station that will be answered or diverted to a staffed location
- when a station is unstaffed, the phone call will automatically be diverted to a nearby staffed station
- when alighting from a train, we'll help you leave the train as soon as possible
- if we can't get to you immediately, you'll be assisted off the train within five minutes of your train's arrival
- a member of staff at the station will always help you change trains, including those operated by a different train company at the same station, and other modes of transport within the boundaries of our stations.

You can find information about connections and onward travel at [Southeastern](#) and from posters at the station.

We would always encourage you to book assistance before you travel, although we understand that this won't always be possible. If you haven't booked, please arrive at the station in plenty of time before your train departs and let a member of staff know that you need assistance. This could be the ticket office, at the gate, or platform staff (to check availability visit our website [Station information | Southeastern](#)).

Booking notice period

You can book your assistance up to 12 weeks in advance or up to two hours before you travel. You can also arrange regular weekly or daily bookings in advance.

If you are making long-distance journeys that include other train operators, we recommend that you book your assistance, reserve your seat and buy your tickets as far in advance as possible. If there is no seat reservation available, we will discuss alternative services with you.

Assistance at staffed stations

When you arrive, please make yourself known to a member of staff. You can find our meeting points on our station information pages for each station which can be found on the Southeastern website but if for any reason, you are unable to find a member of staff, use our help points (assistance points) or call 0800 783 4524.

Assistance at part-staffed or unstaffed stations

Most of our stations are staffed for some part of the day. You can check the staffing times of the station and whether help is available from on-train staff by visiting Southeastern Information on our website, by checking the station information poster or reaching out to us in person or through our customer contact channels. [Contact us | Southeastern](#) Where there are no station staff available, ask the Conductor or On-Board manager for help getting on and off the train.

Our on-board staff always look out for customers on the platform who may require assistance, but to help attract their attention please wait in a prominent position on the platform, behind the yellow line. If you have booked assistance in advance, staff will have been notified and will be looking out for you. Please be aware that assistance provided by our onboard teams does not include getting to or from the car park.

For some services calling at London Stations, there are no additional onboard staff, just a driver. However, we have a Mobile Assistance Team who are based at key locations throughout our network who can respond to assistance requests. Their assistance can be requested through Help Points (assistance points), or our Assisted Travel Team by calling 0800 783 4524.

Ramps

We have ramps to help you board our trains and our staff will be happy to help you should you need one. If the station you intend to travel from or to does not ordinarily have staff (see [Station information | Southeastern](#)) we would encourage you to book assistance. Again, if you haven't been able to book in advance and the station or train doesn't have anyone who can assist you, call our customer services team or use the help points (assistance points) located at all of our stations.

Assistance with onward travel

Where possible, our station or mobile assistance teams will help you between trains and other modes of transport within the boundaries of our stations, such as buses, London Underground, trams, metro, and taxis.

Our service provider as per the contractual agreement has the responsibility of ensuring that they contract with multiple suppliers / taxi companies to ensure that accessible taxis are available across the entire Southeastern estate. However, we are reliant on the numbers approved by each local authority.

We have no influence on the taxi licencing process, the approval of taxi licences and the ongoing regulating of taxi licencing is the responsibility of each local authority

with licences being issued if the driver or company meet the standards / requirements set by each local authority. Not all local authorities have mandatory disability equality training in place when they issue taxi or minicab licences. Therefore, we can't guarantee that all drivers we use received such training. We encourage customers to contact us if they have any feedback on any part of their journey with us, including alternative transport provision. At stations, which do not have taxi ranks, our station or MAS staff can help disabled customers arrange their own wheelchair-accessible taxi. Information posters on display at stations detail contact information of other available transport operators. =

Station facilities and services

Information regarding our journey services is kept up to date at all times using a 'live' feed. We do our best to let customers know of any temporary changes to the facilities available at stations, such as lifts or toilets. Where possible, these are advertised on the Southeastern app and our website at [Service Disruption | Southeastern](#) and through alerts on the National Rail Enquiries website. On-train toilet availability is announced at stations with passenger announcement capabilities when available.

Permanent changes to station facilities or services are updated regularly. This includes:

- the level of accessibility from the station entrance to the platforms
- staffing hours and assistance availability
- meeting points for assistance
- ramps for train access
- accessible waiting rooms, toilets and set-down/pick-up points

When you book assistance with us, a member of our customer services team will check and let you know the accessibility of your station (this can also be posted to you upon your request). This information is also available on our website at [Station Information](#) or [National Rail Enquiries](#).

Alterations to facilities

When facilities are out of service we update our system as soon as possible, but always within 24 hours of the fault being identified and logged. The update is included on the next arrival/departure information through National Rail Enquiries and in our mobile app. Where an out-of-service facility impacts our ability to provide you with the assistance you require or the ability to travel, we will contact you (so long as you have permitted us to do so) to explore ways we can help you.

We always aim to give you an estimate for when station facilities will be back in service. We have engineering teams working around the clock to make sure our trains enter service with all facilities working. However, if you find a problem with a train or station facility, please let us know by contacting customer services or directly via our mobile app.

Assistance with luggage

Although we don't offer a portering service for luggage, our staff will help passengers with luggage where reasonable. As a general guide, please refer to our luggage policy below:

- you may take up to two items of luggage which should not exceed 30 x 70 x 90cm in size and a single item of hand luggage that must be capable of being held in your lap. We recommend that you bring pull-along suitcases which don't exceed 23kg each.

You can leave your luggage at London Charing Cross, London Bridge, St Pancras, and London Victoria. These stations all have step free access routes, however please note that there is a charge for this luggage service.

Seats on trains

Booking assistance does not guarantee a seat or wheelchair space and we do not offer seat reservations. However, all Southeastern trains include clearly marked labels (above and on the back of the seat and the window) highlighting priority seating areas on board, with extra legroom. If wheelchair spaces are occupied by passengers, other than those using a wheelchair or mobility scooter, staff providing assistance will make sure you can access the space.

SeatFinder

Use our SeatFinder tool to check how busy your train might be and where seats are available, so you can plan your journey with confidence.

If you're looking to travel within two hours of booking, our SeatFinder tool will show you how busy trains from your station usually are. If you are planning a journey in advance, you can use our SeatFinder timetables to see when the busiest trains run to help you find the quietest times to travel.

Priority seating card

We have a priority seating card that helps passengers easily identify themselves to other passengers sitting in the designated priority seats. You can apply for a priority seating card through the Southeastern app, or our website [by visiting Travel Support | Southeastern](#), at our ticket offices or by calling Passenger Assist service.

Assistance dogs

Trained and certified assistance dogs are welcome on all of our trains and stations, and we recognise the Assistance Dog Card. They travel free of charge and can be in any part of the train, however they should not sit on the seats. Please note, that seating in the priority area have extra floor space so that dogs can be accommodated more easily.

A2: Passenger information & Passenger Assist promotion

We want all of our passengers to be able to travel independently and as easily as possible. We always aim to provide accessible, clear, consistent, correct and concise information to ensure our passengers are confident before and on their journey.

Making Rail Accessible

Our Accessible Travel Policy leaflet, Making Rail Accessible, can be found:

- on display on leaflet racks and ticket offices at all staffed stations used by our train services, at a height suitable for wheelchair users to access
- online on our [Accessible Travel page](#), as a PDF and as a Word document
- we can also provide an alternative format on request, without charge

Information informing passengers how to get a copy is on display at all our stations.

Station and train accessibility information

We keep our train and station accessibility information up to date and available to customers. You can print an HTML version of all the station information pages on our website and can request a copy in an alternative format at no extra cost.

We encourage all passengers to visit the dedicated station pages on the Southeastern app or website for up-to-date information.

Passengers can also use our step-free journey planner to help them plan their journey for all Southeastern stations.

You can find an [interactive map](#) of all the stations in Great Britain on the National Rail Enquiries website for details of accessibility, in addition to information on staffing, toilet and waiting room provision.

Passenger journey information

Customer information screens, at all Southeastern stations and stations at which we call, display details of the next train to depart the station and its calling points. Most of our stations have a public address (PA) system providing audio details of the information displayed on the screens.

The table below shows a list of stations with no or limited public address system. Information updates can be found on our website, our app and our X (Twitter) page.

Stations	PA system status
East Malling, Beltring, Snowdown, Wye	No public address system
Shoreham Stone Crossing	Limited public address system

All Southeastern trains have a Passenger Information System (PIS), which provides visual updates of the journey and automatic announcements about the stations the train will call at. When we have on-board staff, such as conductors or on-board managers they can provide information to all passengers.

During planned disruption, passengers booking assistance are advised by our customer services team in advance of travel.

When there is disruption affecting a journey, this will be displayed on customer information screens and through PA announcements at stations. On-board staff also make announcements about delays, diversions or service terminations.

You can access information about disruption via our app, our website at [Service Disruption | Southeastern](#), via our X (Twitter) feed (@SE_Railway) and by checking National Rail Enquiries (NRE), where you can also sign up for travel alerts.

The information available includes:

- details of trains and current location
- the calling pattern of your train and expected arrival times at each station
- details of delays and why, including revised arrival times
- status of other transport connections, including the London Underground

Changes to the availability of facilities at stations will be posted as an alert message on the National Rail Enquiries station page as well as on our website and app within 24 hours. We will automatically announce on our customer information systems when a lift is out of service.

If you are on a station or train and notice that something is out of order, please make station or on-board staff aware. You can tweet us @SE_Railway, message us on WhatsApp using 07866 002 690 or contact our Customer Services 0800 783 4524 team if you are on a train and unable to get the train crew's attention. You can also report a train or station fault through our mobile app.

If any facilities have changed from what you expected or booked, our staff will work with you to find the best travel solution for you.

Ticket Offices, Information points, help points and contact centres

Information on the services Southeastern operates and operated by train companies that run through stations we manage is found at our ticket offices. They provide information about fares, timetables, connections, delays and disruptions. They will also be able to confirm Passenger Assist service bookings. Information about Ticket Office opening hours can be found on individual station pages our website or on Station Information posters.

Our information points are indicated using the universal 'I' sign for information.

At all our stations, we have Help Points. These are circular communication points which are labelled as "Help Points" or "Assistance Point". At Southeastern, each has two buttons, Assistance and Information. The assistance button will connect you to Southeastern colleagues who can help you to arrange assistance. The information button will connect you with the National Rail Enquires contact centre team who can answer questions about the service and provide general information.

Meeting Points

At staffed stations, the meeting point for booked Passenger Assist is the ticket office, the gateline (if there is one), or the office on the platform.

At unstaffed stations, the meeting point will usually be on the platform. If you are unable to find a member of staff, use our help points (assistance points) or call customer services on 0800 783 4524. You can check our website for station information as each station meeting point for assistance is listed.

Information about other services

Information about the accessibility of other forms of transport from the station can be found at:

- TfL Go app – Using TfL Go for step-free journeys
- Plan a journey – Transport for London (tfl.gov.uk)
- [Travel in Kent](#) across bus, train and car-sharing

Posters on our stations detail local services and transport available.

Information about our services

Information regarding our services is kept up to date and made available to other train companies and stations. If you require 'live' train running information on the day of travel then please speak to a member of the station staff. Alternatively, you can use the Southeastern app, message us through WhatsApp using 07866 002 690, follow us on X (Twitter) @Se_Railway or visit our website at www.southeasternrailway.co.uk.

At our larger stations, we have leaflets and posters on our services and those of other train operators who serve the station. These will be placed at accessible heights or you can speak directly to a member of staff at our help points (assistance points) .

Information regarding all national train services is also available by contacting National Rail Enquiries on 03457 48 49 50. Visit its website, nationalrail.co.uk or text direct on 0345 60 50 600 for people who are hard of hearing or deaf.

Website

Our website has been designed to make it easier to see and hear content. It is W3C Web Content Accessibility Guidelines (WCAG) 2.2 Level A and AA compliant, and we conduct regular external audits to monitor this compliance. It works with screen readers, magnifiers, voice-over software and in-browser accessibility functions.

A link to our accessibility content from our homepage takes you to a page that has everything passengers need to book assistance and purchase tickets, including details of discounts available to disabled passengers. There is also a direct link to our station information, including details of onboard and station facilities, as well as station accessibility details and staff availability.

In addition, there is a link for our *Making Rail Accessible* customer leaflet and details of how to obtain it in accessible formats.

The Southeastern mobile app

Our Southeastern app has been designed with accessibility in mind. You can:

- Buy train tickets to and from any railway station in Britain, getting you where you need to go.
- Check trains' live departure and arrival times
- Use the Ticket Wallet: all ticket types are now stored and accessed in the same place, making travelling with us more convenient than ever. This means active tickets can be accessed quickly, and all expired tickets can quickly be repurchased.
- Buy your train tickets with Apple Pay or Google Pay.
- Personalise your home screen and receive real-time updates on journeys you regularly make. Pin your favourite stations, Southeastern routes, and TfL tube lines
- Benefit from One Click Delay Repay which will automatically generate a delay replay claim and tell you about the compensation you're entitled to if your train is delayed by 15 minutes or more.
- Receive journey alerts: get real-time notifications for journeys you are about to make straight to your phone.
- Purchase Digital Railcards: save money with the convenience of a Digital Railcard on your phone.
- Check how busy your train will be with SeatFinder information.
- Create an accessibility profile
- Book, view and amend Passenger Assist requests.
- Request a Priority Seat Card, JAM card or Hidden Disabilities Sunflower lanyard
- Report a problem (if you notice a problem on one of our trains or at one of our stations)
- Check the availability of on-board toilet facilities (Southeastern services only); train length information (for many services) and detailed platform information
- Get a detailed breakdown for each leg of your journey – including the current location of your train

A3: Ticketing

We sell tickets for a variety of journeys, including different ticket types and different train companies. We provide you with information on these tickets and journeys both accurately and impartially, regardless of the train company involved. Our station staff and Passenger Assist team will help ensure that you buy the best ticket for your journey.

Penalty fares

Fraudulent travel is not fair on passengers who do pay and Southeastern is committed to ensuring that every passenger pays for their journey. We operate a penalty fare scheme as part of our approach to minimising ticketless travel.

Where possible, you must purchase a ticket before boarding a train. Tickets can be purchased on the Southeastern app and website, through National Rail Enquires, from ticket offices or ticket vending machines. You can also purchase a ticket at the same time as booking assistance through our Call Centre and on our app. If you have not been able to purchase a ticket before travelling because of your disability, you will not be subject to a penalty fare. You will be able to purchase tickets, including any appropriate discount either on board the train or at your destination.

Discounts and Railcards

Buying a ticket:

- Train tickets can be purchased on the Southeastern app, online at southeasternrailway.co.uk at any staffed station ticket office or from our self-service ticket machines
- When booking assistance by phone with our call centre, disabled passengers can also purchase tickets in advance
- Assistance can be booked through the Southeastern app and website along with a ticket purchase or separately.
- We participate in several national schemes offering discounted fares such as :
 - Two Together Railcard
 - Family and Friends Railcard
 - Network Railcard
 - 16-17, 18-25 & 26-30 Railcards
 - Veterans Railcard

See www.railcard.co.uk for more information.

Senior Railcard

Passengers over the age of 60 are eligible for a Senior Railcard that offers discounts of up to a third on most tickets. There are two types of this Railcard – a one-year and a three-year railcard. For more details go to:

- Website: www.senior-railcard.co.uk
- Email: railcardhelp@railcards-online.co.uk
- Call: 0345 300 0250
- At stations, you will need to provide a valid passport or UK driving licence or EEA National Identity Card number to prove your ID

Disabled persons railcard

The disabled persons railcard (DPRC) gives holders a third off a range of rail fares for themselves and one accompanying adult. Application forms are available from all staffed stations along with a leaflet containing full details of discounts available. For further information, including details of postal and online application for the railcard (which is not available at stations), please contact:

- Disabled persons railcard office on 0345 605 0525 or
- Textphone 0345 601 0132 or www.disabledpersons-railcard.co.uk
- Southeastern customer services on 0345 322 7021 (Text Relay 18001 0345 322 7021)
- Southeastern Passenger Assist on 0800 783 4524 (Text Relay 18001 0800 783 4524)

Blind or visually impaired passengers and wheelchair users

Discounts are available to blind or visually impaired passengers travelling with a companion, and for those people who do not have a railcard but remain seated in their own wheelchair for a rail journey. These tickets are not available from a ticket machine but have to be bought at a ticket office or from on-train staff. For more information, go to National Rail Enquiries – Concessionary discounts for disabled people who do not hold a Disabled Persons Railcard. These may not always be the cheapest ticket available, please check at the ticket office.

- concessionary fares ticket type discount standard anytime singles or returns 34% off
- Standard anytime day single 34% off /standard anytime day return 50% off.

For passengers registered as blind or visually impaired, a document from a recognised institution such as the Royal National Institute of Blind People (RNIB), Blind Veterans UK or a local authority confirming the individual's disability must be shown when buying a ticket and travelling. Individuals travelling alone do not receive the discount.

Season tickets

For those registered as blind or visually impaired an adult season ticket can be purchased that enables an accompanying companion to travel at no extra charge. It doesn't have to be the same person travelling on every journey. Evidence of your visual impairment will be needed to prove your eligibility. Tickets can be purchased from staffed stations. For more information, please follow this link: National Rail Enquiries – concessionary discounts for disabled people who do not hold a Disabled Persons Railcard. No discounts apply to season tickets for those with other disabilities.

Smart ticketing

The Key is Southeastern's contactless smartcard that allows you to buy and download your tickets at home, at the ticket office and at Ticket Vending Machines. You can buy single, return and Season tickets and you are also able to buy tickets for most other train companies across mainland Britain and TfL. For more information on ticket types, please visit our dedicated [page for ticketing explanations](#).

Unlike with paper tickets, if you lose your Key card or it is stolen, we can 'freeze' your card, which means that nobody else will be able to use it – and we will replace it for free. Having The Key gives you access to our Rewards Plus programme where

you can receive promotions, rewards and offers. You can pick up a Key card at a station ticket office, or order one via the Southeastern app or through our website [Southeastern](#).

eTickets

An eTicket will only be offered on routes and ticket types if available. You can either add your eTicket to your wallet on your phone, print it or download the barcode, which you can scan the barcode on the barcode reader at the gate (where available) or allow a member of staff to scan the ticket when requested. For more information visit: [eTickets | Southeastern](#).

sTickets

An sTicket is an alternative way to access a Season ticket using just a smartphone. They are now available to purchase through the Southeastern website and our app. All you need to do is scan your sTicket barcode at the ticket gates or show it to a member of staff when they ask to see your ticket. Customers buying sTickets from the website will need to download the Southeastern app to use their sTicket. For more information visit: [sTickets](#).

Flexible Season tickets

A Flexi Season is a new kind of season ticket that allows you to take advantage of a frequent travel discount, giving you eight days of travel within 28 days. Available on the Key and as a sTicket, you can use your eight days of travel at any point during the 28 days, and travel at any time of the day, just activate a Flexi Season pass before travel on each day needed. Activation can be done either using the Southeastern app or scanning on the gate reader.

Travelcard Seasons are not available as sTickets.

Freedom passes

Freedom passes and the associated discount to London Boundary Zone 6 (including to Dartford and Swanley) are valid on Southeastern services after 0930 Monday to Friday and all day at the weekend. Freedom Passes, in-boundary Travelcards and Boundary Zone tickets are not valid on High Speed between St Pancras International and Stratford International.

Ticket machines

All Southeastern stations have self-service ticket vending machines (TVMs). These machines follow the Department for Transport (DfT) Design Standards for Accessible Stations Code of Practice (DfT Code of Practice). Tickets can be purchased with discounts from these machines including with the Disabled Persons Railcard or the Senior Railcard discount (this includes companion tickets for people booking tickets with a Disabled Persons Railcard). All our TVMs can now issue tickets from 'anywhere to anywhere'. This means that you can buy a ticket for a journey starting at any location, just like you can online or in the Southeastern app or website. If you are a season ticket holder, it also enables you to buy add-on-fares for other destinations.

Ticket gates

Around 40 of our busiest stations have ticket gates which are staffed. As well as these stations, major stations operated by Network Rail (London Bridge, London Cannon Street, London Charing Cross, London St Pancras and London Victoria) also have ticket gates to some or all of the platforms. Where staff are unavailable, gates will be set in the open position so that passengers can pass through. All of our ticket gate lines have at least one wider accessible gate.

Purchase of Advance tickets

Where Advance tickets are available for purchase (whether from the Southeastern app, website or a ticket office) we suggest you check the required facilities of that train with the operator in terms of the accessibility of their trains. For example, for some other operators, not all trains offer wheelchair space in first-class carriages. If you are travelling on a train not operated by Southeastern, please check this information before purchasing.

Advance tickets are only available as single tickets at specific times and on selected routes, but you can mix and match advance tickets and times to suit you. This means you will need separate tickets if you are making a return journey and they must be bought at least a day before travel. For more information visit our website:

[Advance Train Tickets | Southeastern](#)

Booking assistance when purchasing tickets

Train tickets can be purchased at the time of booking Passenger Assist. Please allow 96 hours for posted tickets to arrive. Where possible, tickets can also be purchased and collected at the station through a self-service ticket vending machine or our colleagues in the ticket office.

A4: Rail replacement services

Replacement bus services used during planned and emergency engineering works are now required under our contract to be wheelchair accessible and meet the requirements of the Passenger Service Vehicle Accessibility Regulations or they have an exemption under s.178 of the Equality Act 2010.

Rail replacement services will in most cases will stop at all the stations, there are occasions where some buses may run fast so it is important to check with the driver. In addition, we are working with our supplier to ensure that audio and visual information will be provided in the future.

In the unlikely event that we use an exempt vehicle (for instance, during service disruption), alternative accessible transport will be made available for those passengers unable to use an exempted vehicle. This will typically be a replacement accessible taxi. During planned engineering works, where assistance has been booked, we will provide accessible transport at the same time as other alternative transport. Where assistance has not been booked, we will endeavour to provide accessible transport as quickly as possible when requested.

Southeastern will always look to procure buses compliant with relevant government requirements which includes compliance with the accessibility requirements of the Public Sector Vehicle Accessibility Regulations (PSVAR), Public Sector Vehicle (Accessible Information) Regulations (PSVAIR) or operation under a special authorisation certificate granted by the Government.

If services become inaccessible to you during disruption, you can call us on 0800 783 4524 or speak to a member of the station staff. Where no staff are available you can use station Help Points (assistance get in touch and we can then arrange suitable transport to your destination).

Drivers of the bus replacement services we use have already received some form of disability awareness training. This is facilitated by the contractor and forms part of their Driver Certificate of Professional Competence. In addition to this, the contractor has invested in the design and rollout of a rail replacement focused course, and they are actively encouraging all suppliers to enrol their drivers to complete the training. Also, through our contracts with the suppliers of these services, they are aware of the PSVAR and PSVAIR requirements.

Alternative accessible transport

Alternative accessible transport can be provided to help disabled passengers travel between stations in the following circumstances:

- where a disabled passenger is unable to travel from a station because the station is inaccessible to them
- where a disabled passenger is unable to travel from a station because the rolling stock is inaccessible to them
- where substitute transport is provided to replace rail services (e.g. because of planned engineering works) that are inaccessible to disabled passengers
- where there is disruption to services at short notice that makes services inaccessible to disabled passengers. (e.g. a lift is not working)

Alternative transport is mostly by taxi. It will take you to the nearest or most convenient, accessible and staffed station so you can complete your journey (where possible, by train).

If a taxi is required for the replacement of a train service, we will ensure it is accessible to you and will be provided at no extra charge; however, you need an appropriate ticket for your entire journey. Wherever possible we will do what we can to give you an alternative that most resembles the experience of those who do not require assistance.

We source all our rail replacement taxis through a single contractor who has access to a network of over 4000 vetted and approved transport suppliers. They have local authority-issued licences and relevant insurance. In addition to any training drivers

are given to qualify for their taxi licence, each individual council under their licence process will ensure that the local authority:

- ensures that wheelchair-accessible taxi safety equipment such as lifts, wheelchair restraints and ramps are regularly checked and documented.
- ensures drivers receive training for safe loading, unloading and securing of wheelchair users.
- undertakes Disclosure and Barring Service (DBS) checking

A5: Wheelchairs, mobility scooters and mobility aids

Wheelchairs

We welcome all wheelchair users on our trains where their wheelchair is within the maximum dimensions acceptable on our services. Where possible, we recommend travelling in the designated wheelchair space but appreciate that some passengers may prefer to transfer to one of the fold-down seats available in this area. These are also available for a passenger's travelling companion.

All of our trains have dedicated wheelchair accommodation, located near the accessible toilet (if there is one) and identified by the wheelchair symbol for wheelchair space on the nearest doors. As with priority seats, we cannot reserve these spaces in advance, but staff will do all they can to ensure you travel on your desired service. Our wheelchair-accessible trains are designed to accommodate wheelchairs up to 1200mm long and 700mm wide.

Passengers wishing to travel in a coach that doesn't have a wheelchair space, because they intend to transfer to a seat, should inform a member of staff if assistance is needed. As a matter of course employees are instructed to assist wheelchair users onto the train and into the wheelchair space, so the accessible toilet is within reach.

Wheelchairs are the responsibility of the owner when on our trains and you will need to move if you are blocking a door or walkway. It may be easier for passengers to remain in their wheelchairs than have to move them during your journey. You will not need to move your wheelchair if it is in the designated space.

Staff know that wheelchair users have priority to occupy the wheelchair space and will ensure that they can make their journey.

Mobility scooters

Mobility scooters are welcome on all of our services but there are restrictions in terms of size, weight and type of scooter. All of our trains accept scooters that are no longer than 1200mm (48") and no wider than 700mm (28"), including any attachments. The mobility scooter must be left in the wheelchair space.

Folding or collapsible mobility scooters that can be stored as luggage, in luggage racks, can be carried on any type of train. To help prevent mobility scooters from tipping back when using the ramp, please ensure bags are removed. The user must ensure they have placed their scooter in the correct setting ensuring all brakes and safety functions are operating as they should be. Once on board our trains, mobility scooter users are advised to transfer to a seat for their safety.

There have been serious safety incidents across the UK rail network involving mobility scooters, due to users being distracted or rushing for trains. We encourage users to familiarise themselves with their mobility scooter settings and use them mindfully. Any class 3 mobility scooter must be set to the pathway/pedestrian setting with a maximum speed of 4mph.

Operators of replacement transport services may be unable to accommodate mobility scooters. Alterations due to planned engineering work are publicised 12 weeks in advance - please check [Engineering work | Southeastern](#).

If your service is unexpectedly terminated and your journey has to be completed by road, we will ensure you reach your destination, and arrangements are made for storage of mobility scooters until they can be collected.

Please note there is a combined weight restriction of 300kg for mobility aids, luggage and passengers on our ramps. There is a specific guide to using your mobility scooter or wheelchair on trains and at stations on our website [Download our Wheelchair and Scooter Guide PDF](#)

Rollators

If you are travelling with a rollator, please be reassured that you can request assistance on and off our trains. Please make yourself known to a member of staff or book assistance in advance, and we will deploy a ramp to bridge the gap between the train and the platform. For your safety, please ensure that any bags are removed or are secured to the roller, particularly when you are boarding or alighting a train.

A6: Delays, disruption to services, and emergencies

We understand that disruption to facilities and services can have a huge impact on accessibility and confidence when using the railway – and we do everything we can to prevent this. When disruption does happen, we will make sure that you can continue your journey wherever possible.

If we have to alter or cancel your train because of disruption, we will provide you with accessible alternative transport, where applicable, at no additional charge.

When you book assistance and there is planned rail replacement, we will advise you what facilities you will find on the replacement services and where the bus stops are located. We will discuss with you whether this is suitable and accessible for you but if not, we will arrange alternative transport. If you require any additional assistance (for example, changing platforms) or you cannot understand the information, our station or mobile assistance staff will do their best to help.

On-train staff will announce where the replacement buses can be found on the terminating service. In addition, station customer information system displays share this information and a PA announcement will be made automatically after a train terminates giving directions to the replacement buses. Where possible, staff will also be on hand to direct passengers to the replacement services. Further information can be found on station posters and our website.

When the level of accessibility of facilities at a station or on a train is below that normally available, we aim to provide you with an equivalent replacement service or make alternative arrangements.

Where we have contact details, we will endeavour to contact you by telephone or email to make you aware of the disruption, provide you with information about the disruption and if necessary, help you make alternative arrangements.

If you arrive 15 minutes or more late at your destination because of a delay or cancellation to a Southeastern service, you can claim Delay Repay compensation, the national compensation scheme. If you feel you have been impacted by the delay due to your disability/ impairment, when submitting a Delay Repay claim, please select “Other” as your reason for the delay and provide us with any further details.

Emergency procedures

Southeastern’s Fire Precaution managers are equipped with the appropriate equipment and procedures to assist in evacuating disabled people from trains, stations and offices and include staff too.

Our managers will ensure that employees are briefed and updated on the contents of emergency plans, including the procedures to assist disabled people including Generic and Personal Emergency Evacuation Plans (GEEPs and PEEPs).

Portable platforms are available for non-emergency evacuation from trains to trains. These help people get from one train to another without the need to climb down off a train or walk on uneven surfaces.

A7: Station facilities

For current information about facilities at stations we manage, please check our website at southeasternrailway.co.uk/station-information or National Rail Enquiries.

Left luggage

Luggage can be left securely at London Charing Cross, London Bridge, St Pancras, and London Victoria, which all have level access. There is a charge for this service.

Blue badge parking spaces

APCOA Parking UK manages the majority of station car parks on behalf of Southeastern, except for Ebbsfleet – visit [Station Parking & Tariffs | Ebbsfleet International](#) for more information. APCOA Parking UK can be contacted on 0330 333 9232 or by visiting [APCOA Parking](#).

Not all of our stations have car parks, while the nearest car park may be managed privately or by a council. Stations managed by Southeastern are listed in the station information pages on our website.

Blue Badge holders park free of charge at all of our managed car parks, except for Ebbsfleet International. This applies to both accessible parking bays and standard bays (excluding premier parking bays marked in red). If travelling on our trains this would be free all day, for all other purposes it will be limited to a maximum of three hours.

These spaces, marked with the International Symbol for Access on the ground, are situated as close to the station as possible, providing easy access. We will monitor and review the provision of disabled motorists' parking spaces at our APCOA-managed car parks, to add additional spaces where there is demand.

The introduction of Automatic Number Plate Recognition (ANPR) at Southeastern Station Car Parks means that although blue badge parking will remain free, customers will need to register their vehicle in advance – each customer can register up to 10 vehicles.

Vehicles can be registered on the APCOA website: [APCOA Blue Badge Permit Portal](#)

You can also register by emailing general.enquiries@apcoa.com or calling 0345 222 7262

Car Parking

Southeastern have introduced Automatic Number Plate Recognition (ANPR) at station car parks. This technology is already widely used by other parking providers across the country and removes the need for customers to return to their vehicles to display a parking ticket. Payment for parking will no longer be accepted at the ticket office, instead users will need to enter their vehicle registration and pay in one of the following ways:

- Using the Ticket Vending Machine (TVM) at the station
- Calling 01895 262122 or texting 07860 006000 quoting the Location Code which can be found on the signs within the car park
- Visiting apcoaconnect.com
- Scanning the QR code located on the signs within the car park
- Downloading the APCOA Connect app

Users of the car park for less than 20 minutes will not need to buy a ticket. Blue Badge holders will also not require a ticket, but the vehicle must be registered, please see section “Blue Badge Parking Spaces” above.

Third-party facilities

Our tenants have also been issued with a handbook, which includes information concerning their responsibilities and our responsibilities under both the Equalities Act and the Accessible Travel Policy to make their services available, where reasonable, to disabled people. Our station teams monitor third-party services and facilities to ensure that they are not located where they will cause an obstruction.

We work with our tenants and third parties to ensure that beyond their own responsibilities under the Equality Act, we make reasonable efforts to provide as accessible a facility as possible. We also work with local authorities to ensure our stations are clearly signposted in the local area.

Replacement facilities

We provide replacement facilities that are accessible when the level of accessibility of facilities at a station is less than that normally provided. For example, this may be the closure of a toilet due to a breakdown or vandalism. We consider each case taking into account the proximity of nearby facilities, the likely timescale for the facility to be repaired or replaced, the availability of similar facilities on board and the reason behind the closure. We also consider the views of local stakeholders.

Station entrances

Easy access to stations is imperative. We always consider accessibility impact if there is a need to restrict or temporarily close access to a station. We comply with the DfT Code of Practice regarding mandatory standards for unobstructed progress during building works.

We are committed to ensuring that all accessible and step-free station entrances are kept in use and not permanently closed during times that the station is open. When necessary, due to refurbishment or security, for example, we may have to close these points of access. We consult with the DfT, London Travel Watch, Transport Focus and local disability groups, as applicable. Any changes to access are not made until approved by the DfT. If the closure is semi-permanent then alternative arrangements will be put in place for the duration of any required works.

A8: Redress

When booked assistance has not been delivered at one of our stations, a train you were travelling on or due to travel on, we want to hear from you. There are several ways to contact us (see below) and contact forms are available from our stations.

Once we have investigated your complaint, we will provide you with appropriate redress for your journey. This could include a full or partial refund of your ticket or vouchers. We will also let you know how we aim to prevent the issue from happening again. In cases of multiple assistance failures with several operators during a single multi-leg journey, we will coordinate a single response. Where the bulk of the assistance failure happened when travelling with another train company, we can transfer your complaint and will seek your consent before doing this.

To make a complaint please use one of the following options:

[Contact us | Southeastern \(southeasternrailway.co.uk\)](https://southeasternrailway.co.uk)

Write to:

Southeastern Customer Services

PO Box 8625

Swadlincote

DE11 1HZ

Telephone

- 0800 783 4524 (Freephone)
- 0345 322 7021 (calls are charged at a local rate and may be recorded)

Text Relay number - 18001 0345 322 7021

SignLive for BSL users: [SignLive | Login](#)

We comply with the Consumer Rights Act 2015 and, in line with National Rail Conditions of Travel, we consider additional compensation complaints for any losses or extra costs caused by a service failure. This doesn't affect your legal right to make claims under the Consumer Rights Act 2015, although you must not seek to recover the same money twice (for example, from both our complaints process and the Consumer Rights Act 2015).

B: Strategy and Management

B1: Strategy

Southeastern is committed to continually improving service provision for passengers with disabilities in all aspects of our service. We undertake a review of all of the stations we manage to identify areas of improvement for accessibility (not limited to changes to improve physical access to the station) and a review of our on-board accessibility.

We work closely alongside industry colleagues including Rail Delivery Group (RDG), the Office of Rail and Road (ORR), Network Rail, local authorities, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Community Rail Partnerships and the Rail Ombudsman, as well as other stakeholder organisations to further improve our service provision. We also work closely with other Train Operating Companies to encourage partnership working and the sharing of best practices to create a consistent journey experience for all.

Our Accessible Travel Policy fulfils our obligations under our Passenger and Station Licenses, as it meets the requirements of the ORR's Accessible Travel Policy guidance 2020.

We ensure that new facilities are designed to meet the DfT's Design Standards for Accessible Railway Stations: A Code of Practice 2015 (DfT Code of Practice). This applies to all projects that replace and/or renew existing facilities. This is achieved by ensuring that all infrastructure projects are submitted to our internal Facilities

Approval Panel where compliance with these standards will be checked. This includes verifying whether the evidence submitted for a dispensation from the standards is acceptable.

We do everything in our power to meet these standards as a minimum, we will consult with the DfT at the earliest stage should this not be possible. We can then consider suitable alternatives and seek dispensation from the DfT Code of Practice.

Improving access to Southeastern services

Southeastern is committed to maintaining current standards of accessibility and continuing to seek ways to improve it and anticipate customers' needs. We do this by engaging with our passengers and stakeholders as well as organisations representing disabled people. As part of the annual review of our Accessible Travel Policy, we review our policies that impact customers with disabilities and incorporate customer feedback.

Some of the ways over the last year that we have improved our service include:

NRE Accessibility Map

During 2024:

- We opened our first Changing Places Toilet at Margate Station.
- We launched a Step-free journey planner function in the Southeastern App and on our website.
- Toilet announcements are now provided before a train arrives to inform passengers of any services that have a toilet out of order.
- Our customer information screens now include information to inform passengers of the type of train that is arriving, this includes the CityBeams, Networkers and Highspeed services. This also helps colleagues to identify the ramp type required before the train arrives.
- The station pages have been updated to provide station staff availability as well as ticket office availability in the banner, making this information more readily available for users.
- We introduced SignLive, a video relay interpretation tool for BSL users. This can be used at our stations to communicate with staff or accessed through the SignLive directory to speak with our customer services team.
- We continue to update and replace platform to train ramps across the network and have reviewed and improved our procurement approach.
- We updated our FAQs on the website to provide more information about the size of luggage we can accommodate on our services.
- We updated our "Make a complaint" webpage to include SignLive as a contact method.
- We briefed our mobile assistance team on the complaints process so they could share it and promote the feedback channel with passengers.
- We created assisted travel business cards for our mobile assistance team to share with passengers to help promote the collection of feedback, both positive and negative.

- We enabled the booking of Passenger Assistance at the same time as buying tickets.
- We developed the capability for smartphone users to track journeys through the Southeastern App by linking to the onboard WiFi.
- We delivered disability awareness refresher training for the customer service team and customer-facing colleagues.
- We implemented a more automated process for Assisted Travel cancellations and amendments that are raised via X (Twitter)
- We began scoping out a multi-use space on the 376 rolling stocks using floor markings to prioritise areas for wheelchair users, prams/ pushchairs and cycles.
- We started engaging with Wheels for Wellbeing to explore the use of nonstandard cycles and standard cycles that are used as mobility aids on board our service.
- In the rail year 2024-25, a new footbridge and lifts opened at Bexley station under the DfT Access-for-All programme (AfA), this provides step-free access and interchange between both platforms. AfA projects are also on-site at Shortlands and Herne Bay, with both schemes expected to open to the public in 2025.
- Southeastern delivered an Access-for-All mid-tier scheme at Deal station, to create a pick-up and drop-off area on the Ramsgate bound side of the station. The area also includes blue badge parking spaces and step-free access onto the Ramsgate bound platform. Network Rail have delivered a mid-tier scheme at High Brooms to advance design work for a future Access-for-All scheme at the station to create step-free access to all platforms. At the time of writing, there are no further Access-for-All mid-tier schemes active.
- Minor works 2023-24 included the installation of handrails at New Cross, Albany Park, Beckenham Junction, Woolwich Dockyard, Etchingham, and Teynham. Stair tactiles were installed at St Leonards Warrior Square, Slade Green, Westcombe Park, Marden, Otford, Albany Park, and Dunton Green. Stair Nosings were also installed at St Leonards Warrior Square, Slade Green, Westcombe Park, Otford, and Ladywell.

In 2025 we plan to:

- Upgrade our ramps so that they have large labels that help teams to identify what type of ramp it is from a distance away.
- We continue to explore future Access for All scheme proposals.
- We continue to roll out Disability Awareness training to colleagues.
- We continue to trial a virtual tours solution for both onboard and stations.
- Deliver station improvement works prepared for the next round of Minor Works funding.

B2: Management arrangements

The Accessible Travel Policy forms part of our Passenger Licence (Condition 6: Provision of Services for Disabled People) and Station Licence.

Ensuring accessibility to all aspects of Southeastern's operation is continued and further enhanced forms part of our Accessibility and Inclusion Strategy, which is fully supported by the Southeastern executive team and its board. The Passenger Services Director will act as a sponsor to the development of accessibility projects and have accountability for overall compliance to this policy and ensure its implementation by:

- keeping the Executive Board informed of ongoing improvements such as the introduction of Equality Impact Assessments for all projects
- ensuring that the needs of everyone covered by the Equality Act (2010) are incorporated into plans
- ensuring all new front-line employees receive disability equality training
- employing operational Accessibility Managers responsible for the successful delivery of our ATP
- putting in place a Facilities Approval Panel to check that all new proposed facilities meet the requirements of the DfT's Code of Practice
- maintaining membership in the Employers' Forum on Disability
- running a disabled passengers' 'mystery shopper' programme
- investing every year in physical improvements at stations for disabled people
- supporting the work of our Accessible Travel Advisory Panel to consult on issues around accessibility
- All front-line teams, drivers and new starters receive a day of disability awareness training.

B3: Monitoring and evaluation

To ensure that we maintain performance against our Accessible Travel Policy and deliver everything that we commit to, we will monitor several Key Performance Indicators every period, including:

- total number of customers who booked assistance over the period
- total number of customers who requested assistance without booking over the period
- ratio of customers who booked assistance versus customers who requested assistance without booking
- total number of no-show customers who had booked assistance
- total number of assistance failures over the period
- total number of complaints relating to Passenger Assist over the period
- total number of complaints relating to general accessibility over the period
- the total cost of compensation paid out related to failure of assistance
- a record of reported failed assists and the reasons why
- the performance cost of assistance delays
- delay minutes due to failed/late assists
- compensation paid to passengers regarding disability-related complaints
- taxi cost when used as alternative accessible transport

- availability of onboard toilets
- track the satisfaction of people with accessibility needs in our customer satisfaction survey

We will use our Accessible Travel Advisory Panel to consult about changes we propose to facilities or policies and consider the feedback we receive.

Our customer services team handle any complaints and/or feedback received from passengers about both Passenger Assist and the general accessibility of our trains or stations. It provides a detailed response to the customer and ensures that any assistance failure is investigated. Information on this investigation is used to inform the customer what happened and as a way of improving our service. As required, the Accessibility and Inclusion Manager may be consulted to provide information to support this response. When assistance has failed as a result of Southeastern, local managers will take action accordingly to prevent such an incident from recurring.

We regularly review this policy and a report on findings will be sent to the Department for Transport and the Office for Rail and Road. This includes details of the achievement of objectives, new initiatives to improve our service to disabled passengers and any challenges we faced in implementing this policy.

B4: Access Improvements

Southeastern is committed to ensuring compliance with the Rail Vehicle Accessibility Regulations (RVAR), the Persons of Reduced Mobility – Technical Standards for Interoperability (PRM-TSI) and the DfT Code of Practice when refurbishing our trains or installing or refurbishing facilities at our stations. Where compliance is not achievable after every effort possible has been made, we commit to applying for dispensations against RVAR, PRM-TSI and/or the DfT Code of Practice.

Trains

We worked with our rolling stock companies to complete a four-year programme to deliver enhanced accessibility on our trains for persons of reduced mobility. As a result, all our trains now provide access for persons with reduced mobility. All our trains meet at least one of these standards, except for 43 two-carriage Class 466 units, which do not have either an accessible toilet or a wheelchair space. These trains are permitted to operate beyond 1 January 2020 so long as either, they run in multiple formations with a unit that has the necessary provisions (for example a Class 465 four-car unit), or the DfT has granted a special dispensation.

Going forward, Southeastern will see toilets fitted onto the Class 707.

Stations

Access improvements – Our Accessibility Minor Works programme will ensure that we spend specifically on improvements for disabled people. We will concentrate on the smaller but equally important improvements for disabled people such as highlighted stair nosings, and dual height, warm-to-touch handrails.

We have invested over £500,000 in improving Blue Badge parking provision at our stations with car parks, bringing both the spaces and the numbers provided, up to current standards.

Access for All schemes- This is the DfT-sponsored programme that is delivered by Network Rail with our assistance. This year, Plumstead and Bexley have been completed and in 2025, Herne Bay and Shortlands is expected to be completed. Meanwhile, planning for Hither Green continues.

The Mid-Tier schemes at Deal and High Brooms have been completed, delivering improvements to their forecourts. There are no upcoming Mid-Tier funding schemes in the pipeline.

B5: Working with disabled passengers, local communities and local authorities

We understand the importance of involving disabled people in decision-making in all aspects of what we do. We are working towards several ways in which we engage with customers with disabilities, which include:

- the Accessible Travel Advisory Panel (ATAP) – a pan-disability group that meets six times a year to discuss how changes across our network impact accessibility and inclusion.
- an online panel, accessible to a much wider group of disabled people (over 350 members currently), to carry out regular surveys to gain their insight.

We work on the promotion of the accessibility of our services and Passenger Assist across our route. We have begun work on this engagement through:

- a video (Patience) that has been shared through social media channels and on our [website](#) to encourage disabled people to travel by encouraging everyone to have more patience
- ensuring that media promotions include messages and links about booking assistance and that all images have an Alt-text description for visually impaired people

We will also continue to promote our Passenger Assist Policy – specifically the Making Rail Accessible customer leaflet – in prominent public locations across our route as well as on our stations and online.

The sunflower lanyard and JAM card schemes that Southeastern has rolled out across our network are a national scheme that spans wider than the railway. We chose these schemes to encourage seamless end-to-end journeys for our customers on the basis that the lanyard and JAM card are also recognised in major UK airports, supermarkets, shopping centres and by a variety of other industries.

We will report to the ORR on the work in this area on the whole that we have undertaken and the progress that this has led to.

B6: Training

Staff training is a key part of ensuring customers with disabilities can access our services.

Southeastern gives all new staff, including drivers, on-board staff, station staff, and managers a day's training, which focuses on disabled passengers. This covers, guiding techniques for visually impaired people, and non-visible disabilities and considers what barriers exist and how they can be removed. It also covers the law, policies and practices, like Passenger Assist and replacement transport for inaccessible stations.

All new frontline staff who interact directly with passengers at any time as part of their duties receive training as part of their induction that covers providing safe assistance and the use of boarding ramps.

Our training:

- provides our teams with a better understanding of the everyday challenges faced by disabled people and prompts them to; challenge misconceptions and remove barriers to access and inclusion
- explains how equality legislation works: exploring and understanding the Equality Act 2010
- defines disability: introducing staff to the various definitions of disability and the appropriate terminology
- recognises passengers who need assistance: exploring visible and non-visible impairments to enable staff to assess individual needs and provide appropriate assistance
- ensures staff understand the Railway Regulatory Framework: the regulations and policies that are relevant within the railway industry.
- explains Passenger Assist: how it works for disabled passengers and the staff's role in delivering the service
- finds a way to communicate with disabled people with patience, respect and dignity
- identifies accessible features at the station where staff work as well as at the key destination stations on the network
- will include safeguarding training being rolled out to all passenger-facing colleagues
- provides refresher training within two years of receiving disability awareness training and a minimum of two years thereafter
- involves disabled people in the creation of our disability awareness training.
- will engage customer panels to help develop our training content on an ongoing basis
- gives disability awareness training to agency staff and contracted staff who are working temporarily and have direct interaction with passengers
- trains our call centre staff who provide information or advice directly to passengers

- provides all replacement service bus drivers with a briefing guide on helping our disabled passengers

At the time of submitting our Accessible Travel Policy, we have verified that any statistics and terminology used in the training of our staff are up to date and appropriate.

[1st April 2025]