

Equality Impact Assessment (EqIA)

Project title	December 2022 timetable change
Department	SE wide
Date	22/11/2022

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Equality Impact Assessment

What is an Equality Impact Assessment and why do we need one?

The Equality Impact Assessment (EqIA) is a tool that promotes fairness and inclusion and must be completed as part of any new program or project within Southeastern. Discrimination is usually unintended and can often remain undetected. Therefore, the purpose of the EqIA is to mitigate this.

The EqIA is used to identify and assess potential biases that may occur as a result of an upcoming project and/or business change. This enables bias to be moderated, barriers to be removed, and ensure that certain groups are not inadvertently disadvantaged.

Protected Characteristics

The different groups reviewed in the EqIA are outlined in the Equality Act 2010 and are referred to as protected characteristics: these are age, disability, gender reassignment, marriage, and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

Executive Summary

This Equality Impact Assessment addresses the potential impacts that the timetable developed by Southeastern and Network Rail for December 2022 may have on customers and staff across the Southeastern network. Producing this document helps us to meet our obligations under the Public Sector Equality Duty which requires us to eliminate prohibited conduct, advance equality of opportunity, and foster good relations. Therefore, we have undertaken and published this Equality Impact Assessment to demonstrate how we are meeting the duty.

The December timetable change will have a greater impact on some routes and less on others. This Equality Impact Assessment focuses on the stations and line of routes that will see the greatest change. Although the changes will impact customers, there are various mitigations already in place to reduce any negative impact such as, the Mobile Assistance Staff, existing service protections and operating standards. We hope that customers will see the overall positive impact that the timetable will bring in delivering a more punctual, reliable railway which meets the needs of customers in a post Covid world.

As part of this process, we have considered the impact of this change against the different protected characteristics. Below are the headline assessments:

Age

We have considered how the timetable change would impact different age groups. The introduction of, more station staff, communication campaigns, additional station equipment, such as wheelchairs, and digital information services, such as the SeatFinder tool, means any age group will be able to make informed decisions about the December timetable change. In addition, the removal of First Class from Mainline services has increased seated capacity for the use of all customers.

Disability and or Caring Responsibilities

When considering the impact the timetable would have on customers with disabilities and nonvisible disabilities, it was important that we improved the offering at London Bridge. As the main interchange station, we decided to introduce dedicated Mobile Assistance Staff. Moreover, the review of station facilities and processes has assured us that we will be able to respond to the needs of our diverse customer base in a manner that best serves them.

Marriage and Civil Partnership, Gender Reassignment, Race, Religion or Belief Sex and Gender Reassignment and Sexual Orientation

Language is key to ensuring changes are clearly communicated and customers know exactly what service we are providing so they can plan. That is why we use simple language in all our communications.

Pregnancy and Maternity

We want all our customers to travel comfortably, especially those who are pregnant which is why SeatFinder tool is great for seeing how busy our trains are. It is also important station facilities remain operational which is why we are ordering additional wheelchairs and increasing the hours of key maintenance staff at London Bridge.

At Southeastern Railway, we see Equality Impact Assessment as an important process designed to create an inclusion mindset that can impact the way decisions are made within our organisation. To ensure inclusion and equality are considered in every aspect of our organisation. It is our belief that our mitigations will still enable us to serve the everyone in Southeast London, Kent and East Sussex in a way that we are be proud of.

Document Life/Review

Our railway in operation is a complex coming together of infrastructure, train rolling stock and our people to deliver a daily service to around a 500,000 people each weekday. We anticipate that we will learn and enhance our service post the launch of the new timetable on 11th December. We will regularly review passenger count data, customer feedback, passenger assist information and operational experience. Therefore, we will update this EqIA in line with our evolving operational model as we seek incremental improvements. For this reason, there is a Version Control panel at the end of the document to track. The first review will take place by the end of January 2023.

1. Please provide a summary of the work this EqlA is referring to.

Question	Response
What are the aims/ objectives?	<p>Our customers have changed the way they travel. The existing [May 22] timetable provides considerably more capacity than required on a number of our routes, and not enough in others. Each route has its own profile although generally demand for travel is down around 30%, and many people are now commuting only a few days a week or travelling less frequently overall. While off-Peak travel has recovered faster than Peak-time travel, hybrid working appears to be here to stay.</p> <p>We have therefore balanced train services to meet the changes in travel preferences that have come about because of the pandemic. The timetable will continue to match customer demand, with room for growth, whilst prioritising the good punctuality our customers expect and need.</p>
Where will the change take place?	Across the whole network from 11 December 2022.
Will there be an impact on customers?	<p>Yes. The timetable has been created to match today's customer demand, with the flexibility to adapt services in the future as demand grows.</p> <p>We will provide a more consistent service that reflects the change in Peak-time demand following the pandemic and new customer travel habits.</p>
Will our staff be impacted?	Yes. The timetable change will have an impact on the advice they give to customers, and how they travel.
When is the expected completion date?	Although the timetable will be implemented on 11 December 2022, there will be opportunities for further changes to reflect customer feedback for the May 2023 timetable.
Are there any	Yes. Monitoring the impact on customers and staff will

other details you would like to share?	continue to be a priority. So far, key stakeholders have been engaged with and walk-arounds at key interchanges have taken place. In addition, a new assistance Staff has been approved at London Bridge.
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This EqIA reflects the impact the changes in the December 2022 timetable will have on our customers and staff and how this compares to the existing May 2022 timetable.

A detailed assessment has only recently been possible as we have moved from a timetable in the development stages to an approved timetable following Department for Transport (DfT) approval and validation by Network Rail that services were permitted to operate.

The new timetable has been available in journey planners from 20 September 2022.

Will there be an impact on our customers?

Yes. The timetable has been created to match today’s customer demand, ensuring space within the timetable is provided where it is needed, with the flexibility to adapt services in the future as demand grows.

Some routes need additional capacity now to avoid overcrowding in the coming months and these will see immediate benefits. However, for some customers, they will be required to make a change that they currently wouldn’t have to do on their journey.

We will provide a more consistent service that reflects the change in Peak-time demand following the pandemic and the new preference for travel. This will still maintain sufficient Peak time space on trains to match demand from those who need these services.

This new timetable:

- Reflects the way people now travel.
- Delivers operational changes to improve punctuality and reliability.
- Provides a simpler service for Southeastern’s customers and the flexibility to alter services in the future.

As a result of the new timetable, we are expecting on-time train punctuality (when a train arrives within 59 seconds of its booked time) to improve -market research shows that this is the key driver of customer satisfaction.

This will be achieved through a reduction in congestion at busy junctions and an improved ability to recover from disruption. These changes will reduce the volume and impact of on-the-day disruption which impacts all customers but can have an increased impact on customers with certain characteristics (see Appendix 1 for more information).

The changes are expected to result in 12% fewer train cancellations and 300,000 more on-time stops at stations every year.

More information about each route is contained in a table later in the document. In addition, further information can also be found in Appendix 2 for the Woolwich, Bexleyheath and Hayes lines and Appendix 3 for information about the Maidstone East line.

**2. Please review each of the protected characteristics below.
Does this project/ piece of work have any negative impacts
on people with protected characteristics?**

To assess the impact, a Red, Amber, Green (RAG) status has been applied to each of the considerations for the protected characteristics.

This has been calculated by assigning a score of 3 to anything that is determined as high in terms of probability or impact, 2 for medium, and 1 for low.

The scores have been multiplied to calculate the overall RAG status. A colour scheme has been applied to reflect this, with red showing the high scores, amber the middle and green for the lowest.

These scores have been assessed before mitigations have been considered. Therefore, sections with a Red RAG rating have received more attention to reduce the implications and as a result, we are still able to proceed with the intended works.

Probability	Rating
High 3	Very likely to happen
Medium 2	Would possibly happen
Low 1	Unlikely to happen

Impact	Rating
High 3	High impact expected
Medium 2	Medium impact expected
Low 1	Low impact expected

RAG rating	High Impact 3	Medium Impact 2	Low Impact 1
High Probability 3	9 High Impact expected	6 High Impact expected	3 Medium Impact expected
Medium Probability 2	6 High Impact expected	4 Medium Impact expected	2 Low impact expected
Low Probability 1	3 Medium Impact expected	2 Low Impact expected	1 Low Impact expected

Age

Considerations	Probability	Impact	RAG	Mitigation
Depending on the journey some customers will need to change at London Bridge, Dartford, Ramsgate, Paddock Wood or Lewisham. All these stations are accessible but changing trains will mean additional walking.	H	M	H	<ul style="list-style-type: none"> Station wheelchairs are available at London Bridge, Dartford, Ramsgate, Paddock Wood and Lewisham throughout the day for use within the station. London Bridge, Dartford, Ramsgate Paddock Wood and Lewisham are accessible stations and have lifts. We have maintenance contracts for lifts at our stations. At London Bridge (where the majority of interchange will take place) engineers are on site at busiest times.

				<ul style="list-style-type: none">• The Mobile Assistance Staff (specific resources to provide customer assistance) is available across our network to support our business-as-usual staff.• A Mobile Assistance Staff will be based at London Bridge, Ramsgate and Lewisham to support those that need assistance.• A Mobile Assistance Staff will be moved temporarily to Dartford to support customers.• A Mobile Assistance Staff is also based at Tonbridge and Ashford and will respond to assistance requests at Paddock Wood when the station is not staffed. Paddock Wood station is staffed 15 hours each weekday and 6.5hrs on Saturdays and Sundays.• There will be frequent connections at London Bridge Station. During the Peak, there will be on average 16 trains to Cannon Street and 20 trains to Waterloo East and Charing Cross, so customers do not need to rush.• Paramedics on site at London Bridge.• SeatFinder tool will enable customers to
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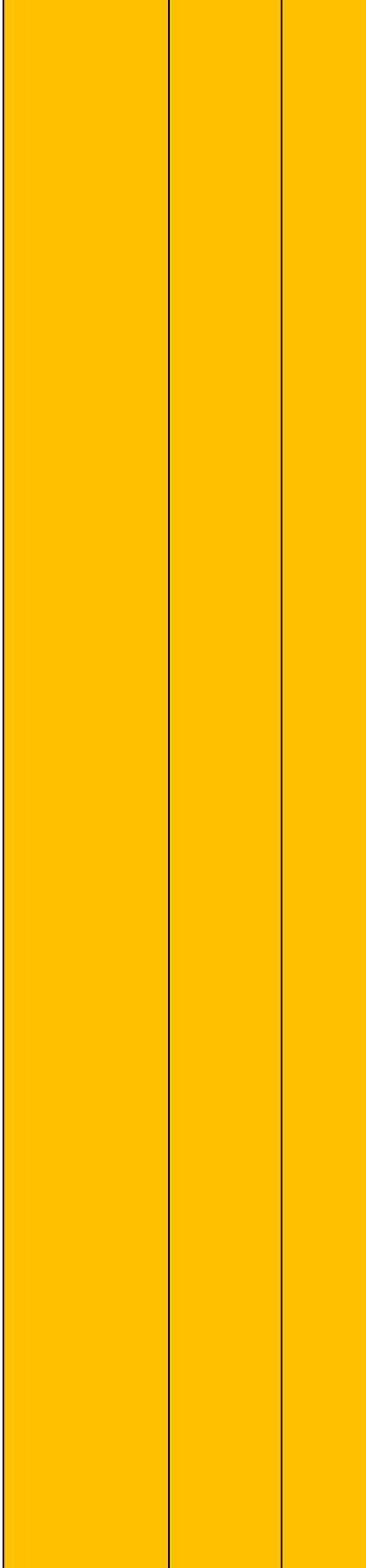
				<p>choose quieter trains to travel on.</p> <ul style="list-style-type: none"> All our stations have defibrillators.
<p>Depending on the journey some customers will need to change at London Bridge, Lewisham, Ramsgate, Dartford or Paddock Wood. Therefore, people may be unfamiliar with these stations.</p>	<p>H</p>	<p>L</p>	<p>A</p>	<ul style="list-style-type: none"> Additional announcements to support customers moving through the station. On-board announcements explaining where to go during the first few months of change. The signage at both Lewisham and London Bridge will be reviewed. Free Wi-Fi at our London terminals to support smartphones and tablets. There will be frequent connections at London Bridge Station. During the Peak, there will be on average 16 trains to Cannon Street and 20 trains to Waterloo East and Charing Cross, so customers do not need to rush. Temporarily there will be more staff at London Bridge, Lewisham, Paddock Wood and Dartford to assist customers. Station layout maps are available for all our stations on National Rail Enquires, for customers who would like to plan their journey around the station before travelling.

				<ul style="list-style-type: none"> • All of our stations have a Stations Made Easy summary available on the National Rail Enquires website. • Paramedics on site at London Bridge. • SeatFinder tool will enable customers to choose quieter trains to travel on.
<p>London Bridge and Lewisham Stations are very big stations with lots of people moving around at fast pace.</p>	<p>H</p>	<p>M</p>	<p>R</p>	<ul style="list-style-type: none"> • Both stations have crowd control measures that can be implemented when required. • Escalator controls at London Bridge can be switched to help the flow of customers. • Paramedics on site at London Bridge. • SeatFinder tool will enable customers to choose quieter trains to travel on.
<p>Older customers, or those who have Alzheimer's or Dementia may not be able to keep up and get disorientated, especially those with limited experience moving around the station.</p>	<p>H</p>	<p>M</p>	<p>R</p>	<ul style="list-style-type: none"> • Extra staff to support customers • The 'Just a Minute' (JAM) cards can be used by customers with a learning difficulty, Autism or by those who simply find difficulty in communicating. It enables a customer to inform a member of staff in a discreet manner they need more time and support. • The Sunflower lanyard can be worn when a person who has a non-visible disability (such as Dementia,

				<p>Alzheimer’s, anxiety, chronic fatigue or Autism) feels the need for our staff to be aware they may need extra help because their condition might not be obvious.</p> <ul style="list-style-type: none"> • The Mobile Assistance Staff (specific resources to provide customer assistance) will be based at London Bridge from early December and, if requested, will meet customers upon arrival, transfer with them, and put them on the departing train. • All of our front-line staff have undertaken Disability Awareness Training which includes non-visible disabilities. Our staff will also be receiving a refresher course next year and every 2 years after that. Additionally, a significant number of staffs have undertaken Samaritans training which aims to help staff spot and support anyone struggling to cope.
<p>Older customers may have to rely on the lift and escalators. If out of order, the stairs may be difficult to navigate.</p>	<p>L</p>	<p>H</p>	<p>A</p>	<ul style="list-style-type: none"> • The customer could alight at the next accessible station. We will provide a taxi for them to complete their journey. • The Mobile Assistance Staff could travel with the customer to the next station along and

				<p>arrange a taxi from there.</p> <ul style="list-style-type: none"> • At London Bridge (where the majority of interchange will take place engineers are on site at busiest times.) • Customer service staff will contact booked customers if a facility goes out of order that will have an impact on their journey. • Station announcements will inform customers of stations with lifts out of order. • Our website will list stations with lifts that are out of order. • Paramedics on site at London Bridge. • SeatFinder tool will enable customers to choose quieter trains to travel on. • All of our front-line staff have undertaken Disability Awareness Training which includes non-visible disabilities. Our staff will also be receiving a refresher course next year and every 2 years after that. Additionally, a significant number of staff have undertaken Samaritans training which aims to help staff spot and support anyone struggling to cope.
<p>If older customers are required to</p>	<p>M</p>	<p>M</p>	<p>A</p>	<ul style="list-style-type: none"> • The removal of First Class will open

change trains, they may not get a seat when they change trains.



additional areas of the train.

- SeatFinder tool will enable customers to choose quieter trains to travel on.
- The 'Just A Minute' (JAM) card can be used by customers with a learning difficulty, Autism or by those who simply find difficulty in communicating. It enables a user to inform a member of staff in a discreet manner they might need a bit more time and support.
- A Sunflower lanyard can be worn when a person who has a non-visible disability (such as Dementia, Alzheimer's, anxiety, chronic fatigue or Autism) feels that they need our staff to be aware they may need extra help because their condition might not be obvious.
- Priority seats in First-Class areas of our trains will continue to be priority seats. We also have priority seats in other parts of our train.
- We expect everyone travelling in at off Peak times to get a seat.
- Paramedics on site at London Bridge.
- All of our front-line staff have undertaken Disability Awareness Training which includes

				<p>non-visible disabilities. Our staff will also be receiving a refresher course next year and every 2 years after that. Additionally, a significant number of staff have undertaken Samaritans training which aims to help staff spot and support anyone struggling to cope.</p>
<p>Older customers may have poor eyesight and therefore struggle to identify platforms for their next train.</p>	<p>L</p>	<p>L</p>	<p>G</p>	<ul style="list-style-type: none"> • Audio announcements • Announcements on the train. • Website/App information • Additional staff at the station. • Free Wi-Fi to support smartphones and tablets at our London terminals. • Additional Mobile Assistance Staff (specific resources to provide customer assistance) will be based at London Bridge from early December and, if requested, will meet customers upon arrival, transfer with them and put them on the departing train. • Customer service staff will contact customers with booked assistance if a facility is out of order that will impact their journey. • Paramedics on site at London Bridge.

				<ul style="list-style-type: none"> • SeatFinder tool will enable customers to choose quieter trains to travel on. • All of our front-line staff have undertaken Disability Awareness Training which includes non-visible disabilities. Our staff will also be receiving a refresher course next year and every 2 years after that. Additionally, a significant number of staff have undertaken Samaritans training which aims to help staff spot and support anyone struggling to cope.
<p>Older people or those without access to the internet or a smart phone or tablet.</p>	<p>M</p>	<p>L</p>	<p>A</p>	<ul style="list-style-type: none"> • Would be reliant on station information, posters, announcements, screens and on face-to-face contact. • The Mobile Assistance Staff (specific resources to provide customer assistance) are available across our network to support our business-as-usual staff. • A Mobile Assistance Staff will be based at London Bridge, Ramsgate and Lewisham to support those that need assistance. • A Mobile Assistance Staff will be moved temporarily to Dartford to support customers.

				<ul style="list-style-type: none">• A Mobile Assistance Staff is also based at Tonbridge and Ashford and will respond to assistance requests at Paddock Wood when the station is not staffed. Paddock Wood station is staffed 15 hours each weekday and 6.5hrs on Saturdays and Sundays.• Help Points are available at all stations. These are white, pill-shaped communication tools for customers. They provide customers with information and assistance services.• Information desk at London Bridge.• New assistance desk at London Bridge station• A 'station made easy' guide can be printed off for reference.• Paramedics on site at London Bridge.• All of our front-line staff have undertaken Disability Awareness Training which includes non-visible disabilities. Our staff will also be receiving a refresher course next year and every 2 years after that. Additionally, a significant number of staffs have undertaken Samaritans training which aims to help staff spot and support
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				anyone struggling to cope.
Customers that require St Thomas Hospital and need assistance at London Bridge.	H	M	H	<ul style="list-style-type: none"> • Lift and escalators are available for customers. • A taxi for customers who request one at London Bridge to take them straight to the hospital. • SeatFinder tool will enable customers to choose quieter trains to travel on. • All of our front-line staff have undertaken Disability Awareness Training which includes non-visible disabilities. Our staff will also be receiving a refresher course next year and every 2 years after that. Additionally, a significant number of staffs have undertaken Samaritans training which aims to help staff spot and support anyone struggling to cope.
School children travelling across the network	H	L	M	<ul style="list-style-type: none"> • We understand our school flows which allow us to monitor and react to school demands/ crowds. • Our operation staff have specific plans to implement if key school trains are cancelled. • Staff available • Crowd control measures. • BTP (British Transport Police) presence • One-way systems.

				<ul style="list-style-type: none"> Platform announcements Opportunity to engage with schools. Paramedics on site at London Bridge.
Young children who previously didn't have to change at London Bridge.	H	L	M	<ul style="list-style-type: none"> Staff available. Station guide. Online information. Paramedics on site at London Bridge.

Disability and or caring responsibilities

Considerations	Probability	Impact	RAG	Mitigation
Reduced mobility	H	H	R	<ul style="list-style-type: none"> Lift and escalators are available for customers. At London Bridge (where the majority of interchange will take place engineers are on site at busiest times.) Taxis will be available from London Bridge. Station wheelchairs are available at London Bridge, Ramsgate, Dartford, Paddock Wood, and Lewisham throughout the day, for use within the station. Mobile Assistance Staff (specific resources to provide customer assistance) will be based at London Bridge from early Dec and, if requested, will meet customers upon arrival, transfer with them and put them on the departing train. Changing Places toilets available at London Bridge.

				<ul style="list-style-type: none">• Live updates on lift availability on our website.• Ramps are provided at London Bridge, Ramsgate, Dartford, Lewisham and Paddock Wood for customers who would like assistance boarding or alighting the train.• Seating is available.• Customer service staff will contact booked customers if a facility goes out of order that will have an impact on their journey.• Priority seating on trains.• The removal of First Class will open additional areas of the train.• We expect everyone travelling in the off Peak to get a seat.• Paramedics on site at London Bridge.• SeatFinder tool will enable customers to choose quieter trains to travel on.• Staff undertake regular patrols and checks across our stations for security and customer welfare.• All of our front-line staff have undertaken Disability Awareness Training which includes non-visible disabilities. Our staff will also be receiving a refresher course next year and
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				<p>every 2 years after that. Additionally, a significant number of staffs have undertaken Samaritans training which aims to help staff spot and support anyone struggling to cope.</p>
<p>Wheelchair and mobility scooter users</p>	<p>H</p>	<p>H</p>	<p>R</p>	<ul style="list-style-type: none"> • Lift and escalators are available for customers at London Bridge. • At London Bridge (where the majority of interchange will take place engineers are on site at busiest times.) • Taxis will be available from London Bridge. • Mobile Assistance Staff (specific resources to provide customer assistance) will be based at London Bridge from early December and, if requested, will meet customers upon arrival, transfer with them and put them on the departing train. • Changing Places toilets at London Bridge. • Live updates on lift availability on our website. • Ramps are provided at London Bridge, Ramsgate, Dartford, Lewisham and Paddock Wood for customers who would like assistance boarding or alighting the train. • Seating is available.

				<ul style="list-style-type: none"> • Customer service staff will contact booked customers if a facility goes out of order that will have an impact on their journey. • Wheelchair spaces on trains and priority seats. • Accessible toilets on the platforms at London Bridge Station. • Paramedics on site at London Bridge. • SeatFinder tool will enable customers to choose quieter trains to travel on. • Staff undertake regular patrols and checks across our stations for security and customer welfare. • All of our front-line staff have undertaken Disability Awareness Training which includes non-visible disabilities. Our staff will also be receiving a refresher course next year and every 2 years after that. Additionally, a significant number of staffs have undertaken Samaritans training which aims to help staff spot and support anyone struggling to cope.
<p>Customers with hearing loss or who are/ d/Deaf</p>	<p>M</p>	<p>M</p>	<p>A</p>	<ul style="list-style-type: none"> • SignLive is available for customers who would like to communicate using British Sign Language (BSL). • Posters

				<ul style="list-style-type: none"> • Smart phone- web/app information. • Southeastern and National Rail Twitter provide readable content • Customer Information Screens are available around the station. • The Mobile Assistance Staff (specific resources to provide customer assistance) are available across our network to support our business-as-usual staff. • A Mobile Assistance Staff will be based at London Bridge, Ramsgate, and Lewisham to support those that need assistance. • A Mobile Assistance Staff) will be moved temporarily to Dartford to support customers. • A Mobile Assistance Staff is also based at Tonbridge and Ashford and will respond to assistance requests at Paddock Wood when the station is not staffed. Paddock Wood station is staffed 15 hours each weekday and 6.5hrs on Saturdays and Sundays. • Induction loops. • Staff undertake regular patrols and checks across our stations for security and customer welfare.
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				<ul style="list-style-type: none"> • Free Wi-Fi at our London terminals to provide information and support on digital platforms. • The removal of First Class will open up additional areas of the train. • Paramedics on site at London Bridge. • SeatFinder tool will enable customers to choose quieter trains to travel on. • All of our front-line staff have undertaken Disability Awareness Training which includes non-visible disabilities. Our staff will also be receiving a refresher course next year and every 2 years after that. Additionally, a significant number of staffs have undertaken Samaritans training which aims to help staff spot and support anyone struggling to cope.
<p>Customers with a visual impairment</p>	<p>H</p>	<p>H</p>	<p>R</p>	<ul style="list-style-type: none"> • RoomMate is available at our London terminals is an electronic, wall-mounted device, which offers blind and visually impaired customers bespoke audio descriptions in an accessible toilet. • Announcements. • All our stations have tactile surfaces along the platform. (Please

				<p>note Lewisham is currently undergoing platform resurfacing. As a result, some tactiles are not in place but there are additional announcements and staff on hand to help)</p> <ul style="list-style-type: none"> • The Mobile Assistance Staff (specific resources to provide customer assistance) will be based at London Bridge from early Dec and, if requested, will meet customers upon arrival, transfer with them and put them on the departing train • Colour contrast on our posters. • Live announcements during disruption. • We expect everyone travelling in the off Peak to get a seat. • Paramedics on site at London Bridge. • SeatFinder tool will enable customers to choose quieter trains to travel on. • Staff undertake regular patrols and checks across our stations for security and customer welfare. • All of our front-line staff have undertaken Disability Awareness Training which includes non-visible disabilities. Our staff will also be receiving a refresher course next year and every 2 years after that.
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				<p>Additionally, a significant number of staffs have undertaken Samaritans training which aims to help staff spot and support anyone struggling to cope.</p>
Neurological differences	H	H	R	<ul style="list-style-type: none"> • We underwent an extensive communications campaign including paid media, stations information, and digital channels to warn customers whose routine would be impacted by the timetable changes. • Assistance can be booked for reassurance or assistance can be requested upon arrival/ at any point along the journey. • A station guide for London Bridge. • Accessibility considerations for our posters. • Just a Minute (JAM) cards can be used by customers with a learning difficulty, Autism or by those who simply find difficulty in communicating. It enables a user to inform a member of staff in a discreet manner they might need a bit more time and support. • A Sunflower lanyard can be worn when a person who has a non-

				<p>visible disability (such as Dementia, Alzheimer's, anxiety, chronic fatigue or Autism) feels that they need our staff to be aware they may need extra help because their condition might not be obvious.</p> <ul style="list-style-type: none"> • The removal of First Class will open up additional areas of the train. • We expect everyone travelling in the off Peak to get a seat. • Paramedics on site at London Bridge. • All of our front-line staff have undertaken Disability Awareness Training which includes non-visible disabilities. Our staff will also be receiving a refresher course next year and every 2 years after that. Additionally, a significant number of staff have undertaken Samaritans training which aims to help staff spot and support anyone struggling to cope. • Staff undertake regular patrols and checks across our stations for security and customer welfare. • SeatFinder tool will enable customers to choose quieter trains to travel on.
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<p>Mental health/ anxiety</p>	<p>H</p>	<p>H</p>	<p>R</p>	<ul style="list-style-type: none"> • Paramedics on site at London Bridge. • The Mobile Assistance Staff (specific resources to provide customer assistance) are available across our network to support our business-as-usual staff. • A Mobile Assistance Staff will be based at London Bridge, Ramsgate, and Lewisham to support those that need assistance. • A Mobile Assistance Staff will be moved temporarily to Dartford to support customers. • A Mobile Assistance Staff is also based at Tonbridge and Ashford and will respond to assistance requests at Paddock Wood when the station is not staffed. Paddock Wood station is staffed 15 hours each weekday and 6.5hrs on Saturdays and Sundays. • Staff undertake regular patrols and checks across our stations for security and customer welfare. • 'Just A Minute' (JAM) cards can be used by customers with a learning difficulty, Autism or by those who simply find difficulty in communicating. It enables a user to inform
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				<p>a member of staff in a discreet manner they might need a bit more time and support.</p> <ul style="list-style-type: none">• A Sunflower lanyard can be worn when a person who has a non-visible disability (such as Dementia, Alzheimer's anxiety, chronic fatigue or Autism) feels that they need our staff to be aware they may need extra help because their condition might not be obvious.• The removal of First Class will open additional areas of the train.• We expect everyone travelling in the off Peak to get a seat.• All of our front-line staff have undertaken Disability Awareness Training which includes non-visible disabilities. Our staff will also be receiving a refresher course next year and every 2 years after that. Additionally, a significant number of staffs have undertaken Samaritans training which aims to help staff spot and support anyone struggling to cope.• SeatFinder tool will enable customers to choose quieter trains to travel on.
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Marriage or in a civil partnership

Considerations	Probability	Impact	RAG	Mitigation
Neutral language in our publicity and information.	L	L	G	<ul style="list-style-type: none"> • Use plain English. • Use inclusive language in our communications

Pregnancy and maternity

Considerations	Probability	Impact	RAG	Mitigation
May have reduced mobility.	H	M	R	<ul style="list-style-type: none"> • Lift and escalators are available for customers. • At London Bridge (where the majority of interchange will take place engineers are on site at busiest times.) • Taxis will be available from London Bridge • Station wheelchairs are available at London Bridge, Ramsgate, Paddock Wood Dartford and Lewisham throughout the day for use within the station. • The Mobile Assist Staff (specific resources to provide customer assistance) are available across our network to support our business-as-usual staff. • A Mobile Assist Staff will be based at London Bridge and Lewisham to support those that need assistance. • A Mobile Assist Staff will be moved temporarily to Dartford to support customers. • A Mobile Assist Staff is also based at Tonbridge and Ashford and will respond to

				<p>assistance requests at Paddock Wood when the station is not staffed. Paddock Wood station is staffed 15 hours each weekday and 6.5hrs on Saturdays and Sundays.</p> <ul style="list-style-type: none"> • Changing places toilets. • Live updates on lift availability on our website. • Ramps are provided. • We expect everyone travelling in the off Peak to get a seat. • SeatFinder tool will enable customers to choose quieter trains to travel on.
<p>Potential for a miscarriage</p>	L	L	G	<ul style="list-style-type: none"> • Paramedics on site at London Bridge (where the majority of interchange will take place). • Nearby hospitals available at London Bridge.
<p>Awareness/need for a seat.</p>	M	M	A	<ul style="list-style-type: none"> • Priority card • Baby on board badge. • Just a Minute (JAM) cards. The 'Just A Minute' or 'JAM' card can be used by customers with a learning difficulty, Autism or by those who simply find difficulty in communicating. It enables a user to inform a member of staff in a discreet manner they might

				<p>need a bit more time and support.</p> <ul style="list-style-type: none"> • A Sunflower lanyard can be worn when a person who has a non-visible disability (such as Dementia, Alzheimer's anxiety, chronic fatigue or Autism) feels that they need our staff to be aware they may need extra help because their condition might not be obvious. • SeatFinder tool will enable customers to choose quieter trains to travel on. • We expect everyone travelling at off Peak times to get a seat
Incontinence	M	H	R	<ul style="list-style-type: none"> • Toilets on board trains. • Toilets at the station including a Changing Places toilet at London Bridge
Medication needs	L	L	G	<ul style="list-style-type: none"> • Pharmacy at London Bridge
Brain fog	L	L	G	<ul style="list-style-type: none"> • Staff available to assist. • Seating at stations for customers to regroup.

Race – Customers and staff from ethnic backgrounds

Considerations	Probability	Impact	RAG	Mitigation
Neutral language in our publicity and information.	H	L	A	<ul style="list-style-type: none"> • Use clear and concise language. • Use language that doesn't exclude particular people or groups.

Diverse customers	H	L	A	<ul style="list-style-type: none"> • Diverse staff representation. • Free Wi-Fi at our London terminals to enable supporting smartphones and tablets.
Disorientation at the station for customers who may not speak English as their first language.	M	L	G	<ul style="list-style-type: none"> • Universal icons/signage. • Use language that doesn't exclude particular people or groups. • Free Wi-Fi at London terminal stations which allows access to digital platforms for language interpretation.

Religion or belief- Customers and staff with different religions and/or beliefs

Considerations	Probability	Impact	RAG	Mitigation
Neutral language in our publicity and information.	H	L	A	<ul style="list-style-type: none"> • Use clear and concise language. • Use language that doesn't exclude particular people or groups. • Consider major festivals and holy days.

Sex and gender reassignment

Considerations	Probability	Impact	RAG	Mitigation
Neutral language in our publicity and information.	H	L	A	<ul style="list-style-type: none"> • Use plain English. • Use inclusive language in our communications.

Sexual orientation- LGBT+ Customers and staff

Considerations	Probability	Impact	RAG	Mitigation
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Neutral language in our publicity and information.	H	L	A	<ul style="list-style-type: none"> • Use plain English. • Use inclusive language in our communications.
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Other considerations

Considerations	Probability	Impact	RAG	Mitigation
First and last trains	L	L	G	<ul style="list-style-type: none"> • London Bridge station will be staffed.
Customers may need to change trains to complete their journey.	H	H	R	<ul style="list-style-type: none"> • Staff will be available at the key interchange stations, London Bridge, Dartford, Lewisham, Ramsgate, and Paddock Wood. • There will be additional announcements at stations and on-board trains to support customers now needing to change trains. • The Mobile Assistance team will be available at London Bridge, Dartford, Ramsgate, and Lewisham. There is also a team at Tonbridge which is one stop away from Paddock Wood should assistance be needed there.
Potentially unhappy customers targeting anger at our staff.	H	H	R	<ul style="list-style-type: none"> • Awareness of reporting channels. • BTP (British Transport Police) presence in the station • Body Worn Cameras • Internal comms about support systems. • Meet the manager sessions through various channels.

Non-visible disabilities	H	M	A	<ul style="list-style-type: none"> Continued training and guidance for our staff.
Disruptions to the train service	H	M	A	<ul style="list-style-type: none"> The December 22 timetable will limit the impact and spread of disruption better than our existing timetable. Customer care- Water fountain, water bottles, retail facilities are all available in such situations. Shelter, phone charging points, Wi-Fi to support digital platforms.
Need for water	H	M	A	<ul style="list-style-type: none"> Two water fountains are available at London Bridge station. Lots of retail units in and around the station. Water bottles are available at stations and are regularly used during disruption.
Customers travelling to St Thomas Hospital and need assistance having to interchange at London Bridge.	H	M	R	<ul style="list-style-type: none"> Lift and escalators are available for customers. A taxi can be provided for customers at London Bridge to take them straight to the hospital. At London Bridge (where the majority of interchange will take place) engineers are on site at busiest times.
Crowding on services for football matches	L	M	G	<ul style="list-style-type: none"> Specific train plans developed for these events to support busy customer flows. Spectators travelling to Millwall, Charlton or to

				<p>other London stations for onward connection – West Ham, Chelsea, Fulham, Arsenal, Tottenham Hotspur)</p> <ul style="list-style-type: none"> • Engagement with local clubs. • Station staff plans. • Crowd control measures. • Additional train services. • BTP (British Transport Police)
<p>Increased interchange for some customer journeys when travelling to/ from the West End and theatres.</p>	<p>L</p>	<p>L</p>	<p>G</p>	<ul style="list-style-type: none"> • For Network Rail to maintain the infrastructure, arrangements have existed for many years whereby cannon street is closed in the late evening for some days of the week and Charing Cross others. This will continue to impact last trains and customers return journeys. • There will be frequent connections at London Bridge Station. During the Peak, there will be on average 16 trains to Cannon Street and 20 trains to Waterloo East and Charing Cross per hour, so customers do not need to rush.

3. What could you do to ensure your work has a positive impact on diversity and inclusion?

The new timetable is flexible and allows the network to recover more quickly during disruption. This will reduce the delay for customers travelling, helping them to complete their journeys.

The new timetable is more standardised enabling customers to create routines. In addition, improved punctuality will reduce anxieties for customers as our services will be more reliable and there will be more 'on-time' station stops along the route.

London Bridge

Alongside our existing Staff of staff at London Bridge, we will be introducing a Mobile Assist Staff (MAS) to provide assistance for customers interchanging between the Woolwich, Bexleyheath, Hayes, Charing Cross and Cannon Street services. As part of the induction process, the new Staff will undergo a company and station induction, attend our Disability and Everyday Inclusion workshop, receive ramp and guidance training, as well as undergoing a security test. In addition, our existing agency staff will be trained to deploy a ramp, this will increase the number of staff available on the platform at one time who can provide assistance on and off the train.

London Bridge station has a safe space, which is a quieter area outside reception. This is near the First-Aid room and can be found before passing through the gateline on St Thomas Street.

Alongside this, we will be utilising the TransReport Customer Assist system to London Bridge for our Southeastern staff. This includes an app and a staff web interface. Using these tools will enable us to provide a more seamless and personal service through the station and facilitate better reporting which can be used to support any future plans/ development.

There are lifts and escalators available at London Bridge station for customers to change between platforms. There is also a station wheelchair for any customer who would like or need assistance through the station and in between platforms.

Should the lift or escalator services at London Bridge develop a fault or be removed from service and a customer with accessibility requirements to travel past the station, we will make alternative arrangements for the customer to complete their journey. This could include providing a taxi.

Below are suggestions for staff to consider when discussing alternative travel options with customers with accessibility needs. These have developed after engagement with our Accessibility Panel, reviewing customer complaints and best practice. Staff are advised that the final decision should be the customers.

- For customers arriving at the station for services into our London terminals, we would order a taxi to take the customer to the station they were planning to their destination stations or in some circumstances to their final destination (within London) which may be quicker, easier, and offer better customer service.
- For customers arriving at the station for services away from London, we would provide a taxi for the customer to another London terminal so they can board the service before London Bridge or arrange a taxi to the nearest station down the line, or their destination.
- For customers arriving on a train wanting to get off at London Bridge but are unable to due to a lift being out of order, we will arrange for them to get off at the next accessible station (Waterloo East or Cannon Street) and provide them with a taxi back to London Bridge or to their destination.

Lewisham

Additional staff will be available to help following the timetable introduction. During this time, the operation, volumes of assistance and guidance will be reviewed. All staff will be able to help customers who would like assistance and provide information and guidance to customer's using the station.

There are lifts available at Lewisham station for customers to change between platforms. There is also a station wheelchair for any customer who would like or need assistance through the station and in between platforms.

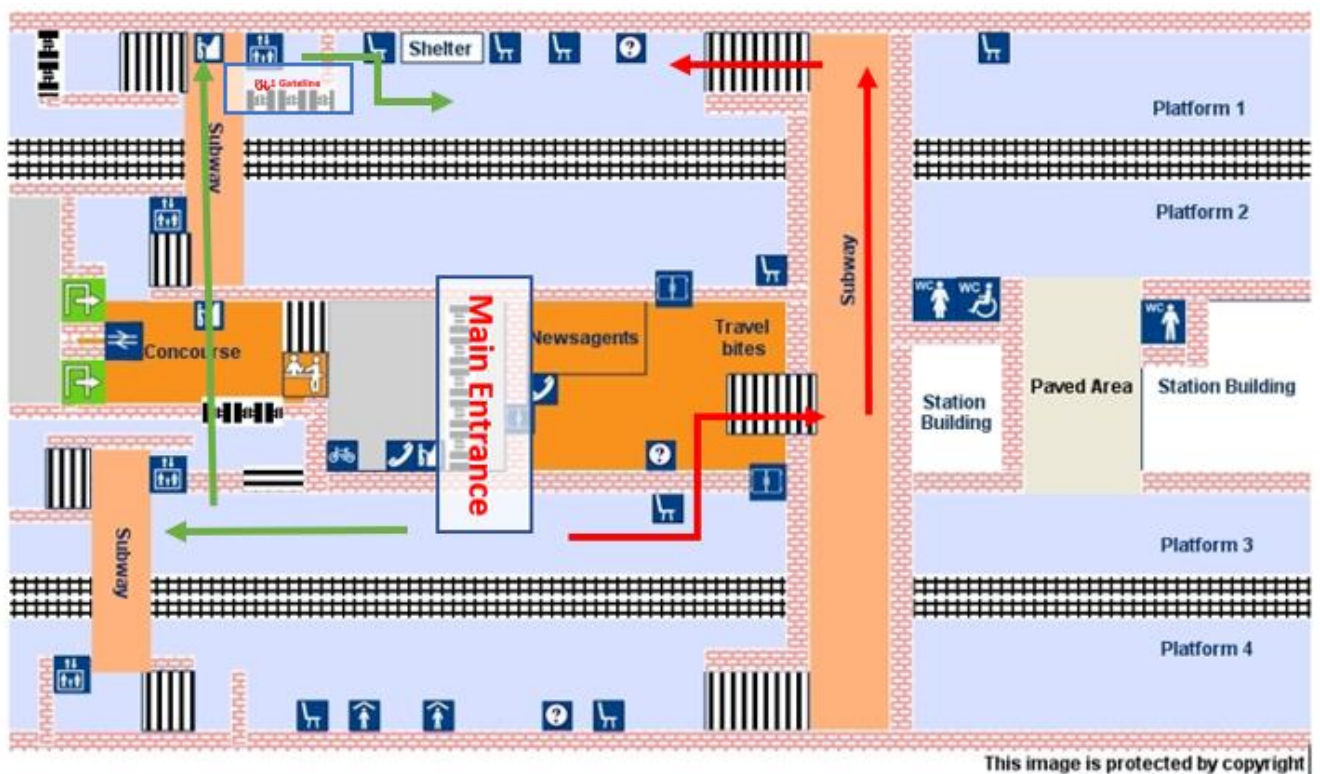
Customers travelling from the following stations will need to change at Lewisham for services towards St Johns and New Cross. These stations are along the Hayes line:

- Hayes
- West Wickham
- Eden Park
- Elmers End
- Clock House
- New Beckenham
- Lower Sydenham
- Catford Bridge
- Ladywell

How will customers change between platforms?

- Customers traveling from the Hayes line are advised to travel in the first three coaches of the train. This will put them in the best place when arriving at Lewisham, closest to the concourse area and the steps leading down into the subway.

- Customers will arrive at Lewisham station on platform 3 and will need to head to platform 1 for connecting services to New Cross and St Johns via the subway (*Please see map red arrows*) or lifts (*Please see map green arrows*).
- When arriving on platform 1 we would ask you to move along the platform, away from the subway stairs to help ease congestion in this area.
- Gates on platform 1 will be used for exiting only, during Peak times to reduce crowds gathering on the platform. (*Shown on map, near the top left in a text box with red text and a blue border saying "Plt 1 Gateline"*)



Paddock Wood

Additional staff will be available to help following the timetable introduction. During this time, the operation, volumes of assistance and guidance will be reviewed. These additional staff will be able to help customers who would like assistance and provide information and guidance to customers using the station.

There are lifts available at Paddock Wood station for customers to change between platforms. There is also a station wheelchair for any customer who would like or need assistance through the station and in between platforms.

There are lifts available at this station to take customers from one side to the other to make the necessary connections.

There are car parks on both sides of the station with step-free access routes. This means that customers can be picked up and dropped off on either side, reducing the need to use the stairs or the lift if arriving by road.

Customers travelling from the following stations will need to change at Paddock Wood for services towards Tonbridge in the off Peak. These stations are along the Medway Valley line:

- Strood
- Cuxton
- Hailing
- Snodland
- New Hythe
- Aylesford
- Maidstone Barracks
- Maidstone West
- East Farleigh
- Wateringbury
- Yalding
- Beltring

Dartford

There are lifts available at Dartford station for customers to change between platforms. There is also a station wheelchair for any customer who would like or need assistance through the station and in between platforms.

The station will continue to operate as normal with the addition of the Mobile Assist Staff for extra support whilst customers get used to the new timetable. The Staff will be there to assist any customers and provide information for customers, alongside resident staff.

The station currently has one station wheelchair, but another will be provided and delivered to the station to reflect a potential increase in demand.

Ramsgate

Staff help is available at Ramsgate station 24 hours a day. The station has step free access and a wheelchair is available if required.

Customers travelling from Margate for stations towards Dover will arrive on Platform 2 at Ramsgate at xx:02 past the hour and need to walk to Platform 3 for an xx:07 departure towards Dover Priory.

Customers travelling from Dover who would like to go to Margate will need to change at Ramsgate. The train will arrive on Platform 3 at xx:50 and will need to head to Platform 4 for the xx:57 service towards Margate.

These stations include:

- Broadstairs
- Dumpton Park
- Ramsgate
- Sandwich
- Deal
- Walmer
- Martin Mill

Communication

As we approach the introduction of the timetable, we will continue to reflect on feedback and welcome comments from customers and staff about the impacts they foresee. We will meet directly with our customers to discuss the timetable change, customer assistance and to raise awareness of the change. This will be achieved through roadshows/ briefing sessions taking place across the network, leafleting at stations, provision of posters and public announcements as well as an online campaign

The new timetable is flexible meaning that the provision of services can be scaled up and down to reflect demand, feedback from customers, and operations enhancements.

We are undertaking five-waves of research for the December 2022 timetable change. The aim of the research is to ascertain sentiment and awareness of the timetable by geographical area. This will inform future communications campaigns and strategies as we seek to optimise customer awareness in preparation for future timetable changes.

Sentiment analysis can help us review communication tone and be used in future timetable adaptations. We will also engage with our Accessible Travel Reference Group and Accessible Travel Advisory Panel. As a result, this document will remain a work in progress and reflect any further discussions/ engagements. We will also continue to welcome feedback through our traditional customer communication channels. This includes a customer contact form on the website, our Customer Service Team phonenumber, Twitter, or send a correspondence to our postal address.

4. After completing this EqlA, what is your decision?

An EqlA is outcome-driven, not process-driven and it is expected that projects may change if they highlight an unfair or disproportionate impact on a certain group. After completing the EqlA there are five possible outcomes.

- Change the work to mitigate against potential negative impacts found

- Continue the work because no potential negative impacts found
- Justify and continue the work despite negative impacts (please provide justification)
- Complete a more detailed EqIA if the programme of work is complex/large scale change and requires a more detailed review
- Stop the work because discrimination is unjustifiable and there are no obvious ways to mitigate

<p>1. Change the work</p> <p><input type="checkbox"/></p>	<p>2. Continue the work</p> <p><input type="checkbox"/></p>	<p>3. Justify and continue the work</p> <p><input checked="" type="checkbox"/></p>	<p>4. Complete a more detailed EqIA</p> <p><input type="checkbox"/></p>	<p>5. Stop the work</p> <p><input type="checkbox"/></p>
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5. What actions are required as a result?

Action	By when?	By whom?	Status
Introducing Mobile Assist Staff at London Bridge.	4 December 2022	Station, Accessibility and Customer Experience Team.	Due
Increase the availability of lift and escalator maintenance on-site at London Bridge.	11 December 2022	Southeastern and Network Rail collaboration.	Confirmed
Review crowd control measures at London Bridge, Ramsgate, Dartford, Lewisham and Paddock Wood as key interchange locations.	7 November 2022	Station leadership team.	Completed
Meet the manager sessions through a range of channels.	10 October 2022 Woolwich Arsenal and Charlton 11 October 2022 WhatsApp 12 October 2022 Hayes and Elmers End 13 October Catford Bridge 14 October Plumstead and Abbey Wood 1 November Albany Park and Bexley 8 November 2022 Microsoft Teams 11 November 2022 Bexleyheath and Eltham 15 November Sidcup 16 November Blackheath and Kidbrooke	These sessions were attended by our train planning and timetable experts as well as members of our senior and local management. This programme is now complete, and feedback has been incorporated into the deployment of the new timetable, future plans and this document.	Completed

	18 November Mottingham and New Eltham		
Accessible Travel Advisory Panel consultation.	8 December 2022	Accessibility and Inclusion Manager and Accessibility Consultant.	Due
Accessible Travel Reference Group survey	5 December 2022	Accessibility and Inclusion Manager and Accessibility Consultant.	Due
ATP refresher training.	Summer 2023	Accessibility and Customer Experience Team and Training.	Ongoing
Provide customers with information on key station interchanges. Leaflets to include station layout recommended ways to get around within interchange stations, reassurance and accessibility advice. Posters to be provided at stations.	11 December 2022	Communications, Customer Experience and Station Teams.	Ongoing

6. How will you monitor the impact of your project/piece of work on equality once it has been put into effect?

Impact on customers

We will continue to collect survey responses from our customers across the network. There are two types of surveys underway:

- One that looks at our customers awareness of the timetable change
- Another that measures overall sentiment.

There are five waves of research being undertaken. The first wave took place at the end of September and the final round will end the week before the new timetable commences. This research will indicate the effect customers believe the timetable will have on their journeys and their perceptions towards Southeastern. This data is being collected through an online survey and face to face interactions.

Once the five waves have been completed, there will be a pause while our customers experience the new timetable. After a period of time, we will replicate the survey again to compare our results. We will be able to look at factors such as:

- Overall satisfaction
- Whether customers feel their trains are frequent enough, reliable and on time
- Whether customers consider their journey to be stress-free.
- The perceived impact that customers have of the timetable changes.

The Accessibility and Inclusion Manager and Accessibility consultant will review the impact of the timetable operation. This will include surveying the accessible travel reference group.

All of this information will be used to inform future decisions about the timetable.

We will be continually monitoring crowds at stations and on board our trains. This will facilitate dynamic records of customer flows which will be fed directly into the control room. We can then implement crowd control plans to manage the situation.

We will use our continuous Customer Satisfaction Survey, Twitter and customer service channels to collect feedback from customers. There will be meet the manager sessions and increased visibility of managers at London Bridge station. Mystery shoppers and the Customer Satisfaction Survey will be used to gather further feedback.

The Station Management team and the Customer Experience team will review the impacts of the timetable on, London Bridge, Dartford, Ramsgate, Lewisham, and Paddock Wood stations. This will include passenger assistance figures and feedback as well as general staff and customer feedback.

Impact on staff

It is key that we consider our station Staffs and volunteers in the change. Conducting surveys and pulse checks will help us to ensure they are aware of the changes and how this will impact their roles and their journeys to and from work.

We should look at any surveys previously done to understand staff sentiment as the change could impact on their day-to-day well-being. This will enable us to get input on suggestions on future timetable proposals.

Considerations include:

- Can staff get to and from work as normal? or
- Have the changes extended journey times or had an impact on their ability to attend handovers?

7. Is there anything else you would like to add?

During our strike days, London Bridge has operated as a terminating station for all our services to London. The station has managed this change in customer flow very well and the station staff continue to demonstrate their adaptive and flexible approach.

During the Mourning Period, we received record levels of booked assistance which allowed for our customers to pay their respects. Overall, our assistance requests have recovered faster than industry levels despite operating a largely turn up and go service.

The newly opened Elizabeth line provides an alternative route into London for some customers in South East London and North Kent. Some Woolwich line customers are now travelling into Central London from Abbey Wood, and we have already seen a marked drop in demand on neighbouring lines/stations since its introduction.

The removal of First class, will provide 66 seats per 12 coach train for use by every customer, which equates to 4 million seats a year. This reflects our ongoing steps to promote and create a more inclusive railway for our customers.

Overall, these changes to the timetable reflect the concerns and key drivers of customer satisfaction. This is demonstrated by the Spring 2020 NRPS (National Rail Customer Survey) which showed that punctuality is the primary driver of overall satisfaction. When looking at on train measures, the top three drivers were the following:

- 52% - Punctuality and reliability.
- 12% - Cleanliness/upkeep.
- 12% - How delays are dealt with.

The results clearly demonstrate the importance of an on-time railway to customers.

Hospitals

The table below shows recommended routes for hospitals on our network

Hospital	Arrangements from London Bridge
St Thomas' Hospital	<p>Upon arrival at London Bridge, customers should change to platforms 8 and 9 for services towards Waterloo East.</p> <p>If a customer is unable to change trains at London Bridge Station a taxi will be provided to the hospital.</p>

	<p>If the required lifts or escalators are out of order at London Bridge Station meaning a customer has to stay on board, a taxi from Cannon Street to the hospital will be provided.</p> <p>If the required lifts or escalators at Waterloo East are out of order a taxi from London Bridge, Charing Cross or Cannon Street will be provided.</p> <p>If a customer is at Cannon Street and the required lifts or escalators at London Bridge are out of order, a taxi will be provided to the hospital.</p>
Guy's Hospital	<p>Accessible from London Bridge Station.</p> <p>If the required lifts or escalators are out of order at London Bridge Station, a taxi will be provided from Waterloo East, Charing Cross or Cannon Street to the hospital.</p>
Other	Other hospitals across the network
The Queen Elizabeth the Queen Mother Hospital (QEQM)	Customers travelling between Dover and Sandwich will need to change at Ramsgate for Margate.
William Harvey Hospital	Customers will continue to have a direct service.
Kings College and Maudsley Hospitals	<p>For customers travelling from Dartford via Bexleyheath to Denmark Hill, there will be a direct service.</p> <p>For customers travelling from stations between Gravesend and Dartford, you will need to change at Dartford for services towards Denmark Hill.</p>

Comparison to May 2022 timetable

The table below shows each line of route and the proposed changes and mitigations. It also includes whether there are any changes to first and last trains or the frequency of trains.

Line of Route	First / Last Trains	Frequency Changes	Origin / Destination Changes	Mitigation	Issues
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Woolwich *	No material change	No material change	All services will operate between the Woolwich Line and Cannon Street. Customers for Waterloo East and Charing Cross interchange at London Bridge	London Bridge station was designed for customers to interchange at. Demand has reduced following the start-up of Elizabeth Line services, particularly at Abbey Wood and Woolwich Arsenal, where there is a direct connection to the Elizabeth Line. This provides eight trains per hour to Central London, with a journey time of 23 minutes to Tottenham Court Road from Abbey Wood.	Customer interchange
Greenwich	No material change	Peak service reduced to two trains per hour (tph), plus 2 tph from Thameslink.	No change	Demand can be met by reduced frequency. The DLR timetable will see more frequent trains for services from both Greenwich and Woolwich Arsenal	Customer interchange

				offering more journey options to the city, with onward connections to central London.	
Bexleyheath	No material change	No material change	At off Peak times and on Saturdays, all services will operate between the Bexleyheath Line and Cannon Street. Customers for Waterloo East and Charing Cross will need to interchange at London Bridge.	London Bridge station is designed for customers to interchange at.	Customer interchange
Sidcup	No material change	No material change	Albany Park reduced to 2tph at off Peak times. Customer from Albany Park will need to change at Hither Green or Sidcup for Lewisham. A Peak only service will be introduced via Demark Hill to Blackfriars.	Albany Park demand can be met by reduced off Peak frequency	Customer interchange
Hayes	No material change	No material change	All services will operate between the Hayes Line and Charing	London Bridge station is designed for customers to	Customer interchange

			Cross. Customers for Cannon Street will need to change at London Bridge. Customers for New Cross or St Johns will need to change at Lewisham.	interchange at.	
Sevenoaks via Grove Park	No material change	No material change	No change	None	None
Herne Hill	No material change	No material change	Reintroduction of Peak time only services between Beckenham Junction and London Blackfriars to ease overcrowding and reduce interchange at Herne Hill.	None	Positive
Catford Loop	No material change	No material change	Additional regular Peak only services from Crofton Park and Bellingham will be introduced to reduce overcrowding on GTR services and reduce interchange for Victoria.	None	Positive
Bromley North Branch	No material change	No material changes	No change	None	None

Chatham Mainline	No material change	No material changes	No change	None	None
Southeastern Mainline	No material change	No material changes	No change	None	None
Maidstone East Line	No material change	Increase services from Maidstone East to 2tph	Introduction of an hourly Monday to Saturday direct service to Charing Cross via London Bridge. Peak time only Blackfriars services will not operate requiring customers to change at London Bridge	None	Positive
Sheerness branch	No material change	No material changes	No change	None	None
Medway Valley	No material change	Increase to 2tph between Maidstone West and Paddock Wood	The majority of services will terminate at Paddock Wood instead of Tonbridge.	Key flows maintain direct service to Tonbridge, service frequency doubled to provide better interchange opportunities at Paddock Wood	Customer interchange
Highspeed via Gravesend**	No material change	No material change	No change	None	None
Highspeed via Ashford**	No material change	No material change	No change	None	None

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* The Cannon Street to Cannon Street via Greenwich/Woolwich and Sidcup (vice versa) will not operate (they are part of the reserved pathways, which are pathways left open if required). This means that customers will not have a direct service between the Woolwich Lines and Sidcup lines, so they will need to change at Dartford.

**The Highspeed circular services from St Pancras to St Pancras via Gravesend/Faversham/Ramsgate/Dover/Ashford (vice versa) will start and finish at Ramsgate operating from both directions. This means customers via Dover will need to change at Ramsgate for services via Margate (vice versa). Direct journeys to/from London are retained. This is not a change from May 2022 as the circular Highspeed services have been reduced since 2020.

Appendix

Appendix 1: Lewisham Crossovers.

The table below shows the number of crossovers before and after the timetable change.

On the left you can see the number of non-conflicting moves. The introduction of the new timetable will increase the number of non-conflicting moves and decrease the number of conflicting moves.

The table shows figures for each Platform at Lewisham. Overall, this results in a 68% reduction in conflicting moves at Lewisham Station.

A conflicting move means that the movement of one train will impact the movement of another.

All Days Combined totals (Sunday to Saturday)

	Non-Conflicting		Conflicting	
	Dec-21	Dec-22	Dec-21	Dec-22
Plat 1	48	333	293	21
Plat 2	49	336	301	20
Plat 3	21	177	295	128
Plat 4	15	182	301	129
Totals	133	1028	1190	298

The statistics below break down this information further.

Weekdays

AM Peak 58% Reduction in conflicting moves

PM Peak 53% Reduction in conflicting moves

SX (Saturdays excluded) Off Peak 67% Reduction in conflicting moves
(In the 21.00 – 21.59 period it is 83% Reduction in conflicting moves)

Saturday

79% reduction in conflicting crossing moves

Sunday

58% reduction in crossing moves

Appendix 2: Further information for the Woolwich, Bexleyheath and Hayes Lines.

Routes into London

Origin	Destination	Route
Stations along the Woolwich, Bexleyheath or Hayes line.	London Bridge	<ul style="list-style-type: none"> • Same, no change.
Stations along the Hayes line.	Charing Cross	<ul style="list-style-type: none"> • Same, no change.
Stations along the Woolwich, or Bexleyheath line.	Cannon Street	<ul style="list-style-type: none"> • Same, no change.
Stations along the Hayes line.	Cannon Street	<ul style="list-style-type: none"> • Take a train towards Charing Cross calling at London Bridge. Get off the train at London Bridge. Make your way to Platforms 2 and 3. Take a train towards Cannon Street. During Peak times, there will be on average of 16 trains per hour between London Bridge and Cannon Street. At off Peak times, there will be eight trains per hour. • 13-minute walk, approximately 0.6 miles/1km.
Stations along the Woolwich, or Bexleyheath line.	Waterloo East	<ul style="list-style-type: none"> • Take a train towards Cannon Street calling at London Bridge. Get off the train at London Bridge. Make your way to Platforms 8 and 9 and take a train towards Charing Cross. Waterloo East is the first stop. This is a five-minute train journey. During Peak times, there will be on average 20 trains per hour between London Bridge and Waterloo East. At off Peak times, there will be 15 trains per hour.

		<ul style="list-style-type: none"> • Take the tube on the Jubilee line from London Bridge to Southwark Underground Station. (Both stations are step free) The tube journey takes 2 minutes. • 10-minute taxi in good traffic. • 10–20-minute cycle depending on route. • 25-minute walk. Approximately 1.2 miles/ 2km • Bus journey of around 28 minutes and 2 changes
<p>Stations along the Woolwich, or Bexleyheath line.</p>	<p>Charing Cross</p>	<ul style="list-style-type: none"> • Take a train towards Cannon Street calling at London Bridge. Get off the train at London Bridge. Make your way to Platforms 8 and 9 and take a train towards Charing Cross. Charing Cross is the second stop and the terminating station for the train. This is an 8-minute train journey. During Peak times, there will be on average of 20 trains per hour between London Bridge and Charing Cross. At off Peak times, there will be 15 trains per hour. • Take the Jubilee line to Waterloo towards Stanmore and change at Waterloo and take the Northern towards Edgware or High Barnet or alternatively take the Bakerloo Line towards Harrow & Wealdstone to Charing Cross. • 12–22-minute cycle depending on the route. • 15 minutes on the RB1 or RB6 Ferry from London Bridge City Pier to Embankment Pier. • 20-minute taxi in good traffic • A bus journey around 35 minutes with 2 changes. • 45-minute walk. Approximately 2 miles/3.2km

Routes away from London

Origin	Destination	Route
London Bridge	Stations along the Woolwich, Bexleyheath or Hayes line.	<ul style="list-style-type: none"> • Same, no change.
Cannon Street	Stations along the Woolwich, or Bexleyheath line.	<ul style="list-style-type: none"> • Same, no change.
Charing Cross	Stations along the Hayes line.	<ul style="list-style-type: none"> • Same, no change.
Cannon Street	Stations along the Hayes line.	<ul style="list-style-type: none"> • Take a train calling at London Bridge. Get off the train at London Bridge. London Bridge is the first stop. This is a 5-minute train journey. Make your way to Platforms 6 and 7 and take a train towards Hayes. During Peak times, there will be an average of 16 trains per hour between Cannon Street and London Bridge. Off Peak, there will be 8 trains per hour. • 13-minute walk, approximately 0.6 miles/1km.
Waterloo East	Stations along the Woolwich, or Bexleyheath line.	<ul style="list-style-type: none"> • Take a train calling at London Bridge. Get off the train at London Bridge. London Bridge is the first stop. This is a 5-minute train journey. Make your way to Platforms 1 for Southeastern services or Platform 4 for Thameslink services. During the Peak, there will be on average 20 trains per hour between Waterloo East and London Bridge. Off Peak, there will be 15 trains per hour. • Take the Jubilee line from Southwark Station towards Stratford, get off at London Bridge. The tube journey takes 2 minutes. (Both stations are step free) • A 10-minute taxi in good traffic. • A 10–20-minute cycle ride depending on the route.

		<ul style="list-style-type: none"> • A 25-minute walk. Approximately 1.2 miles/2km • A 28-minute bus journey with two changes.
Charing Cross	Stations along the Woolwich, or Bexleyheath line.	<ul style="list-style-type: none"> • Take a train calling at London Bridge. Get off the train at London Bridge. London Bridge is the second stop. This is an 8-minute train journey. Make your way to Platform 1 for Southeastern services and Platform 4 for Thameslink services. During the Peak, there will be on average 20 trains per hour between Charing Cross and London Bridge. Off Peak, there will be 15 trains per hour. • Take the Northern line towards Morden or Battersea Power Station or the Bakerloo line towards Elephant & Castle to Waterloo and then change at Waterloo and take the Jubilee to London Bridge, towards Stratford. • A 12–22-minute cycle ride depending on the route • A 20-minute journey on the RB2 Ferry from Embankment Pier to London Bridge City Pier. • A 20-minute taxi in good traffic • A bus journey taking around 35 minutes with two changes • A 40-minute walk. Approximately 2 miles/3.2km

Appendix 3: Further information for the Maidstone East Line

Routes into London

Origin	Destination	Route
Stations along the Maidstone East Line	Victoria	<ul style="list-style-type: none"> • Same, no change.
Stations along the Maidstone East Line	Blackfriars	<ul style="list-style-type: none"> • Take a train from Maidstone East towards Charing Cross. Change at London Bridge Station and take the Thameslink service from Platform 5

		<ul style="list-style-type: none"> • A 15-minute taxi journey. • A 21-minute tube journey from London Bridge to Bank, Bank to Monument and then Monument to Blackfriars • A 24-minute bus journey with 2 changes • A 25-minute walk • Uber boat available on weekdays RB6
Stations along the Maidstone East Line	London Bridge	<ul style="list-style-type: none"> • A new direct service.

Routes away from London

Origin	Destination	Route
Victoria	Stations along the Maidstone East Line	<ul style="list-style-type: none"> • Same, no change.
Blackfriars	Stations along the Maidstone East Line	<ul style="list-style-type: none"> • Take a Thameslink service calling at London Bridge. Change at London Bridge, go to Platform 6 for services towards Maidstone East. • 15-minute taxi journey. • 21-minute tube journey from London Bridge to Bank, Bank to Monument and then Monument to Blackfriars • 24-minute bus journey with two changes • 25-minute walk • Uber boat available on weekdays RB6
London Bridge	Stations along the Maidstone East Line	<ul style="list-style-type: none"> • A new direct service.

Version control

Version Number	Purpose/Change	Author	Date
1.0	Approved version for publication	Southeastern Railway	22/11/2022