Making Rail Accessible
Helping older and disabled passengers
Easy Read
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Introduction

South Eastern Railway is committed to making its services better for Disabled people.

This easy read document explains what we are doing now and some of our plans for the future.
Keeping it accessible

We have an **Accessibility Manager** who is responsible for finding out about the latest things that are needed to help disabled passengers.

We have set up a group that checks that all new work is good for disabled people.

We get independent advice from a consultant with disabilities.

We work closely with the Business Disability Forum which works to show what needs to change if disabled people are to be treated fairly.

When we plan new projects we try to make sure they include many improvements for disabled people.
Checking that we provide a good service

We telephone many of the people who have used the assisted travel service to ask what they thought about the service.

Any complaints made by disabled people are be investigated fully. We learn what needs to be changed from complaints.

Mystery shoppers.

We use mystery shoppers who are disabled to see whether our staff are giving a good service.
A **mystery shopper** is someone who’s job is to use a service and then write a report to the managers about how good it was.

The people who are giving the service don’t know that the customer is a mystery shopper.

We will put information about how well we are doing on our website.

This will include:

- How many staff have had disability awareness training
- How much alternative transport has been provided.
- How much assisted travel service has been provided.
Making stations and trains more accessible

Recently we have:

- Set up our Priority Seating Card

- Looked at using roller ramps for accessing trains.

- Looked at all stations in our network to work out what work needs to be done to make them better for disabled people,

- Making sure that smaller things like handrails, lines on stairs, better flooring and dropped kerbs are done where we can,
We will be checking and updating all the photos of stations on the National Rail website.

Access for All Programme

The Access for all programme is a project of the Government's Department for Transport to improve accessibility at stations by installing lifts and ramps.

Many of our stations have been improved with help from this programme.
National Station Improvement Programme

The National Station Improvement Programme is project of Network Rail to build new waiting areas, refurbishing toilets, and car park spaces.

New Trains

Over the next 4 years we plan to upgrade the rest of our Metro services to make sure that all of our trains will be made more accessible to disabled people by 2020, to include accessible toilets, wheelchair spaces and priority seating.
Working with others

We are working with many different organisations and groups of people to find out more about how to make our services better for everyone.

We are working with many organisations of disabled people including:

- Kent Association for the Blind,
- Alzheimer’s Society,
- Skillnet,
- Kent Autistic Trust,
- Guide Dogs for the Blind,
- Arthritis Care,
- The Business Disability Forum.
Staff training

We train our staff so that:-

- They can help disabled people on the trains and stations,

- They can remove anything that might make it harder for disabled people.

Staff who meet passengers have been given training in how to use equipment like wheelchairs, ramps and induction loops.

Our managers have had training so that they can make sure that our policies and plans are good for disabled people.

Our call centre staff have had training in disability awareness.
What to do in an emergency

Sometimes it is important to get everyone out of a train or a station in an emergency.

Our managers keep up to date with the latest ways of helping disabled people in an emergency.

We will make sure that our staff understand how to help disabled people in an emergency.
Giving information

We keep people informed in many different ways:-

- We put information up on posters at stations,
- We keep our staff up to date so they can give passengers the latest information,
- We have spoken and visual information at stations and on trains,
- We provide help points at all stations where people can speak with National Rail,
- We aim to give passengers a real person to talk to 24 hours a day, 7 days a week on 0345 322 7021,
- We have improved our website with the ‘Recite me’ app - which reads out the website,
We have the ‘Making rail Accessible guide’ which can be downloaded from the website.

Car Parking

Blue badge holders can park free of charge at car parks except Ebbsfleet.

We will check that only blue badge holders use the disabled parking spaces.
For more information

If you need more information please contact:
Southeastern Customer Services
PO Box 10422
Unit 16 Coalfield Way
Ashby-de-la-Zouch
LE65 9EL

Tel: 0345 322 7021

Textphone: 0800 783 4548

To book some help:
Tel: 0800 783 4524 (freephone)

Free textphone: 0800 783 4548

Web: www.southeasternrailway.co.uk