



# London Overground accessible travel policy

April 2024

MAYOR OF LONDON



**TRANSPORT  
FOR LONDON**  
EVERY JOURNEY MATTERS

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# 01

## Introduction

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### This policy document sets out London Overground's accessible travel policies and practices

This document outlines the accessible travel policies operated by London Overground in relation to any customers who require assistance when using our services. It sets out what assistance is available and how to find it.

To accompany this document, we have produced a separate information leaflet, 'Making rail accessible: helping older and disabled customers', which is available in London Overground stations, and to download from the [accessibility guides and maps](#) page on the TfL website, alongside our other accessibility guides.

Our accessible travel policy relates to customers travelling on the London Overground network, whether for all or part of their journey. London Overground is managed by Transport for London and

operated by Arriva Rail London, and is part of the National Rail network.

The London Overground network is made up of six routes: Richmond and Clapham Junction to Stratford; Watford Junction to Euston; Gospel Oak to Barking Riverside; Highbury & Islington to New Cross, Clapham Junction, Crystal Palace and West Croydon; Liverpool Street to Enfield Town, Cheshunt and Chingford; Romford to Upminster.

More detail about individual London Overground stations can be found in our station information guide, available to download from the [accessibility guides and maps](#) page on the TfL website.





# 02

## Our commitment to accessibility

We take our obligations to improve accessibility seriously and we are committed to providing you with a safe, reliable, and friendly service, making your journey as easy as possible

We understand the importance of accessible travel on public transport and appreciate the independence and mobility it can offer, particularly for older and disabled customers. We are committed to delivering an excellent travel experience to all our customers. We have made considerable improvements over the past couple of years to minimise and remove the barriers that disabled customers face, such as poor communication, attitude and physical access to the network.

Our aim is to make it easier for all our customers to access and use the network safely and in confidence, taking into consideration the wide-ranging needs of the communities we serve.

The accessible travel policy document is designed to complement our customer leaflet, Making rail accessible: helping older and disabled customers, which is available in our stations.

This document explains how we aim to make London Overground services more accessible. We explain how to find the assistance, facilities and information you need to plan your journey. Assistance is available for, but not limited to, customers with:

- ♦ Restricted mobility
- ♦ Impaired sight or hearing

- ♦ Learning disabilities
- ♦ Impaired mobility due to arthritis or other temporary or long-term conditions
- ♦ Non-visible impairments that may not be immediately apparent to others

Other customers who may need assistance include older people and those accompanying disabled children in pushchairs or wheelchairs, and disabled customers with luggage.



# Assisting passengers

Our staff can provide assistance to customers who need it at all our stations, from first to last train. We offer both pre-booked assistance and turn up and go services on London Overground. Staff assistance includes help with:

- ♦ Planning your journey
- ♦ Boarding and alighting, where a ramp is not needed
- ♦ Boarding and alighting via a ramp for wheelchair and mobility scooter users, and other conditions where you may need a little more help
- ♦ Transferring between trains or other types of onward transport from our stations, such as buses or taxis
- ♦ Buying a ticket and accessing station facilities
- ♦ Assistance with luggage (please see page 9 for further information)

Our staff are unable to assist with your personal care, which includes help with eating, drinking, using the toilet, taking medication or accompanying passengers when on board. Please make sure you have sufficient care or support before travelling with us.

Further information about your rights and duties as a customer when using our services can be found on the [TfL website](#).



## Passenger Assist

Passenger Assist is a national scheme supported by all train operating companies to offer customers pre-booked support when travelling by train. This helps operators make necessary arrangements to ensure customers receive the assistance they need.

We offer Passenger Assist alongside turn up and go services on London Overground. If your journey involves travelling beyond the London Overground network and using other operators' services, Passenger Assist will arrange support for your whole journey. More broadly, it can also serve as reassurance that your assistance has been booked ahead of travelling on our service.

You do not need to give notice when travelling on London Overground as we operate a turn up and go service. However, if you are pre-booking assistance, you will need to give notice.

In line with Office of Rail and Road (ORR) guidance, the notice period when booking assistance is two hours.

When you book support using Passenger Assist, the customer service agent will discuss your individual requirements and help you plan your route. They will check the station accessibility information, and will also advise on connecting modes of transport, such as buses, Tube and trams.

When you require assistance at a terminating station, staff will help you to get off the train as soon as possible and in any event within five minutes of the arrival time. This will be highlighted when booking.

You can book assistance on London Overground via the Passenger Assist service or National Rail Enquiries, or using the Passenger Assistance app.



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Assistance can be booked via the Passenger Assist service:

**Passenger Assist**

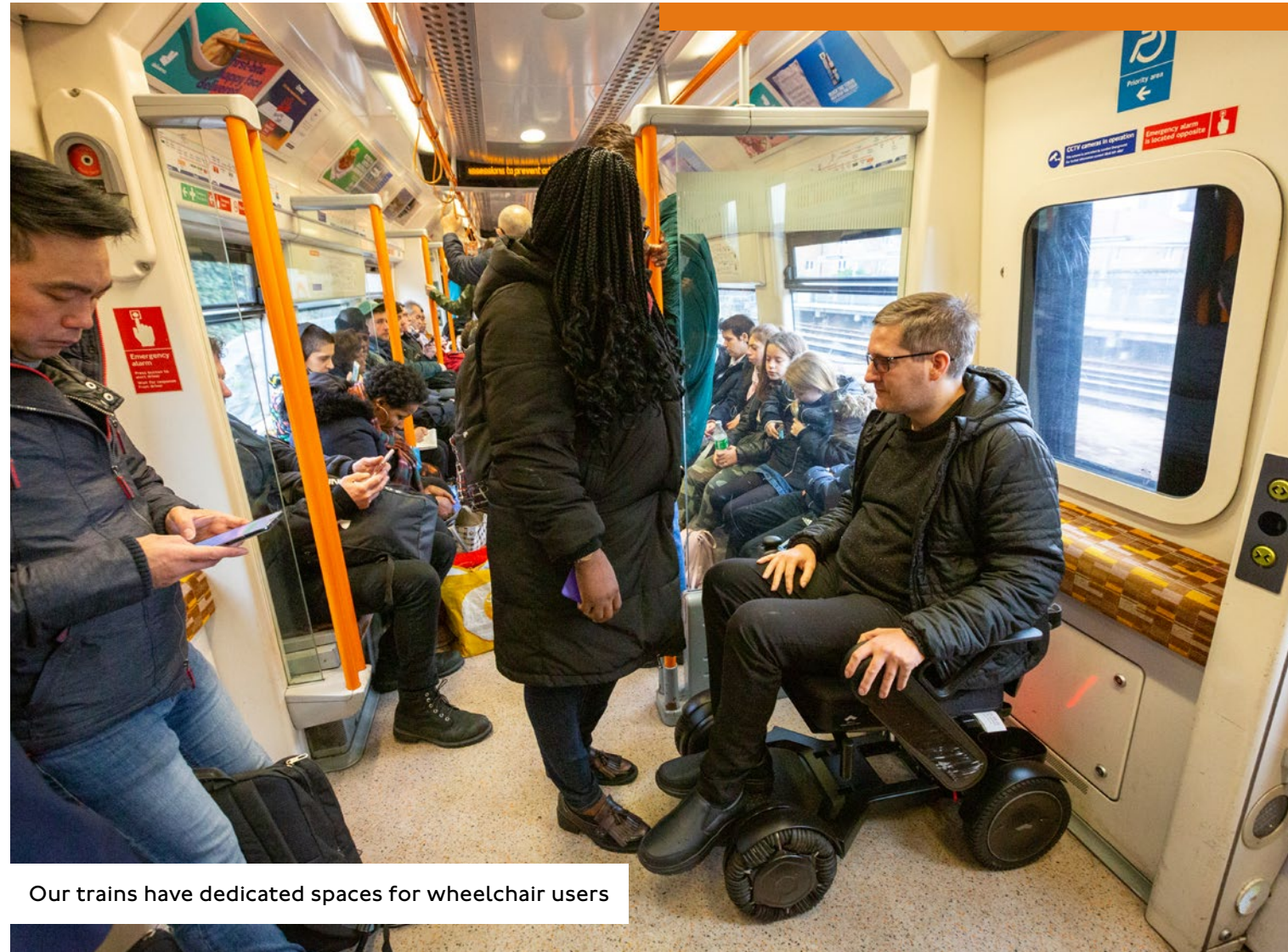
Open 08:00–20:00 every day (apart from Christmas Day)

- Phone: 0343 222 1234
- Text direct: (18001) 0343 222 1234 (for people with hearing impairments)
- Passenger Assistance app

**National Rail Enquiries**

Open 24 hours a day

- Phone: 0800 0223720



Our trains have dedicated spaces for wheelchair users

When you book assistance, the Passenger Assist team will give you a reference number and booking confirmation via email (or by post on request, if there is enough time to send this to you). If your journey is exclusively on London Overground, you will not need your booking confirmation. However, you may need it if your journey includes another train operator, so it is advisable to bring it with you.

We do not provide seat reservations on London Overground services. All our trains have dedicated wheelchair bays and priority seating, which are clearly signed. Staff will make every effort to ensure you have a seat. If you require a wheelchair space and find it is in use, our staff will make every reasonable effort to relocate those using the space. We will also try to find seats for companions and family members travelling with you.

When you buy tickets at our stations, we will make seat reservations on other operators' services where possible. Advice on ticketing is available from station staff or by calling TfL Customer Services. You can buy tickets at all our stations, either at ticket offices or ticket vending machines. Please visit the [Stations, stops and piers](#) page on the TfL website for a list of our stations.

## Turn up and go

To enable you to travel more spontaneously, we offer a turn up and go service at all London Overground stations. This service is also offered by other operators, but if your journey involves connecting with other operators' services, you may need to book, as not all stations are staffed outside of the London Overground network.

Fully trained staff are available at all stations from first to last train and are encouraged to identify and offer help to anyone who may need assistance. To request turn up and go assistance, please speak to any member of staff. You can usually find staff in the ticket hall or near the gateline. We also have Help Points at all London Overground stations which you can use to contact staff for information, assistance or in an emergency.

Our station staff will accompany you to the train and help with boarding. Our staff will make every reasonable effort to help you find a wheelchair space or priority seat for your journey

Our station staff use mobile devices to ensure they have up-to-date station accessibility information. When you request assistance, staff will ask you about your journey so they can advise you of the best route, taking into consideration available facilities and step-free access.

Before you board, staff will contact the Passenger Assist team, who will contact your destination station to arrange assistance when you arrive. You may have to wait a short while before boarding so staff can confirm that assistance will be available. This is to ensure you receive the correct assistance for your whole journey. As London Overground services are frequent, the wait should not be too long. We advise you to arrive at least 10 minutes in advance of departure to allow enough time for staff to assist you fully.

You can also plan your journey to suit your accessibility needs online, using the [TfL Journey Planner](#). This provides details of train times, available routes, station information and other travel modes for journeys within London. It will also inform you if there are any disruptions, delays, or emergencies on London services.

You can set the time you want to travel and choose the best route for you, including the option to select fewest changes or least walking involved. You can also select accessibility and travel options to state whether you can use stairs or escalators, which types of transport you like to use and how far you are prepared to walk. For example, if you are unable to manage the step or gap onto a train, you can select the option marked Full step-free access. Please visit the TfL website for more advice on how to [plan an accessible journey](#).

## Arranging assistance

Our Passenger Assist team communicate with other train operating companies to increase the reliability of assistance and give you more confidence to travel.

We have dedicated phone lines to communicate and arrange assistance between London Overground and other operators' stations. All stations have dedicated phone lines and smartphones with a dedicated staff member to receive calls from the Passenger Assist team. Your journey is recorded on a database, immediately available to the

London Overground control team who monitor journeys in case of service disruption occurring. This ensures we can continue to reliably provide assistance to passengers who need it.

If you are travelling on London Overground via a mainline operator, our Passenger Assist team will be notified by the operator in question and will contact the staff member at the relevant station.

## Booking notice periods

There is no minimum advance booking period on London Overground as we operate a turn up and go service. If you are connecting with another train company, you can book assistance with a minimum notice period of two hours.



## Ramps

Boarding ramps are available at all our accessible stations. While the ramps are specifically designed for wheelchair and mobility scooter users, they are available for any passenger who needs them. Please tell a member of staff if you require a ramp. Our station staff are trained to use the ramps and receive refresher courses annually, and the ramps are regularly inspected to ensure they are safe to use. Staff can provide assistance on the ramp to any passenger who needs it, and, where possible, are able to assist them in locating a space or seat on board the train. This includes passengers who have impaired vision or who do not feel able to board safely without assistance.

Please note the maximum weight the boarding ramps can hold is 300kg total combined weight of you and your wheelchair or mobility scooter. If the staff member is concerned the wheelchair and occupant exceeds 300kg, they may refuse to assist with boarding and alighting. At all times, we ask our staff to be as helpful as possible, taking a common-sense approach, with safety being the main priority.

Further information regarding boarding ramps is available under Wheelchairs and mobility scooters on page 17 and on the TfL website.

## Connection to other services

If your journey begins on a London Overground service and involves changes or connections with other operators, staff will organise a point of contact with them to enable further assistance if required. We will ensure that your journey allows sufficient time to make your connections when you book or speak to station staff. However, this cannot be guaranteed if your journey begins and ends on the National Rail network with a connection via London Overground

If your journey involves onward travel by another means of transport, where practical, our station staff will provide help to and from the station entrances, car park, taxi rank or connecting bus services. However, this only applies within the station boundary. We are unable to provide assistance to and from other transport links beyond the station boundary.

If necessary, staff can contact the nearest taxi company to arrange for an accessible taxi. Our phone help line and National Rail Enquires can also offer details of local firms that can provide accessible taxis. Details are displayed on our station information posters at all London Overground stations.

## Changes in arrangements

If there are any disruptions during your journey, our staff will provide information in person or via audio and visual systems. They will also carry out a physical check of the station or train to look for anyone who may have missed the information and needs assistance. There may be occasions when the departure platform changes, sometimes at short notice. This change will be shown on the customer information screens and will be announced over the public address system as soon as possible, and station staff will help you reach the revised departure platform.

If any changes affect the accessibility of your planned journey, staff will help you find an alternative route or arrange for an accessible taxi to take you to the nearest accessible travel point where you can resume your journey.

Our staff will prioritise your assistance as far as reasonably possible, taking into consideration their other duties, which may be safety critical. While station staff are the best placed to assist you, there are also Help Points at all London Overground stations. These have an emergency button that provides a link to London Overground staff in our control room. They will be able to assist you by either summoning a member of staff, advising an alternative route for your journey or organising an accessible taxi to take you to your nearest accessible travel point where you can resume your journey. This is available 24 hours, seven days a week but should only be used if staff are not available.



## Station facilities and services

We are committed to ensuring that the information regarding our services is up to date and that passengers requiring assistance are aware of any limitations or temporary restrictions. London Overground control room operators are responsible for updating the National Rail Enquiries website, including the Journey Planner, with information relating to accessibility at our stations. This information includes:

- Level of accessibility from station entrance to platforms
- Disabled parking
- Ticket office opening hours
- Accessible set-down and pick-up points
- Induction loops
- Ticket vending machines
- Help points
- Accessible toilets
- Accessible waiting facilities
- Meeting points for assistance
- Staffing hours and times assistance is available
- Ramp for train access
- Wheelchair availability
- Tactile paving
- Customer information systems
- Secure station accreditation

Up-to-date details of accessible facilities at our stations are available on the [National Rail Enquiries website](#).

Should the accessible facilities you rely on become temporarily unavailable, we will update the information on the National Rail website and the TfL Journey

Planner within 24 hours of notification of a problem and provide an estimated time for when the problem will be fixed. This information will be shared with all station staff, who will help you to re-plan your journey if required. The information is also available from ticket offices, the TfL Customer Services phone line, and station Help Points.



## Assistance with luggage

We will provide help with luggage, free of charge, for those who require it. However, staff must be able to lift the items safely without a hindrance to themselves. And passengers must ensure that the weight, size and quantity of luggage does not exceed the limits in the [conditions of travel](#), which can be found on the National Rail Enquiries website.

## Assistance dogs

Assistance dogs are welcome on all London Overground services, free of charge, in any part of the train. Priority seating can be found in areas of the train with sufficient space to make the journey comfortable for both passengers and assistance dogs.

## Passenger information and promotion of assisted travel

We aim to provide you with information that is accessible, accurate, relevant, consistent, up to date and easy to understand. We want to give you assurance and confidence at every stage of your journey, especially journeys that involve a change of train or transfer to another mode of transport.

### Accessible travel policy documentation, provision and promotion

To accompany this document, there is a shorter leaflet to inform you about our policy, Making Rail Accessible: Helping older and disabled customers. This leaflet is available at all stations served by London Overground, and can be found at ticket offices and on leaflet racks.

All our documents relating to accessible travel are also available to download from the [TfL website](#). These documents are accessible using screen readers or other software with accessibility features such as Adobe Reader, and are available to order in alternative formats.



We will be happy to provide Easy Read, black and white, large print and PDF versions of the leaflet on request within seven working days, without charge, via the [TfL website](#), phone or Text Direct.

Where possible, we will also arrange for copies of the leaflet to be supplied at locations across London where public services are provided, including libraries, GP surgeries, job centres, Citizens Advice bureaux, hospitals, and post offices. We will also provide notices at our managed stations setting out how to obtain the leaflet and this policy document.

### Stations and train accessibility information

We will ensure that all station and train accessibility information is readily available to you and kept up to date. To achieve this, we have auditors and station teams who monitor facilities and provide information to all necessary parties. For live updates, our operators feed notifications online to both the TfL and National Rail websites. These updates will be available on our Journey Planner and the National Rail website and will be available in accessible formats.

#### Station accessibility information

Up-to-date information on the availability of accessible services and facilities at London Overground stations or stations our services call at, can be found on the [TfL website](#) or the [National Rail Enquiries website](#).

### **Train accessibility information**

An overview of each type of train used on London Overground services, including information on accessibility and scheduled routes they run, can be found in the London Overground fleet review, available to download from the [TfL website](#). All our trains have wheelchair spaces and priority seating available, with electronic displays and announcements to keep you informed during your journey. More details are explained under Access improvements on page 26.

### **Route accessibility**

Our Step-free Tube guide shows where you can change step-free between London Underground, DLR, London Overground, Elizabeth line and National Rail. This can be ordered free of charge, or downloaded from the [TfL website](#).

## **Passenger journey information**

We understand it is important for you to have confidence in the information we provide. Not all passengers travel by rail frequently, so there may be areas that are unfamiliar to you. Access to information is important, particularly during times of delays and service disruption. This section explains how we will communicate accurate, clear and consistent information to you at every stage of the passenger journey – whether at home, online, on the move, at the station or on the train.

## **Train departures and arrivals information**

We commit to providing clear and consistent audio and visual information: both at the platform and on trains. During your journey, the next station will be announced with sufficient time for you to prepare to leave the train.

### **Stations – audio and visual information**

Many of our stations have a combination of customer information screens and automated announcements providing accurate, clear, and consistent audio and visual information.

At larger stations, we sometimes need to change the departure platform at short notice. The revised platform number will be shown on all customer information screens and announced as soon as possible.

Where possible, our staff will help you reach the revised departure platform. If the platform is not accessible, we will arrange alternative transport, such as an accessible taxi, to the nearest accessible station.

All stations have Help Points installed with hearing loops linked to our customer information team 24 hours a day, to ensure that service information is always available, especially during times of disruption.

### **Trains – audio and visual information**

We are committed to making it as easy as possible for you to access important travel information in audio and visual form. All our trains are equipped with public address systems and customer information screens to provide announcements and visual displays. Where these systems are installed, we will ensure they comply with relevant accessibility standards.

To ensure you have sufficient time to prepare to leave the train at your destination, automated announcements advising the next station are made after departure from the previous station and again before the arrival. Our train drivers are trained to speak slowly and distinctly in a clear, concise, and confident manner, and they will announce any unscheduled station stops. They will also make a brief announcement when a train has been delayed for two minutes, to provide reassurance. They will also give the reason for the delay, if known.

## **Connections and wayfinding**

We work closely with local authorities to ensure that our stations are clearly and consistently signposted. All stations have visible ‘totem pole’ signs, together with wayfinding maps and local travel information. It is important that we maintain the station, local transport and wayfinding information to areas surrounding stations to improve connections.

When planning our services, we consult with the local authorities to ensure we cater to the needs of local communities.

Our staff use mobile devices with apps to help direct you to stations, station platforms and facilities, and with other connecting transport services. They will provide information on how to connect with other modes of transport, both prior to your journey and when travelling through our stations. They can also provide onward connection information and local maps of our stations



## Delays, diversions, and disruption

In the event of disruption, we will do everything we can to enable you to continue your journey. We will let you know what is happening through the TfL website and staff announcements in stations. Disruption will not affect the assistance staff offer you on London Overground services, as all stations are staffed from first to last train.

Staff will discuss your individual needs and provide alternative options. If stations become inaccessible, alternative accessible transport will be arranged without additional charge. Our staff can use their mobile devices to help you to re-plan your journey. This may involve using other modes of transport such as buses, Tube, taxis or other national rail services to ensure you arrive at your destination station.

At times when our facilities or services are disrupted, we will provide notifications through automated journey alerts and status updates by email, to help customers avoid disrupted journeys. Customers can subscribe to this service via the [TfL website](#) or by calling us.

Whether you have pre-booked your journey or are using turn-up-and-go please check before you travel.

While you are travelling with us, your journey is recorded on a database and is immediately available to our control team. Should disruption occur once your journey has started, we will ensure that you get to your destination station.

## Alternative transport information

All planned disruption affecting London Overground services is advertised on the TfL website and at stations. Weekly planned closure posters provide information about upcoming closures a week in advance and are updated weekly. Every station has a member of staff who can provide information on closures and available rail replacement services. We only use buses that comply with accessibility regulations. If the bus is not suitable for your needs, you can request a taxi service to take you between London Overground stations instead.

Planned engineering works are displayed on the TfL website up to 12 weeks in advance. Details on the vehicles available for rail replacement services can also be found on the TfL website or by calling TfL Customer Services.

This is explained in more detail under Delays, disruption to facilities and services, and emergencies on page 18.

## Ticket offices, information points, Help Points and customer service

Information on London Overground and other train operating companies is available at our ticket offices. We will provide details of fares, timetables and connections.

Station staff may also be able to provide information regarding accessibility on other forms of transport from the station. Further details of the information facilities available at our stations can be found on the TfL website. We also provide up-to-date information on our services to other train companies and station operators, including information about delays, diversions or other events that may affect your journey. Up-to-date travel information is also available on the TfL website and the National Rail Enquiries website.

Leaflets giving information about our services and those of other train operators who serve the station are also available. These are placed at varying heights to be accessible. We also use posters and screens to provide information about onward local services and transport available from that station. Additionally, every station has Help Points where you can speak to an operator to obtain information and assistance from staff 24 hours a day.

Staff are available at all stations from first to last train\*. If you require information or assistance, whether turn up and go or pre-booked, talk to them or show your TfL travel support card – details below. All staff wear the London Overground uniform, including name badges, and will be present at gatelines and on station concourses. If you require assistance, whether pre-booked or turn up and go, the meeting point will either be the gateline, booking office or cabin. More information can be found in the London Overground station information leaflet, available from the [TfL website](#).

London Overground promotes the TfL travel support card scheme, which helps you communicate what assistance you need to our staff. You can use this card on any TfL services: buses, trams, DLR, London Underground, London Overground, Elizabeth line, London River Services and at Victoria coach station. Simply show the card to staff when you need help. The card has space to state what kind of help you need. You can also add your name and an emergency contact number. The travel support card is available to anyone who may find travelling a challenge. For example, you might have a hidden disability, or might not often travel on your own.

\* Cheshunt station, operated by Greater Anglia, is not staffed from first to last train so we would recommend booking in advance when travelling from Cheshunt

Some of the support our staff can provide includes:

- ♦ Telling you which platform you need
- ♦ Showing you where facilities are located
- ♦ Assisting you to the platform and on and off trains
- ♦ Helping you make changes to your journey if there are delays

If you need other assistance, just ask and staff will help you.

You can order a free TfL travel support card from the [TfL website](#).

Information regarding all national train services is also available by contacting National Rail enquiries.

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Information regarding all national train services is also available by contacting National Rail enquiries.

- ♦ Telephone: 03457 48 49 50
- ♦ Website: [www.nationalrail.co.uk](http://www.nationalrail.co.uk)
- ♦ Text direct: 0345 60 50 600

## Reporting information

Staff can report faults or problems with station facilities using their mobile devices. If you find any of our facilities are not available or not working correctly, please tell a member of station staff. They can inform you if the problem this has already been reported and provide an estimated time for when it will be repaired. If a facility is essential to your journey, such as lifts or accessible toilets, you will find up-to-date information on the TfL website or the National Rail Enquires website.

Where stations have accessible toilets, they are subject to a robust cleaning and maintenance programme.

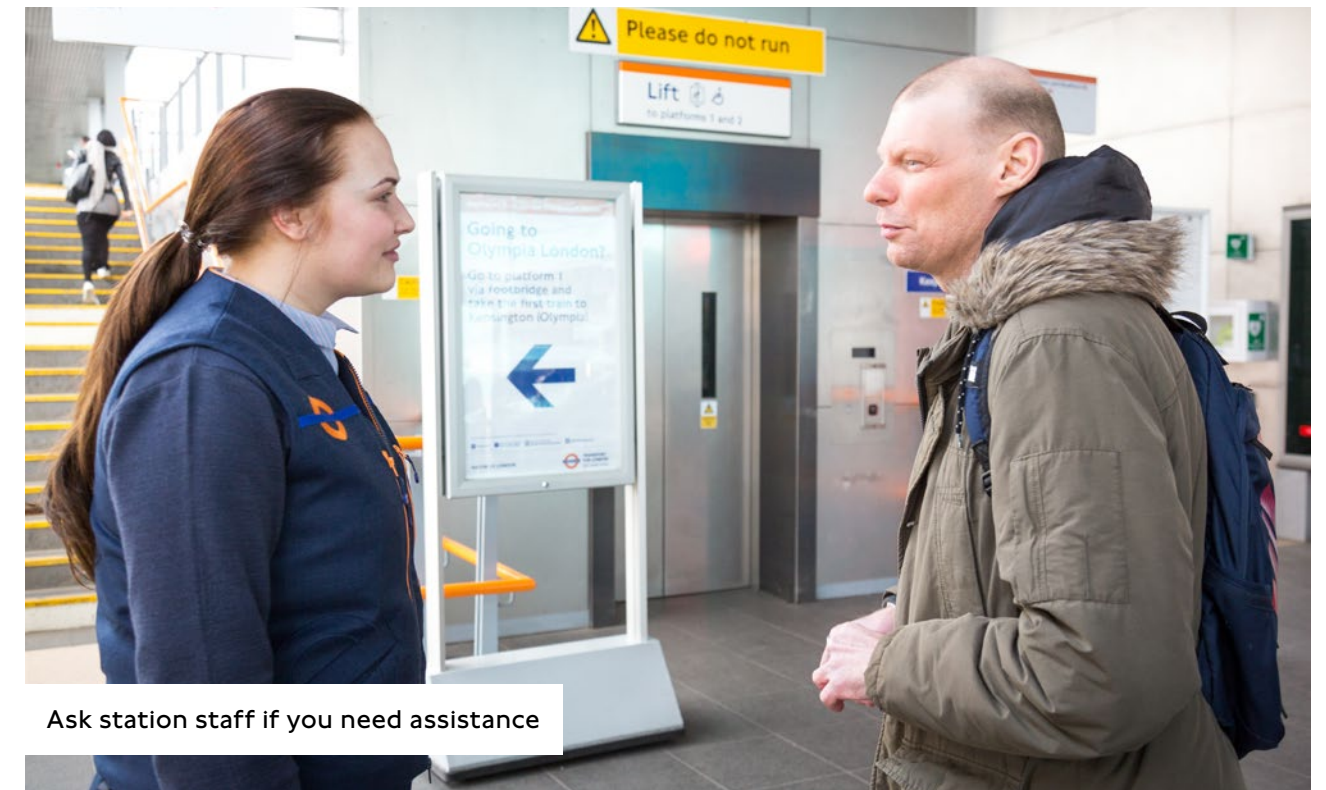
## Website information

In line with Web Content Accessibility Guidelines (WCAG), the TfL website works with screen readers, magnifiers, voiceover software and in-browser accessibility functions.

All the information you need to help you plan an accessible journey and arrange support using the Passenger Assist service, can be found through the dedicated [Transport accessibility](#) hub on the TfL website.

It includes the following information:

- ♦ How to contact us and book assistance
- ♦ Station and train accessibility information
- ♦ Staff availability and opening hours
- ♦ Temporary changes to accessibility at stations
- ♦ Delays and disruptions to services
- ♦ Conditions for use of wheelchairs, power chairs and mobility scooters
- ♦ How to obtain assistance or priority cards and badges
- ♦ How to download our Making rail accessible leaflet, and how to order it in alternative formats
- ♦ How to provide feedback or make a complaint
- ♦ Links to further information from other sources





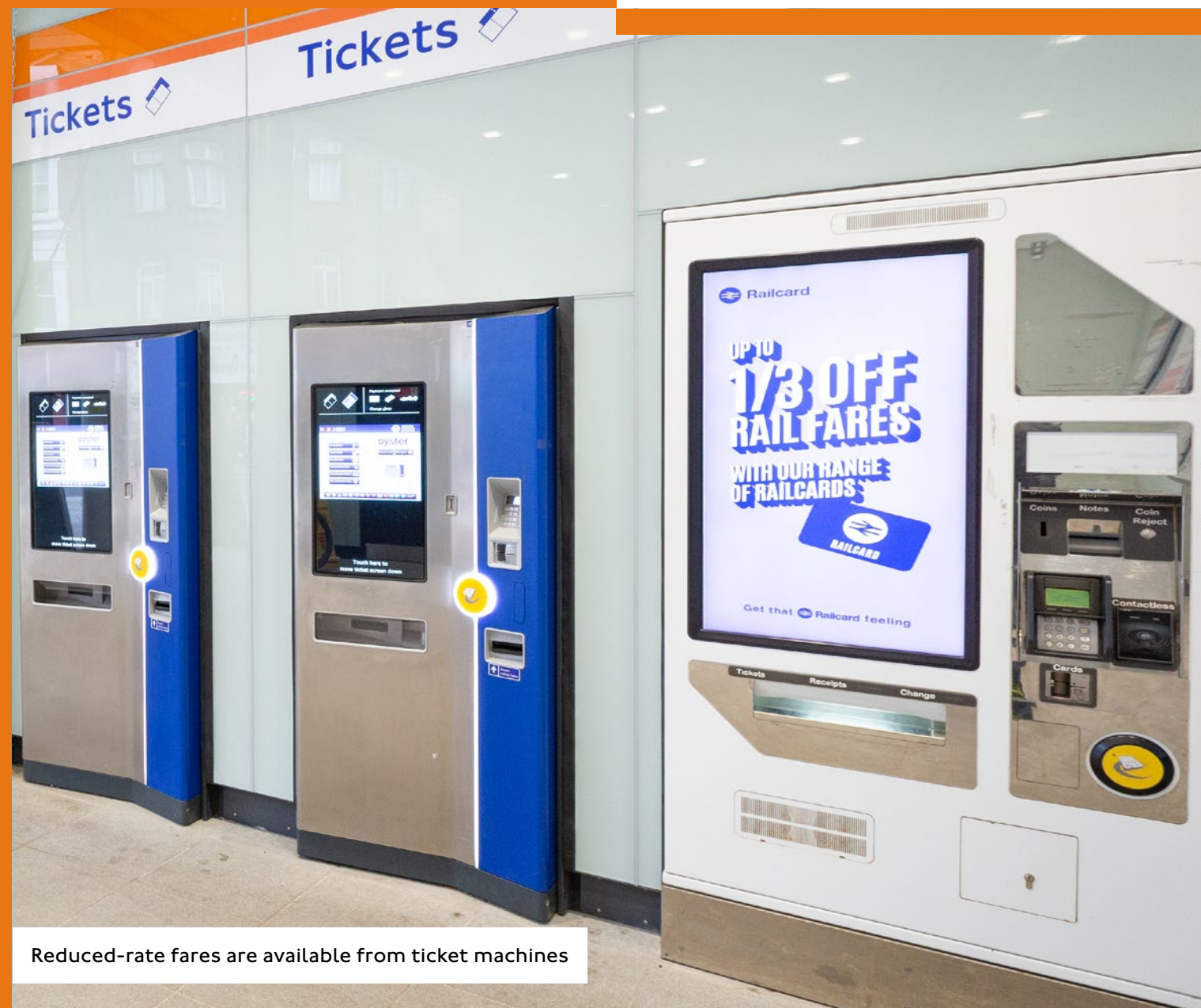
## Ticketing and fares

We are committed to selling you the correct ticket for your journey and providing you with accurate information, advice on journeys and ticket options, irrespective of which train operating company provides the service.

Our ticket office staff are familiar with the accessibility of our various train types and have access to other train operators' information. This means they can ensure you only buy tickets that are appropriate to your journey and your needs. Our staff have regular briefings on local service requirements as can use their mobile devices to search for information.

If you are unable to buy a ticket before boarding a London Overground service, you will be able to buy one without penalty at the destination station. Any relevant discounts will be applied at the time of purchase.

We participate in different national schemes offering discounted fares, which are detailed below. If you hold a railcard, please remember to show it when buying your ticket and carry it with you when travelling.



Reduced-rate fares are available from ticket machines

### Disabled Persons Railcard

Eligible customers can buy a Disabled Persons Railcard valid for one year (from ticket offices and online) or three years (online only). This entitles you to discounts of up to a third on most rail tickets. One adult accompanying you can also travel at the reduced fare. Disabled Persons Railcard discounts are also available from ticket vending machines. Full details on how to apply for a Disabled Persons Railcard can be found at:

Web: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

Email: [disability@raildeliverygroup.com](mailto:disability@raildeliverygroup.com)

Call: 0345 605 0525

Minicom/Textphone: 0345 601 0132 for people with hearing impairments



## Senior Railcard

If you are 60 or over, you can buy a Senior Railcard. This gives you up to a third off most rail fares throughout the UK rail network. They are valid for one year (available from ticket offices or online) or three years available online only) and are available to purchase online, over the phone or at any staffed station with your passport or UK driving licence as proof of age. At stations you can also use your birth certificate. Full detail on how to apply for a Senior Railcard can be found at:

Web: [www.senior-railcard.co.uk](http://www.senior-railcard.co.uk)

Email: [railcardhelp@railcards-online.co.uk](mailto:railcardhelp@railcards-online.co.uk)

Call: 0345 300 0250

There may be other railcards that may be suitable for you. Please visit the [Railcards website](#) for further information.

## Discounts without a railcard

Visually impaired customers without a railcard are entitled to discounts when travelling with a companion on presentation of their Certificate of Visual Impairment or BD8 certificate. Wheelchair users are also entitled to discounts without a railcard.

Please note that discounts without a railcard are only available from our ticket offices. More information on fares can be found on the [TfL website](#) and on the [Disabled Persons Railcard website](#).

You can also buy an adult season ticket that allows two people to travel for the price of one. A different companion may travel with you on different days.

## Freedom Pass

London borough councils provide Freedom Passes to give older and disabled London residents free travel on almost all public transport in London. Freedom Pass holders may travel free on London Underground, DLR, London Overground, Elizabeth line, London Buses, London Trams and National Rail services in London boroughs only.

Freedom Pass holders may travel on London Overground services at any time, but please note that time restrictions apply on some National Rail services.

Full details on how to apply for a Freedom Pass can be found by contacting your local council at:

Web: [www.freedompass.org](http://www.freedompass.org)

Email: [info@freedompass.org](mailto:info@freedompass.org)

Call: 0300 330 1433

Additionally, you can apply for TfL 60+ London Oyster photocard for London residents from the [TfL website](#). Please note that this is not available for those who are eligible to hold an older or disabled persons Freedom Pass.

## Ticket machines

All our stations have self-service ticket vending machines that comply with accessibility guidelines. If you hold a Disabled Persons Railcard, you can use these machines to buy reduced-rate tickets for both you and your companion.

We are reviewing the process of using self-service machines to buy tickets to ensure that all steps are as inclusively user-friendly as possible. This includes developments such as information notifications on selected tickets.

## Gatelines

The gatelines at the majority of our stations are staffed. When staff are not present, the gateline and the manual side gate, if present, will be kept open.

## Purchasing tickets

Where advance tickets are available, you can buy them from our ticket machines or station booking offices. Our staff will be able to check and advise whether any accessible facilities you require are available.

You can also check that the required facilities, such as accessibility of the train type, or availability of wheelchair space in first class, are available before purchasing tickets.

When buying tickets with a Disabled Persons Railcard, our staff will ask if you require assistance with any aspect of your journey.

# Rail replacement services and alternative accessible transport

Sometimes the station you require will not be accessible or may not yet be fully accessible. This may be because:

- The station has a physical constraint that prevents or limits accessibility
- Train services are not running due to planned engineering works
- There is disruption to services at short notice that makes services inaccessible to disabled passengers

We aim to ensure you can make as much of your journey by rail as possible. If rail travel is not possible for part of your journey, we will arrange accessible alternative transport to the nearest or most convenient accessible station. We will aim to offer an option that most resembles the service provided to customers not requiring assistance, including overall journey time. We will ensure that you can complete your journey at no extra cost and, where possible, without additional delays.

Where stations are inaccessible due to pre-planned engineering works, we will provide rail replacement buses. All buses used for rail replacement services will be

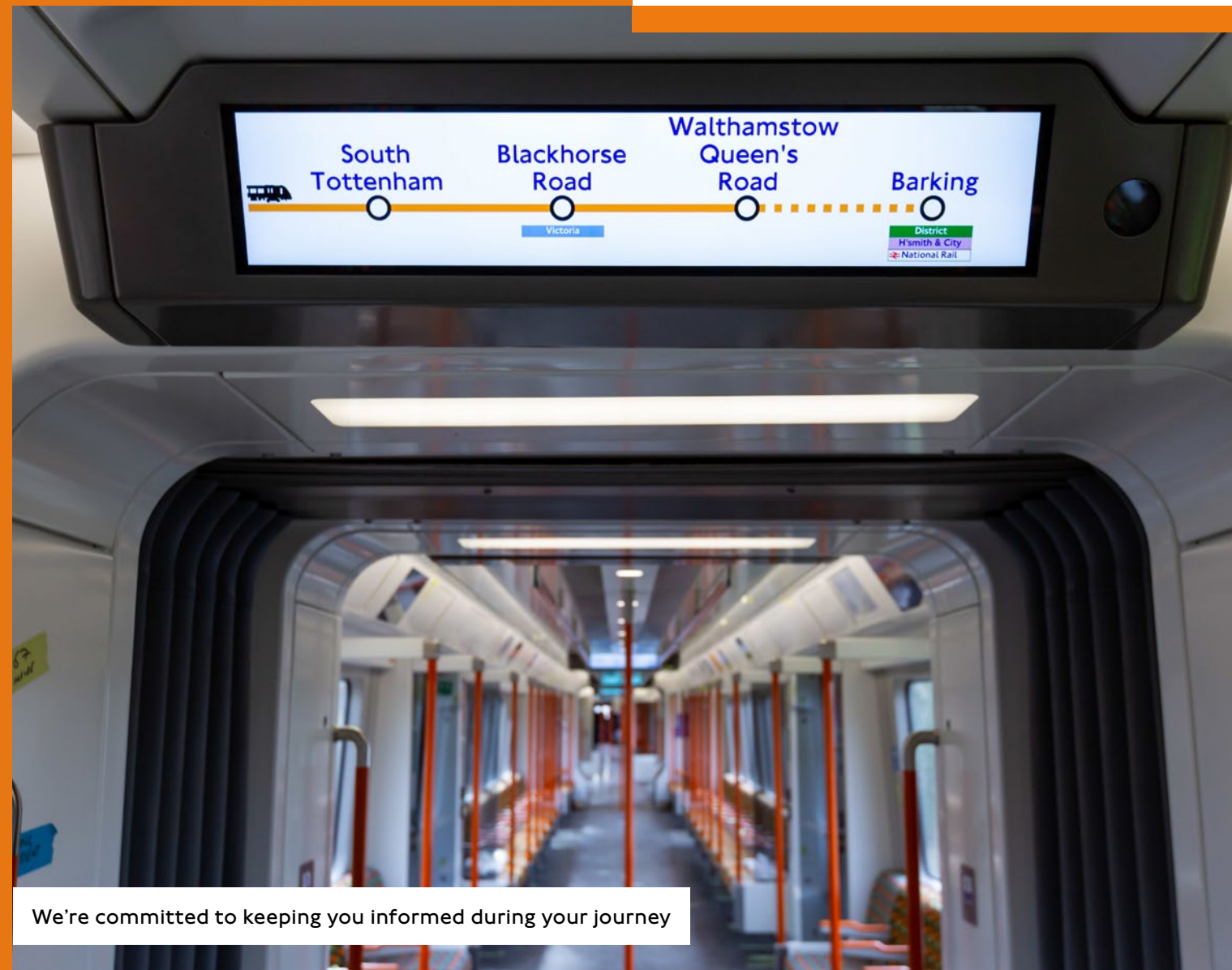
compliant with the Public Service Vehicle Accessibility Regulations (PSVAR). London bus services have been fully accessible since 2006, and most rail replacement bus services use the same vehicles and drivers as our regular bus services.

All taxis in London must meet accessibility requirements as part of their licensing conditions. Any taxi companies used by London Overground for rail replacement services must demonstrate that they meet these requirements.

We will make sure that drivers of rail replacement buses and taxis are trained to provide assistance. Virtually all drivers on London buses are regular contracted TfL drivers who receive the necessary training in accessibility as part of their main bus driving duties. We sometimes need to use limited casual and agency staff for rail replacement buses. While they do not have the same training as our regular drivers, we will ensure they are aware of the operation of their vehicles, including wheelchair ramp deployment. All contracted drivers on scheduled routes have undergone a new diversity and inclusion training course.

Unless engineering works are short notice, we plan our rail replacement services with 12 weeks' notice. In the event of short-notice engineering works, the same steps are taken to ensure all rail replacement vehicles comply with accessibility regulations.

Details of upcoming planned engineering works affecting London Overground, London Underground, Elizabeth line and DLR services can be found on the [planned closures](#) page on the TfL website. Posters at London Overground stations also advertise engineering works for the coming weekend.



We're committed to keeping you informed during your journey



# Wheelchairs and mobility scooters

## Wheelchairs

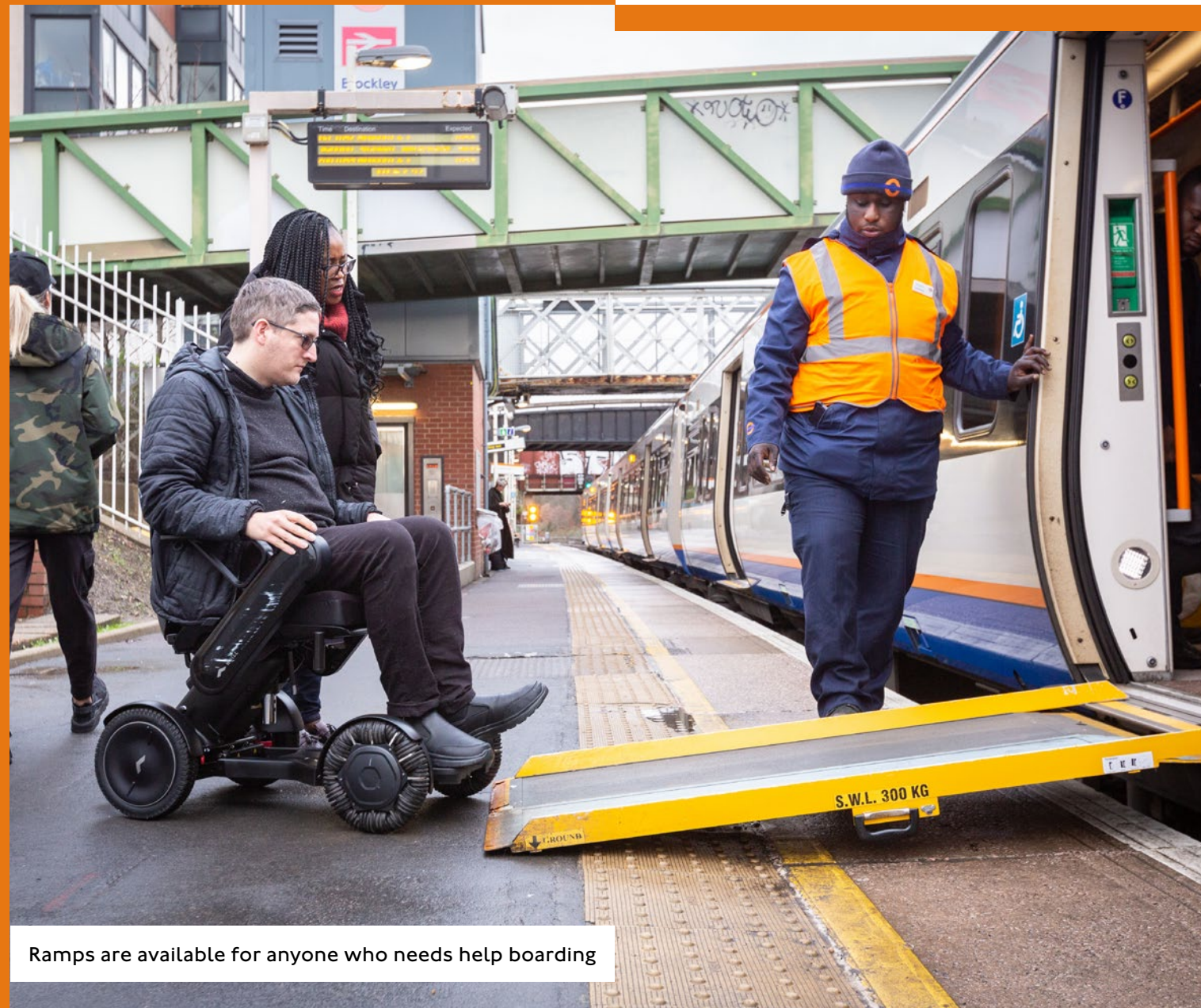
Wheelchairs can be carried in the designated spaces on all London Overground trains, so long as they fit within the following dimensions:

- Maximum width: 700mm
- Maximum length: 1200mm
- Maximum weight including user: 300kg

If your wheelchair exceeds these dimensions, please contact us before travelling. These restrictions are in place due to the size of train doors, turning circles available in the train and the weight limit of boarding ramps. As your safety is our main priority, it is important to adhere to these measures,

## Mobility scooters

Some powered scooters are only meant for road use and cannot be used on trains, so if you have not travelled before or have recently changed your scooter, please check the dimensions to ensure it is suitable to use on our trains. You are not required to obtain a pass for your mobility scooter to board any London Overground train.



Ramps are available for anyone who needs help boarding

## Mobility scooter criteria

We accept four-wheeled and three-wheeled scooters or those with a triangular footprint (two wheels at the front close together and two wheels at the rear) that fit the same dimensions as wheelchairs, and additionally have a maximum speed of 4mph.

We can advise you of other train operators' mobility scooter requirements or provide contact details for the relevant train company to ensure your scooter is permitted. You should check before you travel if you need to change onto another train company's services.



## Delays, disruption to facilities and services, and emergencies

Disruption to facilities and services can have a significant impact on both passenger accessibility and confidence levels when travelling on the railway. Where disruption occurs, we will do everything we can to ensure that you can continue your journey. We will let you know what is happening through the TfL website and announcements at stations and on trains. Disruption will not affect the assistance you receive on London Overground, as our station staff can help you make any changes necessary for your journey.

If stations become inaccessible, alternative accessible transport will be arranged without additional charge. Staff will contact our Passenger Assist team to rearrange onward assistance during times of disruption. When our facilities or services are disrupted, we will provide notifications through our automated journey alerts and status updates to ensure your journey is not disrupted. Whether you have pre-booked or are using turn up and go assistance, we recommend that you arrive at the station where staff will help you with alternative transport.



We're constantly improving accessibility at our stations

During times of disruption, delay or emergency, staff will be present to assist passengers. We will make regular announcements, where systems allow, and update our information screens

Our station staff have attended disability awareness training to ensure they recognise, approach, and interact proactively with customers who have both visible and hidden disabilities. Staff will check you have understood the information and discuss your requirements and arrange any additional assistance if required. Local managers will aim to provide additional staff at stations to provide assistance where needed, for example, with luggage or with guidance.

When disruption results in cancelled or altered train services, we will provide accessible alternative transport without additional charge. We have contractual arrangements with bus and taxi operators to provide accessible vehicles for both planned and unplanned disruption.

If there's an emergency on a train, staff will advise and help you. In most cases you should stay on the train and wait for instructions. If you have to leave the train between stations, the emergency services will provide equipment and help get you off the train safely. Our stations have evacuation plans that take you into account. In an emergency, trained staff and the emergency services, if in attendance, will help you get to a safe place.

We will publish information on any disruption to facilities through the National Rail enquiries website. We will also notify staff at our stations, ticket offices and customer services, so they can tell you when we expect the disruption to end.



## Station facilities

### Left luggage

We do not provide left luggage facilities at our stations. Accessible left luggage facilities are provided by Network Rail at the following London stations:

- Euston: call 020 3468 4670
- Liverpool Street: call 020 3468 4552

### Disabled parking

Car parking facilities are only available at a small number of our stations, details of which can be found on the [National Rail Enquiries website](#) and in our station information guide, available from the [TfL website](#). Most larger stations have a tarmac or concrete-surfaced car park, with spaces for Blue Badge holders.

All our car parks are run on our behalf by contractors who are responsible for enforcing parking regulations, and taking appropriate action to deal with non-Blue Badge holders parked in designated bays.

We monitor the number of designated Blue Badge bays in our station car parks annually and adjust level according to demand, although we will always allocate a minimum of 10 per cent.



We can help you with your onward journey from our stations

### Third party-provided facilities

We will ensure that any services and facilities provided by a third party

are as accessible as possible. This requirement will be included in the relevant contracts and enforced by our property management team. Our station management team will monitor services and facilities provided by third parties to ensure they do not cause an obstruction. Where possible, we will make sure any services and facilities provided by others at our stations are accessible.

All taxi ranks at our stations are regulated for the exclusive use of licensed taxis (black cabs). In London, all taxis are wheelchair accessible by law. Some of the newer black cabs are also fitted with induction loops and intercoms for hearing aid users. For more information on our taxi policy, please visit the [taxi passengers and accessibility](#) page on the TfL website.

### Replacement facilities

When accessible facilities at a station are reduced, for example, because of faults, alteration or removal, we will provide replacement facilities with the same level of accessibility if possible.

### Station entrances

Sometimes it is necessary to restrict or temporarily close station entrances. When this happens, we will ensure you are still able to access the station without obstruction. We will review all planned works that affect accessibility.

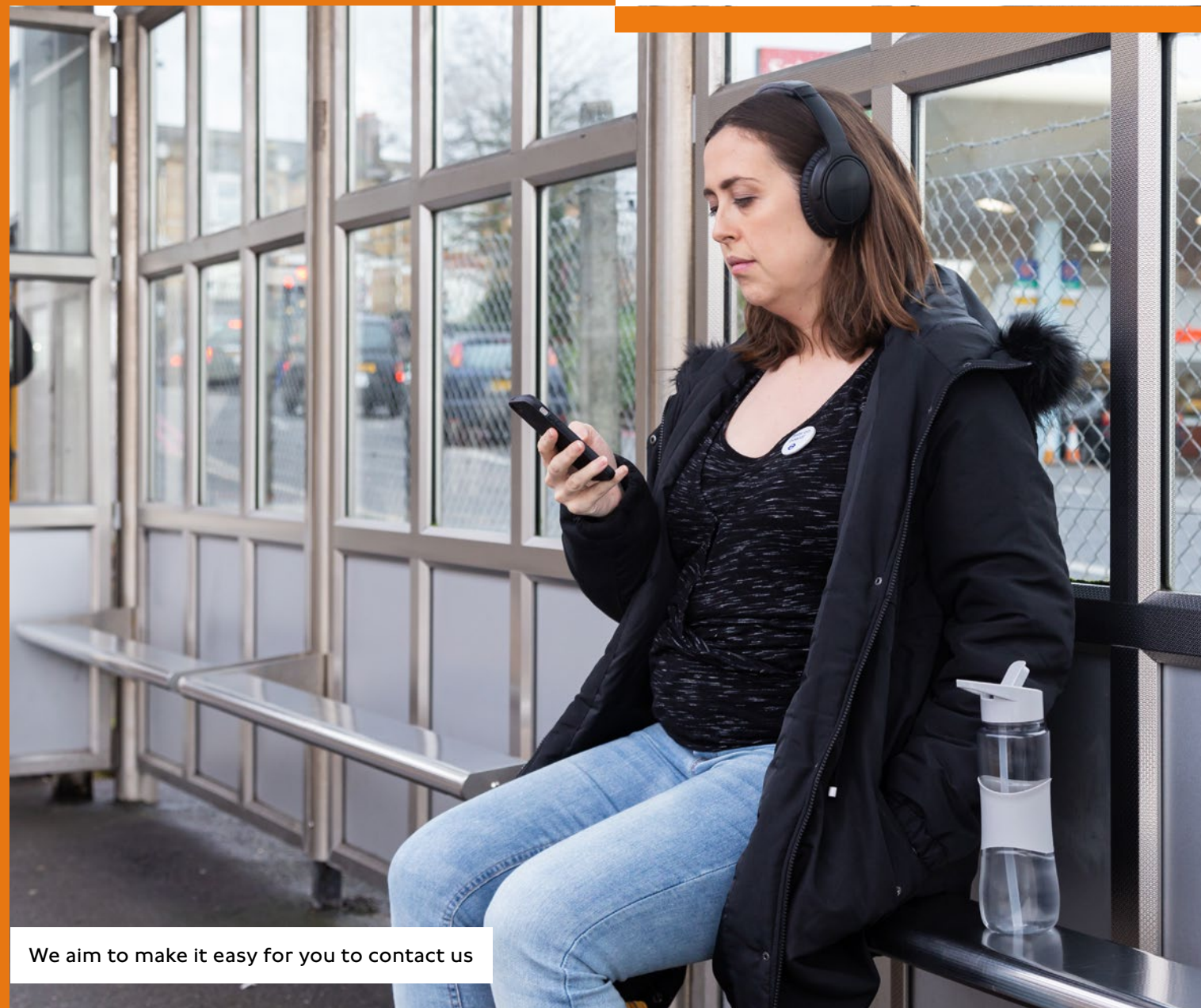


## Redress and compensation

While we always aim to deliver assisted travel seamlessly, there are times when things go wrong, and we cannot provide the service to the standard we would like. If this happens when you are travelling with London Overground, we will provide compensation for the journey. This is valid for all assistance offered on London Overground, whether turn up and go or pre-booked, and regardless of whether it was arranged through us or a different operator.

London Overground will always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will evaluate all complaints and additional compensation claims individually. This will not affect your legal rights to make claims under the Consumer Act 2015, although you must not seek to recover the same money twice, for example, both under our claims process and the Consumer Rights Act 2015.

We will happily assist you with any claim. For more information and help making a claim, call us or use our [online contact form](#). You can also find information about making a claim in the Making Rail Accessible: helping older and disabled customers leaflet.



We aim to make it easy for you to contact us

If your journey has involved multiple train companies, our customer service staff will coordinate a response to your complaint. We will provide a full explanation in response, including why it happened and what mitigating actions we intend to take as a result. Sometimes, it may be more appropriate for your claim to be addressed by another train operator. In this case, we will ask for your consent before we pass your claim on to them for investigation.

We will review any missed assistance complaints and investigate the incident and any other customer feedback to see how we can improve our services. We want to ensure that these incidents do not discourage our customers from travelling with us again.

In addition, the customer service manager monitors feedback from disabled customers to identify, analyse and remedy any ongoing issues. We use equality impact assessments to ensure that new projects and changes to practices, policies and procedures consider the needs of disabled customers.



# 03

## Strategy and management

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We continuously improve services and facilities for disabled people, with the aim of making it easier for all our customers to access and use the London Overground network

London Overground is committed to improving travel for disabled and older customers. We constantly review the implementation of and compliance with our accessible travel policy.

We work closely with key stakeholders to broaden accessibility and equality on London Overground, and regularly review and update our operations. Our ongoing programme of station and train improvements, and staff training, ensure that all customers will continue to receive excellent service when travelling on our network.





# Strategy

In this section we set out how we:

- Embed the provision of services to disabled people within our business and project planning
- Will continue to improve access to the railways for disabled people and those with reduced mobility
- Ensure our staff have the resources, skills, and confidence to deliver assistance to passengers
- Measure the success of our accessible policies

We are committed to the continuous improvement of services and facilities for disabled people. To ensure that we provide you with high standards on your journey, we will:

- As a priority, continue to provide you with a safe, clean, punctual, and reliable train service
- Make it easier for you to purchase tickets with the introduction of more facilities
- Treat you fairly when things go wrong



Many of our stations have step-free access to trains

- Let you know our performance and quality targets and report each period how we are doing
- Listen to you and engage with you

We work with industry colleagues to continuously improve our services, products and facilities. These include Network Rail, Office of Road and Rail (ORR), London TravelWatch, Transport Focus, Disabled Persons Transport Advisory Committee, London boroughs and other stakeholder organisations, especially those representing all customers. We believe that you have the right to safe, comfortable, and seamless journeys and will work alongside our stakeholders to broaden accessibility and equality on London Overground.

We also consult on the content of minor improvements programmes and maintain regular dialogue with local user groups and local councils. We endeavour to attend the majority of user group, local transport liaison, local authority mobility forums and industry-related accessibility meetings.



Our accessible travel policy fulfils our obligations under our passenger and station licences, as laid out in the Department for Transport (DfT) code of practice, ORR guidance and the requirements of legislation such as the Human Rights Act 1998 and takes into account the provisions within the Equality Act 2010.

In addition to complying with the DfT's code of practice, we comply with the National Technical Specification Notices for persons with reduced mobility. Any projects that replace or review existing facilities will comply with these standards. However, there may occasionally be circumstances where we are unable to comply fully. In this case, we will approach the DfT to seek dispensation at the earliest possible stage, after all possible options have been considered.

In addition to physical adjustments to stations and trains, we regularly update all our operations and customer services to ensure we meet our equality and inclusion standards. We make continuous improvements to provide reliable, safe and friendly services to all customers. Our station staff, management team



and other customer-facing roles are encouraged to engage with customers to identify and address any travel concerns.

More detail about London Overground station improvements and services are available on the [TfL website](#).

We also publish several documents that summarise the action we are taking to deliver high-quality, accessible transport on our network, including our Single Equality Scheme and our Equity in Motion publication. You can find these on the [Diversity and inclusion publications](#) page on the TfL website.

Our Business Plan sets out all expenditure and priorities over the five years from 2019/20 to 2023/24. You can find this on the [Budget and Business Plan](#) page on the TfL website.

We recognise the social model of disability, which says that:

- ◆ Disability is a social phenomenon
- ◆ It is created by society's response to a person's impairments or learning difficulties

- ◆ Discrimination against disabled people is just as oppressive as discrimination on the grounds of age, gender reassignment, race, religion or belief, sex, and sexual orientation

Our aim is to make it easier for all our customers to access and use the network. Our leaflet 'Making rail accessible: helping older and disabled customers' contains further information on how we plan to do this.



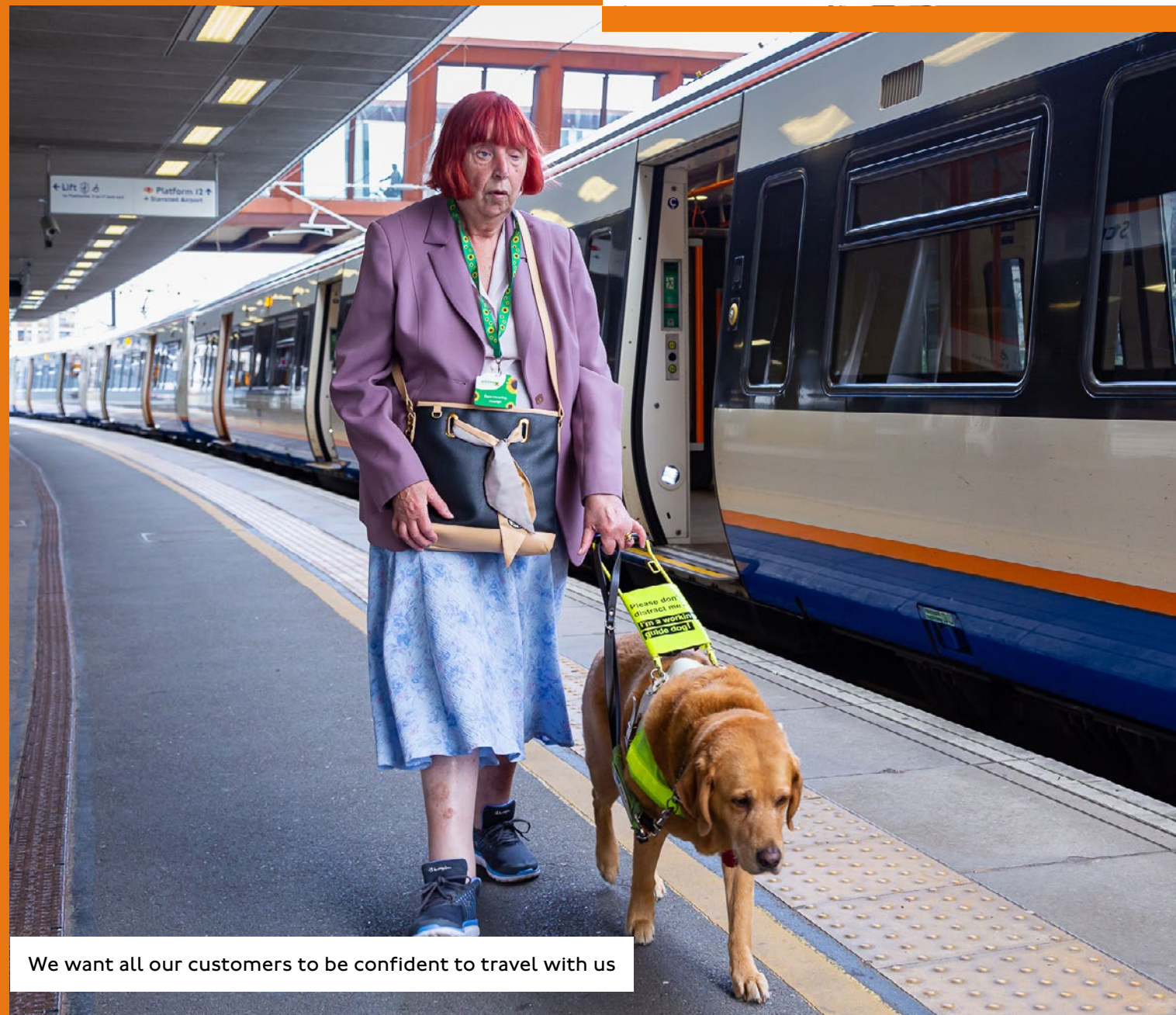
# Management arrangements

Protecting and improving your access to rail services is an integral part of our business strategy and is supported by the London Overground Board of Directors. The Customer Experience Director is responsible for the accessible travel policy, which comprises:

- ♦ Accessible travel policy document (this document)
- ♦ Making Rail Accessible: helping older and disabled customers leaflet, available from stations and online
- ♦ London Overground fleet review document
- ♦ London Overground station information document

All of these documents are available from the [TfL website](#).

Our Customer Proposition Team review these documents annually. Relevant directors will implement corrective actions if any deficiencies in meeting the requirements of the accessible transport policy are identified. All changes would be communicated internally to all staff via our internal communications team. Additionally, our accessible transport policy will be reviewed annually by the ORR.



We want all our customers to be confident to travel with us

Maintaining our accessible travel policy is a condition of our passengers' licence and station licence. The Customer Experience Director and Head of Concession Management are currently accountable for compliance with both the passengers' licence and the station licence.

The Customer Proposition Team, in conjunction with the Community and Stakeholder Manager, lead the accessible travel policy strategy. Our Head of Stations and local management teams, in conjunction with our Passenger Assist Manager and safety managers, are responsible for the day-to-day implementation of and compliance with our accessible travel policy. We have several processes and systems in place to communicate the requirements of this policy to customer-facing staff, including a simple overview guide to our key policies and arrangements.

To ensure the business and senior managers receive feedback on the effective delivery of this policy, customer-facing staff are required to report any accessibility issues to our customer service resource centre. These are regularly reviewed by the senior management team and Customer Experience Director.

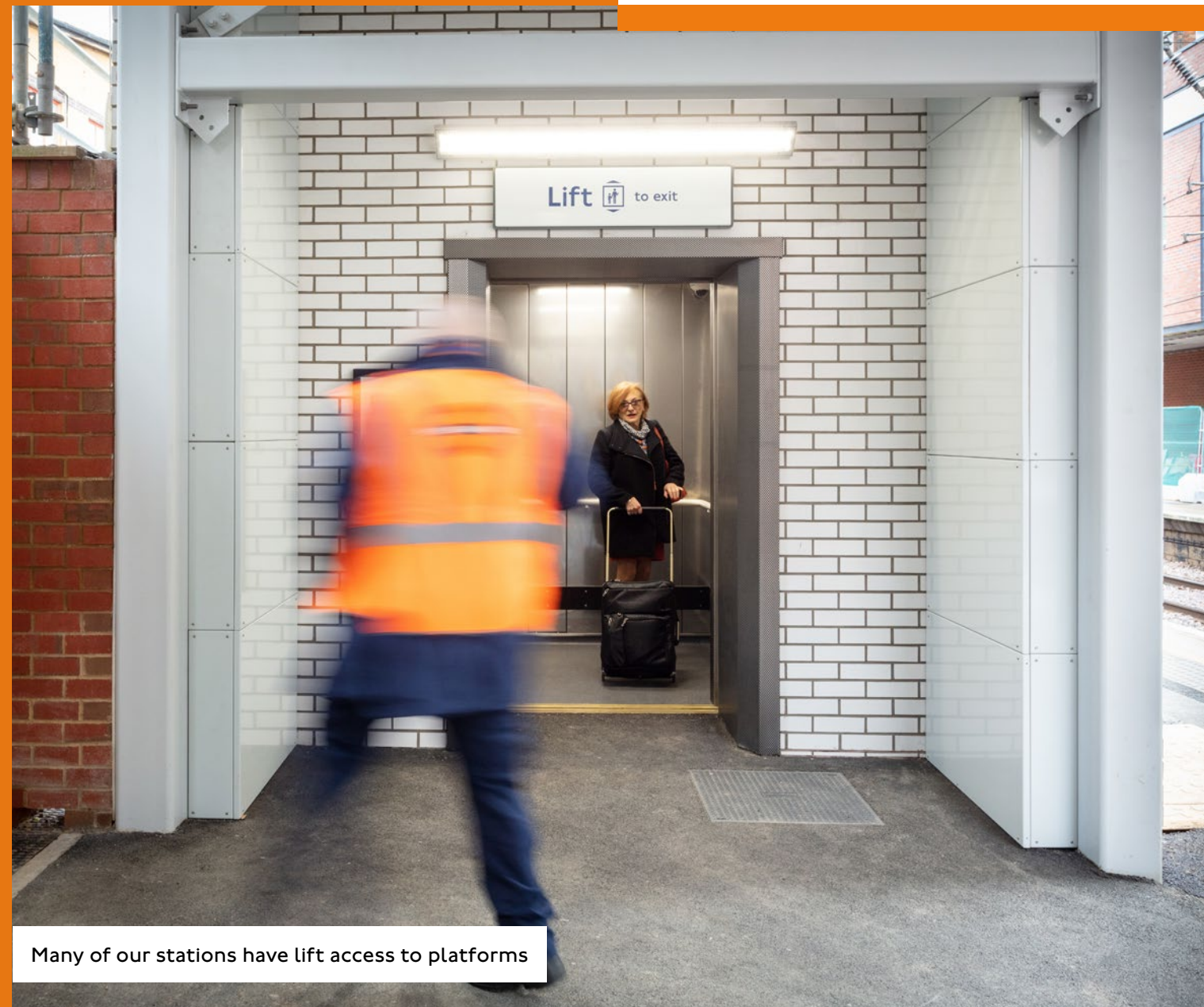


## Monitoring and evaluation

Our Customer Proposition Team reviews performance every four weeks to ensure the provision of services to customers with disabilities is not overlooked, and to monitor and evaluate our commitment within the accessible travel policy. The review looks at the following key performance indicators over the period:

- ♦ Number of customers using turn up and go services
- ♦ Number of customers using pre-booked assistance
- ♦ Number of complaints relating to disabled travel
- ♦ Number of complaints as a percentage of all journeys
- ♦ Number of employees who have received disability awareness training

The Customer Proposition Team will review the data to evaluate the effectiveness of our policies. This review will provide benchmarks for our service to establish what works, how we know it works, and how we can improve service delivery, so we can ensure any deficiencies are identified and resolved.



Many of our stations have lift access to platforms

We will continue to provide sufficient resource to maintain Passenger Assist and turn up and go assistance, improve assistance performance and updating

information as often as practicable. This will be on an annual basis at the least. All incidents relating to assisted journeys are recorded with our control team and monitored periodically by the customer experience team. We are proud of our high success rate, with 96% of assistance correctly delivered, and will fully investigate any failures to prevent recurrence.

Our customer services staff will review and investigate any complaints or feedback from our disabled customers and provide a detailed response. This will ensure that any failures in our commitments are identified and resolved as quickly as possible. These are reviewed by the local station managers to ensure policies are working in practice and make any necessary adjustments.

We will regularly review the accessibility travel policy and reports on findings will be sent to the DfT and the ORR. In addition, we will provide the ORR with performance data to demonstrate compliance with our obligations in line with core data reporting requirements. This will include details of the achievements of objectives, new initiatives to improve our service to disabled customers and any difficulties we have encountered with the implementation of this policy.



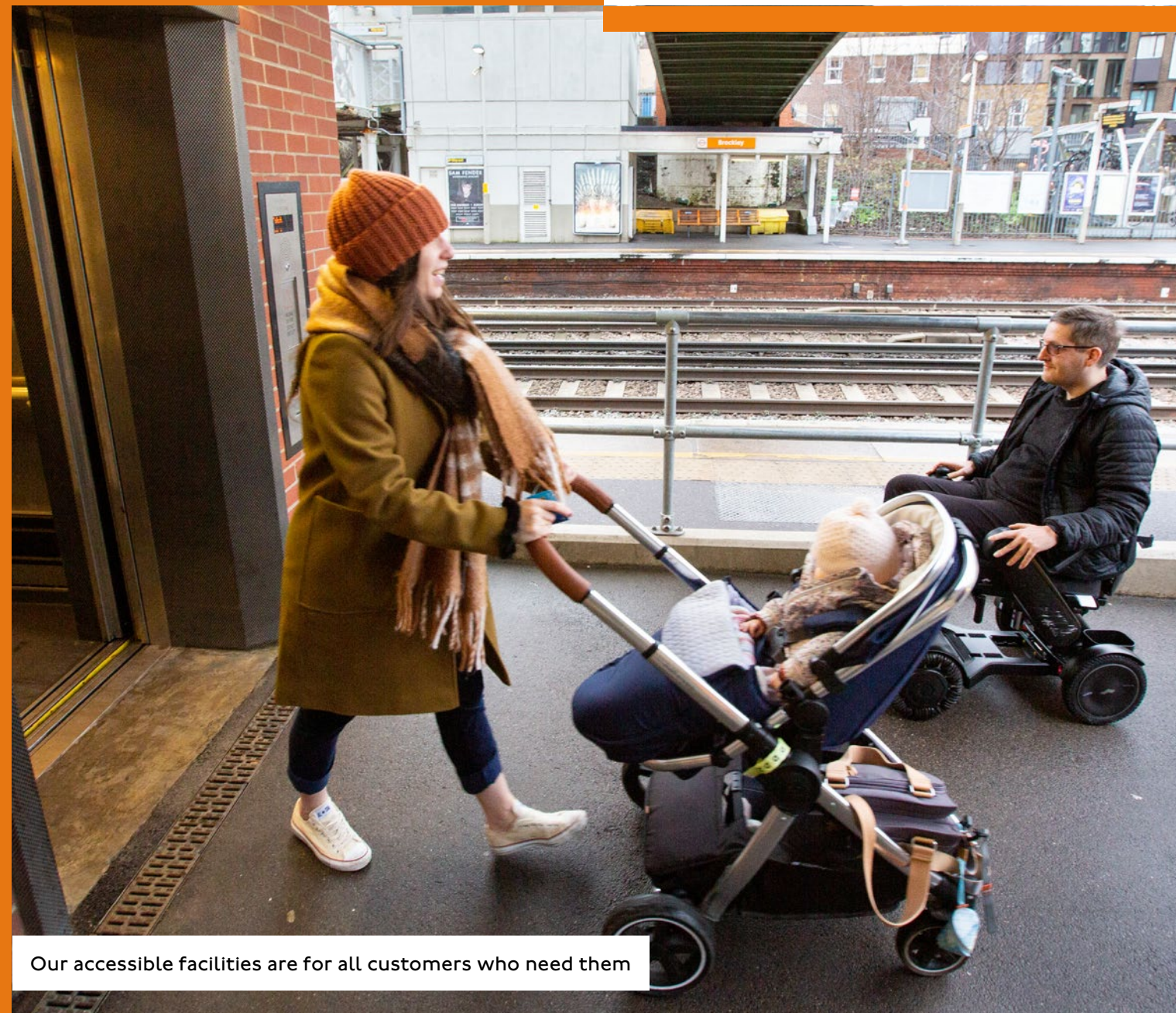
# Access improvements

We are committed to complying with the DfT's code of practice for accessible railway station design. Additionally, we comply with the European technical specification for interoperability relating to persons with reduced mobility. Wherever possible, we will adopt a best-practice approach to access for disabled passengers.

However, there may occasionally be circumstances where we are unable to comply fully with the code of practice regarding:

- ♦ New or enhanced station facilities
- ♦ Refurbishment of existing trains
- ♦ Station or on-train services

In this case, we will approach the ORR to seek dispensation from the relevant section of the code at the earliest possible stage, after all possible options have been considered.



Our accessible facilities are for all customers who need them

## Stations

Over half of London Overground stations now have step-free access from street to platform. Wi-Fi is available at 79 stations, and we've improved ticket halls and gatelines, installed lifts, widened entrances, improved shelters, and increased cycle parking.

We are also making continuous improvements to enhance accessibility, reliability and service. Our stations are staffed from first train to last, and our staff are equipped with mobile devices to keep them up to date with the latest travel information.

We have highlighted some of the recent improvements we have made to stations on our network on the following page.



### **Barking Riverside**

Opened in July 2022, Barking Riverside extends the Gospel Oak to Barking London Overground route, with travel time between Barking Riverside and Barking station of seven minutes. Services on this route run with four trains an hour from Gospel Oak.

Barking Riverside station is fully step-free, bringing the total number of step-free stations across London Overground to more than 60. This helps make London a more accessible city for everyone and supports people's independence when travelling in London.

### **West Hampstead**

The new station entrance on West End Lane is open. It has more ticket gates, two wide aisle gates and a bigger station concourse. Two lifts have also been installed to provide step-free access from street to platform.

The station has received £3m in funding from the Department for Transport's Access for All fund, and £900k from the adjacent Ballymore housing development. The remainder is being invested by TfL.

This is one of the largest Access for All schemes on the London Overground network and is a key interchange for northwest London, given the proximity to West Hampstead's Thameslink and London Underground stations.

### **White Hart Lane**

We are working closely with Haringey Council as they regenerate the North Tottenham area. As part of these plans, we have transformed White Hart Lane station to make it bigger, brighter and more accessible. This includes:

- ♦ Improved access from street level to platforms, including new lift access and new platform canopies
- ♦ A new station entrance, ticket hall, station facilities and station forecourt
- ♦ A new pedestrian entrance from Penshurst Road
- ♦ Improvements to the area around the station, including new cycle parking and station forecourt, improved CCTV, and signage

We work closely with Network Rail to consult on the content of improvements programmes and maintain regular dialogue with local user groups and local councils. We endeavour to attend the majority of user group, local transport liaison, local authority mobility forums and industry-related accessibility meetings.

A further five stations are proposed to be made step-free by 2024. This is part of the Department for Transport's Access for All scheme. At the time of writing this policy, details are not yet available. Further information may be found, when available, at the [Improving London Overground](#) page on the TfL website.

## **Trains**

Since 2019, we have been operating a fleet of class 710 trains on the Gospel Oak to Barking and Watford Junction to Euston lines. The new four-car trains are state-of-the-art electric trains with walk-through carriages, air-conditioning, USB charging points, free Wi-Fi, live information screens and more wheelchair spaces. They can carry almost 700 people, which is double the capacity of the old two-car trains that had been operating on the route.

We have also introduced class 710 trains on services to Chingford, Cheshunt and Enfield Town, and on the Romford to Upminster route. These have replaced our fleet of class 317 and class 315 trains.

The class 710 trains comply with the National Technical Specification Notices for persons with reduced mobility. More information on the accessibility of our trains is available in the London Overground fleet review, available to download from the [TfL website](#).

## Working with disabled passengers, local communities, and local authorities

We maintain regular contact with key stakeholders on matters affecting accessibility, including ways to improve and prioritise access along our network. These include London TravelWatch; Office of Rail and Road; Transport Focus; Disabled Persons Transport Advisory Committee; relevant London boroughs and the British Transport Police.

We consult on the content of our improvements programmes and maintain a regular dialogue with local user groups, charities and councils. Through our Community and Stakeholder Manager, we endeavour to attend user groups, local transport liaison, local authority mobility forums and industry-related accessibility meetings. We are also committed to building our relationships and working directly with our representative groups through a passenger panel and other initiatives through our Community and Stakeholder Manager.

We work closely with Network Rail and endeavour to attend user group, local transport liaison, local authority mobility forums and industry-related accessibility meetings.



Our staff can help you find your way around our stations

We are in regular contact with key stakeholders through our community and stakeholder engagement strategy. This sets out how we engage with all our customers, potential customers, and other stakeholders in the communities we serve, to help us understand and respond to their experiences.

We have worked with other organisations such as Signly and Royal National Institute of Blind People (RNIB) to help inform and guide us on the approach to our hearing and visually impaired customers. In addition to this, we work closely with a range of charities in our area, such as Electric Umbrella, which helps young people with learning difficulties familiarise themselves with rail travel.

We have also collaborated with other industry partners such as the Rail Safety and Standards Board to develop innovative solutions to meet the needs of customers with hidden disabilities.

We engage fully with all TfL initiatives, including promoting awareness of priority seating and the Please offer me a seat badge.



## Staff training

Staff training plays an important part of delivering a railway that is accessible for everyone, by giving our colleagues the skills and understanding they need to consider accessibility in everything we do.

All new staff receive disability awareness training as part of their corporate induction, followed by an e-learning package to complete, either for a manager or general employee. Refresher training takes place every year for customer experience staff and once every two years, or as per legislative changes, for all other staff. Our training materials have been created in partnership with third parties, notably specialist charities and subject matter experts, including RNIB, Deafax, Epilepsy Society and Mind, and focus on the knowledge, skills and tools our employees need to enable them to assist older customers and those with disabilities in the best possible way. All our training materials comply with the law, the Equality Act 2010, and our commitment to continuously improve current standards of accessibility to our services for all our passengers.



Staff are trained to help with your accessibility questions

The delegates' objectives by the end of training are to:

- ♦ Increase their knowledge, expertise, and skills in providing excellent service to disabled customers
- ♦ Increase their understanding of how to provide appropriate support for disabled customers
- ♦ Increase their confidence in meeting the needs of disabled customers
- ♦ Understand the different ways of thinking about disability, and how these can affect the service they provide to disabled people
- ♦ Understand disabled people's access needs and what possible barriers they may face on our network
- ♦ Examine the importance, application, and relevance of the Equality Act 2010
- ♦ Use the right language and understand why it matters
- ♦ Be aware of the tools available to help them provide excellent customer service to disabled customers

In addition to the above, front-line employees require the following additional knowledge, which is predominantly delivered by local station managers when they return to their stations:

- Complete local station inductions to understand how to deliver passenger assistance safely and reliably
- Learn how to use equipment required to provide assistance, such as radio communication, boarding ramps, wheelchairs and induction loops
- Understand the accessibility features and services of the network

#### **Mandatory training outcomes**

1. Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion
2. Equality legislation: exploring and understanding the Equality Act 2010
3. Defining disability: an introduction to the various definitions of disability and the appropriate terminology

4. Recognising passengers who need assistance: exploring physical and non-physical impairments to enable staff to assess individual needs and provide appropriate assistance
5. Railway regulatory framework: understanding regulations and policies that are relevant within the railway industry
6. Passenger Assist: how it works for disabled passengers and staff's role in delivering the service
7. Communication: finding a way to communicate with disabled people with patience, respect and dignity
8. Accessibility in stations: the identification of accessible features at the stations where staff work, as well as at the key destination stations on the network
9. Providing safe assistance: duties and process to ensure that both staff and passengers always remain safe

As of 31 July 2021, all customer-facing staff and managers have met the mandatory training outcomes set out above. Additionally, all new staff, including senior and key managers, will receive training to meet the mandatory outcomes numbered one to six above. All new customer-facing staff who interact directly with passengers will receive additional training to meet mandatory outcomes numbered seven to nine above.

Our agency and temporary staff have received a condensed version of the training course, including communication, and providing safe assistance. This includes drivers of rail replacement bus services and taxis, who have been trained to provide assistance to meet outcomes 6, 7 and 9 in the mandatory training guidance noted by the ORR.

All customer-facing operational staff receive four half-day refresher training sessions each year covering multiple job-specific areas. A section on disability awareness content was incorporated and

completed in 31 July 2021. This ensures that all staff have a refresher every two years at a minimum. The most recent course focused on non-visible disabilities. We will ensure that all statistics, legislation and language used in training are up to date.

We will continue to harness the experience and expertise of people with a range of experience and disabilities in the development and delivery of our training materials.

This approach to training will ensure all our staff, and particularly staff who interact with customers, have the skills and knowledge they need to meet the needs of customers, and to do this in accordance with both the law and our commitment to further improve levels of accessibility.

We will provide regular updates to the ORR setting out progress against delivery of these staff training commitments.



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