



## London Southend Airport Station

### Making Rail Accessible: Helping Older and Disabled Passengers

#### Introduction

The purpose of this leaflet is to inform people who require assistance or additional information to travel by rail, of the help that is available and how to obtain it.

London Southend Airport operate & maintain the station facilities.

The Train Operator (TOC) on this line of route is Greater Anglia. They operate all the passenger services between London Liverpool Street & Southend Victoria. To arrange assisted travel via Greater Anglia, please contact their assisted travel team using the detail below:

#### [Accessibility | Greater Anglia](#)

Telephone: 0800 028 2878 (free of charge), Monday to Sunday 08:00 - 20:00  
Textphone and Minicom: 18001 0800 028 2878

#### Station Access & Facilities

London Southend Airport commit to assisting all passengers irrespective of disability when using the station.

##### **At the station:**

- This station is staffed 24 hours a day
- This station has step free access to and between all platforms via level access and lifts
- Seating is available that is compliant with the current Code of Practice
- There are no heated waiting areas at our station
- Toilets are open 24 hours a day
- Accessible Toilet (RADAR compliant) open 24 hours a day
- We have a ticket office and ticket machines (TVM's), some of these are in the Airport terminal
- Automatic Ticket Gates (ATG's)
- Smart Readers are built into the ATG's
- Our Passenger Assist meeting point is adjacent the Ticket Office / ATG's located at the entrance to the station
- Customer information systems visual and aural are in place
- Our station does not hold Secure Station accreditation
- Cold drinks and snacks are available from vending machines
- Induction Loops are available at our Ticket Office and on each platform at the designated 'help points'
- Portable Ramps on each platform

Adjacent to the station there are long and short stay car parks with a total of 11 blue badge parking spaces available.

\*Please note normal parking charges apply to blue badge holders or other disabled car users.

Ticket machines for the car parks are accessible for all users without assistance. If in the unlikely event you require assistance, the ticket office is open 06:00 - 23:00 hours.

London Southend Airport operate all the car parks at the Station / Airport.



Designated walkways link the station and airport terminal to the car parks and taxi points; these walkways are suitable for wheelchair users.

### **Purchasing Tickets**

The ticket office is open 06:00 - 23:00 hours and we have two ticket issue windows set at a height suitable for wheelchair passengers.

Our ticket vending machines can facilitate the purchase of discounted tickets and companion tickets for railcard holders.

Tickets can also be booked through Greater Anglia's website: [www.greateranglia.co.uk](http://www.greateranglia.co.uk)

Please note that the Greater Anglia train service on this route is 'Driver Only Operation' and so tickets **cannot** be purchased on the train. If you are unable to buy a ticket at the station before your journey as a result of your disability, Greater Anglia's Accessible Travel Policy states, you will be able to purchase a ticket at your arrival destination.

If your disability makes travelling by train difficult, you may be eligible to apply for a Disabled Persons Railcard. The Railcard allows you, and an adult companion travelling with you, to get a third off most Standard and First-Class fares throughout Great Britain.

We adhere to the general policy of reduced fares for disabled none railcard holders.

In addition to railcards, passengers who are visually impaired and travel with a companion, as well as wheelchair users, who remain in their wheelchair for the whole train journey, are eligible for a concessionary fare. The ticket discount is as follows:

- First Class/Standard Anytime Singles or Returns 34% off
- First Class/Standard Anytime Day Single 34% off
- First Class/Standard Anytime Day Return 50% off

(In some instances, other ticket types, such as Off-peak or Advance purchase may be cheaper, our staff will be able to advise you of the cheapest option when you buy your ticket).

### **Blind or visually impaired passengers**

You are entitled to a discount without a railcard so long as you are travelling with a companion. Your companion will be able to buy a ticket at the same discount. If you are travelling alone, you will need a railcard to get a discount. You must show a document confirming your disability when buying your ticket or travelling. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK. In addition to the above you can also buy an adult season ticket that allows a companion to travel with you at no extra cost. This does not have to be the same person travelling with you on each journey.

### **Wheelchair users**

You are entitled to a discount without a railcard, if you remain seated in your own wheelchair, for the whole rail journey. You are entitled to do so whether you are travelling alone or with a companion. If you are with an adult companion, they can also buy a ticket at the discounted price.

## Disabled Persons Railcard

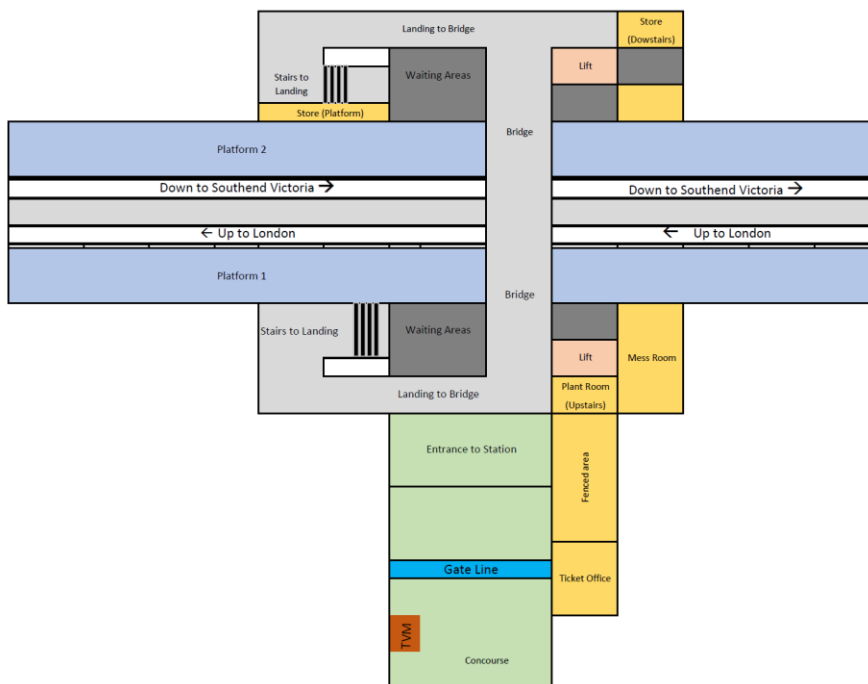
For all relevant information on the Disabled Persons Railcard and on concessionary fares for those who do not have a Railcard we recommend you contact:

Website: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)  
 Telephone: 0345 605 0525  
 Textphone: 0345 601 0132  
 E-mail: [disability@atoc.org](mailto:disability@atoc.org)

## On the train

Details on what facilities are available on the train, aural and visual information, dedicated spaces for wheelchairs, priority seats, how companions and family members travelling with the passenger will be seated, toilets, assistance on board and any restrictions on wheelchairs, scooters and mobility aids are available from the train operator you book your ticket with or on <http://ojp.nationalrail.co.uk/service/planjourney/search>

## Station Plan





## Assistance

### What to expect before you travel:

Up to date details of train times, routes, delays, disruptions and temporary reductions in accessibility and any restrictions on the use of wheelchairs, powerchairs, scooters and other mobility aids are available on <http://ojp.nationalrail.co.uk/service/planjourney/search> or from the Train Operator you book your tickets from or our station staff.

- The designated meeting point for pre-arranged assisted travel is located adjacent the Automatic Ticket Gates
- Assistance purchasing a ticket, or other items from the station for the journey
- Assistance getting around the station
- Assistance boarding a train ranging from a helping hand to the use of a ramp
- Assistance alighting from a train
- Assistance climbing up or down stairs (If lifts are out of order)
- Assistance making train connections, whether with us or another train operator
- Assistance connecting to other forms of transport (e.g. airport, bus, taxi), where these are located at the station
- Assistance with luggage from the station to the airport assistance meeting point. Staff will make appropriate arrangements with Airport personnel to ensure that Assisted Travel passengers, whose journey uses both Station & Airport facilities, have assistance throughout. Both Airport and station are operated by the same company. There is a good communication links between the two.
- For assistance at the airport please contact your airline or travel operator at least 48 hours before you fly. If you have not booked in advance head for the Airport Ticket Desk in the entrance concourse and they will assist you.

### London Southend Airport and our station operate a **blue band** system:

- If you have a non-visible disability (or are travelling with someone who has), such as autism, dementia, anxiety or if you are sight or hearing-impaired, the unfamiliar, station can sometimes be a little overwhelming.
- We can provide a discreet blue wristband to wear as a subtle sign to our staff that additional support might be required. You do not need to pre-book the wristbands; these are free of charge and available from the ticket desk at the station and also in the airport terminal building.
- We've provided specialist training for all customer facing staff so they can play their part in making sure you enjoy a stress-free station experience.

Assistance with luggage for disabled passengers is free of charge.

### Assistance: what is available and how to get it

Passengers who require assistance have two options:

**Turn Up and Go**, if you have not booked assistance in advance you can request assistance from a member of our staff. You can contact a member of staff by using the 'Help Points' situated on each platform, in person at our Ticket Office or by telephone on: 0800 032 6294 or 03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges) or by Text relay phone 18002 0800 032 6294. We are committed to assisting you, but it may take a little longer to arrange.



### **Book in advance**

You can use the Passenger Assist Booking System which can be accessed via the National Rail Enquiries website [http://www.nationalrail.co.uk/stations\\_destinations/disabled\\_passengers.aspx](http://www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx).

Call free: 0800 0223720  
Text: 60083  
Telephone/Minicom: 0845 60 50 600

or by contacting the Train Operating Company you are travelling with who will organise assistance for your entire journey. We are not a Train Operating Company but receive notification of assistance requests from them and will make sure we are there to provide assistance. Contact numbers for the Train Operating Companies are listed on the National Rail Enquiries website.

**Please Note:** You need to provide 24hrs notice until 30<sup>th</sup> March 2020. Until 10pm the day before travel from 1<sup>st</sup> April 2020 until 6hrs from 30<sup>th</sup> March 2021, and a minimum 2hrs notice from 1<sup>st</sup> April 2022.

### **Interchange**

Staff will make appropriate arrangements with Airport personnel to ensure that disabled passengers, whose journey uses both Station & Airport facilities, have assistance throughout.

- The station is step free throughout.
- If you need assistance moving around the Station, please ask any member of staff who will help in anyway.
- Ask any member of staff who will explain the services provided to transfer from the Station to Airport or vice versa. Station staff are available to assist with transfers. This service is not required to be pre-booked or will not be charged for.
- Assistance when requested will be provided to and from the Taxi ranks by Station staff.

### **If things do not go as planned**

#### **Delays, disruption to facilities and services and emergencies** **Our Commitment to you includes the following:**

If disruption or delay to the services occurs, we will do everything possible to ensure that you are able to continue with your journey. We will provide assistance to persons with reduced mobility in making their connections when trains are re-platformed at short notice. We will also help you in making alternative travel arrangements if your booked assistance is no longer valid or disruption occurs with no advance warning.

If temporary works or a facility failure, such as lifts being out of order, at the station render it inaccessible to you we shall arrange alternative transport such as a taxi, free of charge, to take you to the nearest or most convenient accessible station.

Alternative accessible transport (arranged by the TOC) will be available when planned engineering works require substitute transport arrangements, such as replacement buses.

Our staff can advise on the provision of accessible taxis that serve the station and can contact them if requested.



**Emergencies:** We have documented procedures for emergency situations, including the evacuation of the station.

We recognise that emergency arrangements can impart their own additional risks to the safety of passengers, particularly if you have a disability. Disabilities can include for example people with non-visible disabilities including autism (without a communication problem), mental health difficulties, vision and sight impairment, dementia, anxiety as well as those with reduced mobility. You will be advised by staff that, always providing of course that there is no immediate risk of harm, you are not required to join in any surge to leave but are best to remain in a safe location identified by staff, until otherwise directed by staff or the emergency services.

Whilst an announcement will immediately be made over the public address system, you may not have heard or understood the message given. Station staff will be on hand to ensure that you understand the instructions and will provide reassurance and guidance where appropriate.

Our Station staff are trained in the emergency arrangements and given guidance on your needs in emergency situations. That guidance also includes the importance of communicating with all passengers, recognising that English may not be everyone's first language and that some may have impaired hearing.

Emergency evacuation arrangements are detailed on notices at the station. All our Customer Support staff have been instructed in these arrangements; Station staff will pay attention to anyone whose disability or lack of mobility may present difficulties. As soon as we are aware of any emergency, or need to quickly evacuate the station, staff on duty will, if necessary, be supplemented by support staff from the airport terminal; these support staff have also received instruction on disability awareness and the emergency arrangements at the station.

## Redress

When we receive confirmation that assistance has been booked for journeys to commence from our station and this assistance failed; we will provide appropriate compensation to you. Levels of compensation will be determined by the London Southend Airport Station Manager on a case by case basis, taking cognisance of all relevant factors; for example, reimbursing the train fare where a particular train was missed because of London Southend Airport Station actions or inactions. We will also explain to the passenger why assistance was not provided and what steps have been taken to ensure the failure does not reoccur.

If you wish to make a claim, there are several ways you can contact us:

- In person to any member of our Station staff, our staff have been trained to receive and pass on complaints
- Via e-mail or letter to the following:  
LSA Station Manager,  
London Southend Airport Railway Station,  
Eastern Perimeter Road  
Southend-On-Sea  
SS2 6YF  
E-mail - [rail-enquiries@southendairport.com](mailto:rail-enquiries@southendairport.com)
- Via telephone and text relay phone calls:  
Telephone: 0800 032 6294 (Free Phone 24 hours)  
Telephone: 03332 205 436 (using this number from mobiles or landlines will not incur any premium call rates)  
Text Relay Phone: 18002 0800 032 6294 (24 hours)



- **Customer Complaint and Feedback Forms:**  
Our Customer Complaint and Feedback Forms are readily available to all customers in leaflet holders at the station or directly from Station staff. The leaflets explain the complaints handling procedure and your rights within that process.
- **Via the London Southend Airport Website:**  
There is a dedicated London Southend Airport Station page available on our website.  
[southendairport.com/london-southend-airport-station](http://southendairport.com/london-southend-airport-station)

Our [Complaints Handling Passenger Document](#) is available on our website or from our station.

If you need to inform us that something has gone wrong, please speak to any of our Station staff or contact our Help Desk who will provide assistance.

If you require assistance, please contact the following:

### **Help Desk Contact Numbers**

0800 032 6294

03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges)

Text relay phone 18002 0800 032 6294.

### **Where to get more information and how to get in touch**

**We also have in place our Accessible Travel Policy Document.** This document includes further detail on how we will comply with the requirements of the Office of Rail and Road Accessible Travel Policy Guidance for Train and Station Operators and relevant legislation. Both the Accessible Travel Policy Document and Passenger Document are available via our website [southendairport.com/london-southend-airport-station](http://southendairport.com/london-southend-airport-station)

We are committed to providing copies of our Accessible Travel Policy Document to you free of charge within seven working days. These can be supplied in alternative format such as Easy Read, Large Print and Audio. If you wish to be supplied with a copy just contact our Help Desk by:

Telephoning - 0800 032 6294 or 03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges) or

E-mailing: [rail-enquiries@southendairport.com](mailto:rail-enquiries@southendairport.com)

Text Relay Phone: 18002 0800 032 62948

Station and train accessibility can also be obtained via

<http://ojp.nationalrail.co.uk/service/planjourney/search>

If you have any queries or issues about our station on the day of your travel, please contact our Help Desk on 0800 032 6294 or 03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges) or Text relay phone 18002 0800 032 6294.

Passenger Assist and Text relay phone Free SMS Passenger Assist Forwarding Service:

Call free: 0800 0223720

Text: 60083

Telephone/Minicom: 0845 60 50 600

We would be pleased to receive feedback both positive and negative from you to help us continually improve or recognise good service from our staff. There are a number of ways you can communicate a complaint or compliment. We have dedicated Feedback and Complaint forms on display racks at our station. We have a website with a complaints/feedback online form you can complete and send



to us. You can talk to our station staff or contact our Help Desk. Full details of our procedure for handling comments/complaints/claims are available at the station or from our Help Desk or website. [southendairport.com/london-southend-airport-station](http://southendairport.com/london-southend-airport-station)

As social media becomes more and more accessible London Southend Airport Station recognises that there are times when this medium is used to express dissatisfaction. With this in mind the we will monitor postings on social media to identify where a posting can be identified as a complaint and requires further investigation. In this case we will contact the complainant, assist them in making a formal complaint if they wish and advise them of the processes and timescales involved.

If you are not happy with the way, we have dealt with a complaint you can contact the Rail Ombudsman:

Telephone: 0330 094 0362  
SMS Text: 07427 580 060  
Text relay phone: 0330 094 0363  
Email: [info@railombudsman.org](mailto:info@railombudsman.org)

#### **Get involved:**

If you feel you could suggest any way, we could improve the accessibility services of our station we would very much welcome your input. Please contact us by telephoning - 0800 032 6294 or 03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges)

E-mailing: [rail-enquiries@southendairport.com](mailto:rail-enquiries@southendairport.com)  
Text Relay Phone: 18002 0800 032 6294

### **Contact Us**

Contact our Help Desk to:

- Provide feedback on services or facilities;
- Advise of specific problem with any facility (e.g. lifts, WC, obstruction);
- Obtain a copy of our Accessible Travel Policy Document;

Our Help Desk can be contacted by:

Telephone: 0800 032 6294 or 03332 205 436 (Calling this number from a mobile or landline will not incur any premium rate charges)

E-mail: [rail-enquiries@southendairport.com](mailto:rail-enquiries@southendairport.com)  
Text Relay Phone: 18002 0800 032 62948