

Assisted Travel Policy Document



Welcome to the c2c Accessible Travel Policy. This policy document is designed to complement our customer leaflet which is called, 'Making Rail Accessible'. The customer leaflet is available at all staffed stations as well as on our website [c2c-online.co.uk/help-feedback/travel-assistance/](https://www.c2c-online.co.uk/help-feedback/travel-assistance/)

This document sets out our policies and approach to providing assistance for customers with visible and non-visible disabilities. This includes the provision of information throughout the journey. Below are examples of customers that may find this document helpful:

- Customers with visual or auditory impairments or learning disabilities;
- those whose mobility is impaired as a result of temporary or long-term medical conditions;
- those with non-visible disabilities which may not be immediately apparent to others;
- older people;
- those accompanying disabled children in pushchairs or wheelchairs;
- disabled customers requiring assistance with luggage.

In this document we provide information to help you understand how we plan to meet your expectations when you are using our services. We will explain how to find details of the assistance, facilities and information you will need to help you to plan your journey.

Commitments to providing assistance

Booking and providing assistance to customers

Our assistance team

You can book assistance on our services and those of other train operating companies at our station ticket offices, or by contacting our team, who are available 24 hours a day, seven days a week except Christmas Day.

Passenger Assist system

All companies that make up the National Rail network use a common booking system for passenger assistance. This system is called Passenger Assist and allows you to book assistance for your entire journey, no matter which rail company you are travelling with.

We are committed to providing the resources needed to use, maintain and improve this service. We will provide sufficient resources to maintain the system, enhance performance and fulfil our legal requirements in relation to assisting disabled customers.

Through Passenger Assist you can book assistance:

- For your entire rail journey, even if it involves other train operators
- To help you on and off trains, whether you need a ramp, or just a helping hand
- To meet you when you arrive at the station
- To help you buy a ticket
- To guide you through the station and to your train
- To help with your luggage

We know that everyone's individual needs are different, so please contact us to discuss your requirements and we will let you know what we can do to help.

We will work with other train companies and station operators to an agreed Rail Industry process. This will ensure that if your journey involves a change or connection onto other operators' services, assistance can be booked through our team as one point of contact. The Rail Industry shares the same system to ensure that all train operators have sight of all bookings and relevant journey legs.

The team will check the station accessibility information, which will also be available to view on the National Rail Enquiries station web pages at www.nationalrail.co.uk/stations, as well as advice on connecting modes of transport e.g. bus, tube and trams.

Our team will discuss your individual requirements at the time of booking. You will be provided with a Passenger Assist reference number and booking confirmation via email (or post on request, if there is adequate time to send this to you) which you will need to take with you when travelling so that staff on stations and trains can identify your booking.

While arranging assistance at the station we also offer you the facility to buy tickets for your journey. Once you have completed your Passenger Assist booking with us, if you do not want to buy your tickets at the station, you can also choose to purchase your tickets online through our website which can be posted to you (please allow five working days for delivery) or collected from a self-service ticket machine. c2c has self-service ticket machines at all stations excluding West Ham (which is managed by Transport for London). Transport for London have their own ticket vending machines at West Ham station.

At c2c there is a dedicated method of communicating between stations that allows logging of contact to be made to ensure reliability of passenger assistance. This includes a dedicated telephone line for each station to allow contact between one another. The station will have a dedicated member of staff responsible for managing calls of this nature. c2c commits to following the ORR handover protocol.

At stations that are not staffed (predominantly evening time), mobile customer service teams are in place to provide passenger assistance. There are dedicated contact numbers for the mobile customer service team members and this is managed by the control team.

If a passenger assist request has failed or an incident requires investigation, c2c has the capability to investigate whether the correct station-to-station communication processes have been followed.

When a train terminates at a c2c station our pre-booked Passenger Assist service will help you to alight from the train as soon as possible and in any event within five minutes of the train's arrival time.

Ways to book assistance for your journey

Call: 03457 444 422 (Option 3)

Online: c2c-online.co.uk/help-feedback/travel-assistance/

Email: passengerassistance@c2craail.co.uk

Text Relay: To make a Text Relay call, dial 18001 followed by 03457 444 422 (this service is not available on Christmas Day).

Booking notice periods

Using the c2c route

If you would like to book assistance for journeys solely on the c2c route, this must be done at least two hours before you travel. Once your assistance has been booked with two hours notice, we will then ensure that a member of staff is ready to meet you at the station and assist you with your journey.

If you are using c2c to travel to stations that are not managed by c2c, please be advised that this must be done at least two hours before you travel. This includes Stratford and London Liverpool Street.

Our staff are trained to assist passengers with both visible and non-visible disabilities.

Travelling with multiple train operators and connections

In line with the guidance provided by the Office of Rail and Road, from April 2022, all rail assisted journeys on all train operating companies can be booked up to two hours prior to travel.

At c2c, we ask that you book assistance two hours prior to travelling to guarantee assistance. This will also apply when you are travelling on the c2c network and seeking assistance at a non-c2c managed station.

If you cannot give the recommended notice please contact our Passenger Assist team and we will do all we can to help you by contacting the relevant stations to let them know that you will be travelling and require assistance.

If your journey involves changes or connections with other operators' services, our team will provide a single point of contact for booking and arranging assistance. We will ensure that your booking allows sufficient time to make your connections.

Turn Up and Go

You can turn up at any station that is accessible to you and request assistance onto a train from a member of our staff, or, where staff are not available, you can call for assistance via a Help Point phone which connects to our Control centre (the Help Point service is available 24 hours a day with the exception of Christmas Day and Boxing Day). You can also call our Passenger Assist team on 03457 444 422 (option 3) to arrange for a Station colleague to assist you.

If you arrive at an unstaffed station without booking assistance you will need to contact us by either using the help point or by calling our Passenger Assist team. We will do our best to arrange assistance as quickly as possible. Please be aware that there may be occasions where you may not be able to board the train you intended to travel on as Station staff may be making their way to the station that you are travelling from or undertaking other duties. We therefore cannot always guarantee that you will be able to travel at the time you planned.

If we are in the rare position where there are not any staff members available to provide assistance, the Control team will offer you alternative accessible transport in situations where it is most appropriate. To reiterate, these types of situations are rare but it may include where we are unable to get a member of staff to you in a reasonable

amount of time. We aim to provide assistance to those that need it throughout our network, whether this has been booked in advance or not. However, some of our stations have only one member of staff and are not permanently staffed throughout the duration of the train service, particularly late in the evening. However, we do have a mobile customer service team who will be deployed to provide assistance at stations that are not permanently staffed. Any unstaffed ticket barriers or gates will be left in the "open" position for ease of access.

You should also be aware that all of our trains are operated without any customer service staff on board and therefore we are unable to provide assistance to you whilst on board the service. However, we do have an Information Point on our trains which is located opposite the accessible on-board toilet. The Info Point will put you in touch with a member of our Control team to help assist you or offer advice.

Details of the times when our stations are staffed are shown at:

Staffed or mobile customer service team:	Station	Mon to Fri Turn up and Go assistance support
Mobile customer service team cluster	Shoeburyness	06:00-02:00
	Thorpe Bay	06:00-02:00
	Southend East	06:00-02:00
Staffed	Southend Central	First to last service
Mobile customer service team cluster	Westcliff	05:00-01:00
	Chalkwell	05:00-01:00
	Leigh On Sea	05:00-01:00
Staffed	Benfleet	First service until 01:30
Staffed	Pitsea	
Staffed	Basildon	First service until 01:30
Staffed	Laindon	First service until 01:30
Supported by Upminster colleagues	West Horndon	05:00-01:30
Mobile customer service team cluster	Stanford-Le-Hope	06:00-23:00
	East Tilbury	06:00-01:00
	Tilbury Town	05:00-01:00
	Chafford Hundred	04:30-01:00
	Ockendon	06:00-01:00
Staffed	Grays	04:45-01:30
Mobile customer service team cluster	Purfleet	06:00-01:00
	Rainham	06:00-01:00
	Dagenham Dock	06:15-01:00
Staffed	Upminster	05:00-01:00
Staffed	Barking	First to last service
Staffed	Limehouse	05:00-01:00
Staffed	Fenchurch St	First to last service

Ramps

We provide portable access ramps and assistance to board and alight trains at all of our stations. The ramps are specifically designed for helping customers with disabilities onto and off the trains. They are regularly inspected to ensure that they are in full working order and safe. The ramps can be used to help you even if you have not booked assistance. However, please be aware that if you have not booked two hours in advance to travel, you may not be able to travel on the service that you had intended to. Please refer to the 'Turn Up and Go' section of this Policy Document.

If you have booked assistance to board or alight from an unstaffed station using a ramp, we will ensure that a member of staff, with a ramp, is available to assist you. This will be discussed with you at the time of booking. If you have not booked assistance, please contact our team through the station Help Point to let them know that the ramp will be required during your journey and we will do our best to arrange for a member of staff to assist you, although this may take some time. Please refer to the 'Turn Up and Go' section of this Policy Document.

Changes in arrangements

During the course of your journey, our station staff are trained to anticipate the needs of customers and they will communicate news of any service disruption and provision of alternative transport via the customer information systems or, where possible, to you in person.

This entails providing aural and visual information, and then a check to see if there are customers who either seem not to have understood the

announcements or are likely to have difficulties in light of the announcements (for example, changing platforms). Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist you.

If the platform that you have been asked to change to is inaccessible, we will arrange for alternative transport to the nearest accessible station.

The provision of Help Points at all of our unstaffed stations provide a link to our Customer Information team 24 hours, 7 days a week (except Christmas Day and Boxing Day), who will also be able to assist you in continuing your journey. Sometimes a train's departure platform must be changed, often at short notice. Such a change will be shown on the customer information screens and will be announced aurally as soon as possible. When a change occurs our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible.

Assistance with onward travel - buses and taxis

Wherever possible our staff will help you connect with other services operating from our stations such as buses and taxis.

Taxis are licensed by separate licensing authorities, such as the local council, and we encourage taxi operators to apply for permits to ensure that they can provide wheelchair accessible vehicles and that their drivers are trained in disability awareness. However, we cannot guarantee such taxis will be available at all times. There are not any stations on our route where taxi access is regulated by c2c.

We will equip our staff with the means to contact the nearest company with accessible taxis. The telephone number of our Customer Service Centre, who can contact local firms that own accessible taxis, will be displayed on our station information and onward travel posters at all of our stations.

Further information regarding onward travel

For further information on local bus and tram connections, contact Traveline on 0871 200 2233 or go to traveline.info.

For further information on taxi companies that serve stations in the UK, please go to traintaxi.co.uk

Station facilities and services

We are committed to ensuring that the information regarding our services is up to date and customers requiring assistance are aware of any limitations and/or temporary restrictions. Our Customer Information Managers are responsible for updating the information provided on the National Rail Enquiries website, including the Station Journey Planner, regarding accessibility and details of the times assistance is available at our stations, including:

- Level of accessibility from station entrance to platforms
- Staffing hours and assistance availability
- Meeting points for assistance
- Ramps for train access
- Accessible waiting rooms, toilets and set-down/ pick-up points.

For full details please see our up-to-date stations facilities section at c2c-online.co.uk/our-network/our-routes-and-stations/ or go to the National Rail Enquiries website at nationalrail.co.uk/stations for stations not served by c2c.

Alterations to facilities

Should the facilities on which you rely for your journey become temporarily unavailable on a train or at a station, we will update National Rail Enquiries within 24 hours of notification of a problem and advise customers if the facility is likely to be out of order for a long period of time.

If you have booked assistance with us and we have

your contact details we will endeavour to contact you by telephone or email, this includes:

- Where stations have a physical constraint preventing use by some disabled people;
- Where significant temporary work affects station accessibility;
- Where changes to stations make facilities inaccessible for a long period of time (e.g. lifts or station toilets out of order);
- Where changes to train facilities materially affect disabled passengers;
- Emergency engineering work.

Our commitment to provide this information includes instances when stations/trains become inaccessible in the short or longer term. This information will be available to our station staff and to you through our website, ticket offices, Customer Service Centre and station Help Points. As part of our ongoing review process, we will update the information on our website to ensure the details are up to date.

Assistance with luggage

We will provide help with luggage where possible, however, we do not employ staff solely to carry customers' luggage and if you have not booked assistance, platform staff may have to attend to train safety before they can help you.

If you have booked assistance we are able to provide help with your luggage within the station and to and from the train. We will provide help with a maximum of two items (up to 23kg each), as well as one smaller item of hand luggage. Please be aware that our staff are trained in manual handling and will not lift or carry any item which they feel would put their health or well-being at risk.

Seats on trains

All of our trains have a number of designated Priority Seats for people who are disabled, pregnant

or less able to stand. Although anyone can sit in a Priority Seat, we do kindly ask passengers to give up these seats to those who need them most. Priority seats are generally found near the carriage doors and can be identified by the Priority Seating signage.

We know that it isn't always easy to ask for a seat. So we have created a c2c Priority Seating and baby on board badge which is a polite reminder to fellow passengers to offer a seat to those that are less able to stand. You can download a Priority Seating and baby on board badge application form on our website at c2c-online.co.uk/help-feedback/travel-assistance/

Please note that wheelchair spaces cannot be booked on our services.

If a wheelchair user wishes to board the train and finds that the spaces are already occupied, we will arrange for the customer to board the next available service.

Assistance dogs

Assistance dogs are welcome on all of our trains, free of charge, and can travel in any part of the train. However, if you book assistance with us, our staff will guide you to an area of the train which provides more room for both you and your dog to make the journey more comfortable.

Passenger information and promotion of assisted travel

We aim to provide you with information that is accessible, accurate, up-to-date and easy to understand. We want to provide you with confidence and assurance at every stage of your journey, including when planning your journey prior to your departure. This is particularly true if your journey involves a change of train or transfer to another mode of transport.

Our Accessible Travel Policy leaflet for customers - Making Rail Accessible

To accompany this Accessible Travel Policy document, we have produced a shorter and more concise version of this policy document in the form of a leaflet. The leaflet is entitled 'Making Rail Accessible'. Both documents are available in alternative formats. Our leaflet is also available from our ticket offices and leaflet racks at all staffed c2c stations and available online as a PDF on our website at c2c-online.co.uk/help-feedback/travel-assistance/, and it is accessible using screen readers or other software with accessibility features (for example, Adobe Reader). We will be happy to provide Easy Read and Large Print versions of this leaflet on request within seven working days (without charge) via our website phone and text relay.

At c2c, we are proud to have a strong relationship with the local community. Our Stakeholder and Communications team will therefore work with the local community to arrange for the 'Making Rail Accessible' leaflet to be supplied at locations where public services are provided. For example local libraries, GP surgeries within the area of our route and local job centres.

Stations and trains accessibility information

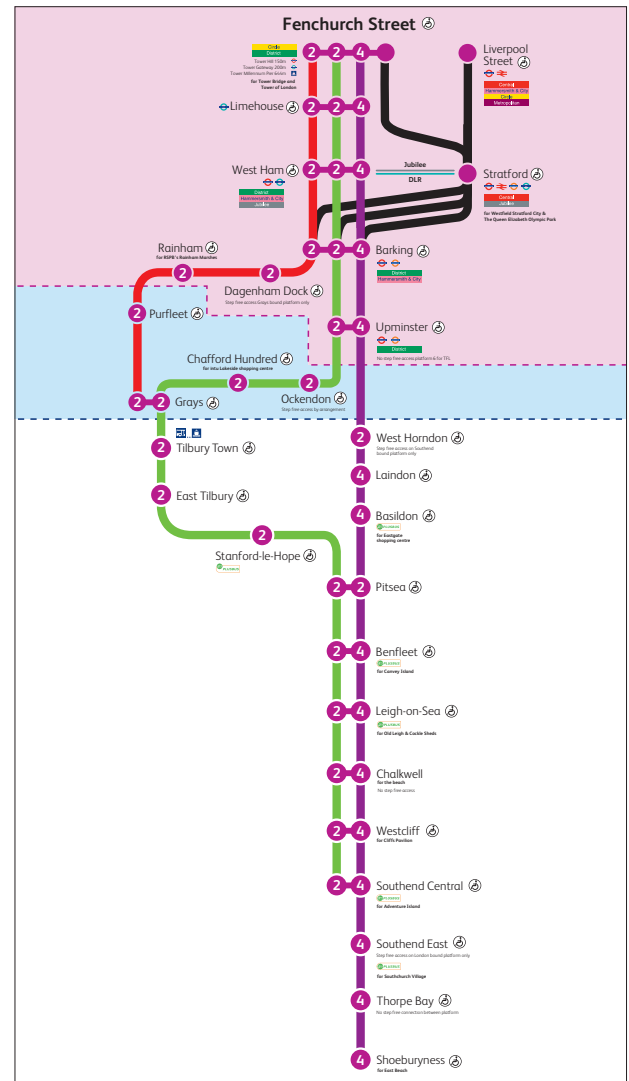
We will ensure that accessibility information relating to our stations and trains are readily available to you and kept up-to-date.

In order to achieve this, we will maintain this information in an online format, attached to the online version of this policy document via the following links: c2c-online.co.uk/our-network/our-routes-and-stations/ and c2c-online.co.uk/help-feedback/travel-assistance/ which can

be easily accessed via personal mobile devices, as well as in accessible formats.

We will also provide the same information to the National Rail Enquiries website to ensure consistency of information. Station staff will also be able to provide you with the same up-to-date information on request. This is shared with our Stations team by our Control Centre. If a station is unstaffed, you can get this up-to-date information by calling the station Help Point.

Please see below for our c2c network map



Station accessibility information

For information on whether the following accessible services and facilities are available at our stations please see our website c2c-online.co.uk/our-network/our-routes-and-stations/ covering:

- Disabled parking
- Accessible Set Down and Pick-Up points
- Ticket office opening hours
- Induction Loops
- Ticket Vending Machines
- Help Points
- Catering Facilities
- Accessible Toilets
- National Key/RADAR toilets
- Meeting points for Assistance
- Staffed Customer Information Points
- Staff hours and Assistance availability

Train accessibility information

On our website at c2c-online.co.uk/help-feedback/travel-assistance/, we provide an overview of each type of rolling stock used on c2c services, including information on the general accessibility of each type and details of the routes on which different types of rolling stock are scheduled to run.

When receiving assistance onto one of our trains, the member of staff assisting you will check the operational status of the accessible toilet at the time of boarding and notify you of this. If the train toilet is not working and the service is 8 or 12 carriages long, the member of staff will assist you onto another part of the train where the toilet is operational.

If the train is 4 carriages long and the toilet is not operational, we will give you the option to travel on the service or assist you onto the next available service.

Passenger journey information

We understand that you may only travel by rail infrequently, and that you may not know where or how to access important information, particularly during times of service disruption. This section explains how we will communicate accurate, clear and consistent information to you, especially if you have mental, intellectual or sensory impairments, 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 you, wherever possible, with clear and consistent aural and visual information: in station ticket offices, platforms and on approach to stations (at locations where it is possible to do so). On the train, announcements will provide sufficient time for you, if you require assistance, to prepare to alight.

Stations - aural and visual information

All of our stations have a combination of customer information screens and automated public announcements providing accurate, clear and consistent aural and visual information.

Sometimes a train's departure platform must be changed – often at short notice. This will be announced through the public announcement system and will be displayed on the customer information screens. When a change occurs our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible. If the platform is not accessible, we will review the situation and if necessary arrange alternative transport, for example a taxi, to the nearest accessible station.

We also have Help Points and Hearing Loops at all of our stations. All of our stations' Help Points are linked to our 24/7 Customer Information team within our Control Centre (except Christmas Day and Boxing Day), to ensure that service information is always available, especially during times of disruption.

Trains - aural and visual information

We are committed to providing important aural and visual travel information in a variety of means so that it can be accessed as easily as possible. Our trains are equipped with public address systems to provide aural announcements. Additionally, all trains are equipped with a customer information system that uses visual displays.

At c2c, we operate trains which comply with the standards set out in the Technical Specification for Interoperability, Persons with Reduced Mobility 2014 (PRM-TSI). This relates to achieving consistent levels of accessibility across the European Union's rail system.

We recognise that good announcements are essential to you. Therefore the announcements through the public address systems will be made in sufficient time for all passengers and especially those with disabilities to prepare to leave the train. In the event of disruption the automatic displays and announcements are supplemented by manual announcements made by the driver

Any unscheduled station stops will be announced to provide reassurance to you and when a train has been delayed for two minutes, we aim to make a brief announcement providing reassurance and the reason for the delay (if known) will be given.

Connections and wayfinding

We work with local authorities to ensure that stations are clearly and consistently signposted. We also undertake a Station Travel Plan programme which aims to improve local transport connections and wayfinding in the areas which surrounds stations.

We have also supported the roll out of the national Passenger Assist app, with certain enhanced features to help with navigating stations and locating connecting transport services, station platforms and facilities. Any subsequent updates to the app are supported by c2c for additional features.

Our staff will provide you with information on how to make connections with other modes of transport both prior to your journey and at our stations. We also provide onward connection information and local maps on posters at all of our stations. When planning our services, we consult with all local authorities that our services run to, through or near. This is so we make sure the needs of local communities inform any decisions we make concerning service provision. We provide the majority of bus operators and if appropriate, Transport for London, with advance notice of our plans for train services so that they can accommodate these in any decisions they make concerning connecting services.

Service Information

You can obtain information about the services provided by c2c and all other train companies at our ticket offices or the information point at Fenchurch Street station. We will provide details of fares, timetables, connections and confirmation of bookings made by Passenger Assist (including bookings by other train operators) as well as the facility to arrange Passenger Assist.

Information regarding accessibility onto other forms of transport from the station may also be available from our staff, or they will be able to advise you where this information can be obtained. Further details of the information facilities available at our stations can be found on our website: [c2c-online.co.uk/our-network/our-routes-and-stations/](https://www.c2c-online.co.uk/our-network/our-routes-and-stations/).

We will ensure that up-to-date information regarding the services we provide is available to other train companies and station operators. This includes information regarding delays, diversions or other events that may affect your journey. For up to date train running information on the day of travel please

follow us on Twitter @c2c_rail or visit our website:
c2c-online.co.uk

Leaflets regarding our services and those of other train operators who serve the station, are also available and placed at varying heights to be accessible to you. The leaflets at stations will indicate where station meeting points are for you to meet a member of staff for assistance. We also provide information on station posters which give you information about local services/transport available from that station. In addition at every station you can also use the station Help Points to speak to an operator to gain information and assistance from staff in our 24/7 (except Christmas Day and Boxing Day) Customer Information team within our Control Centre.

National Rail contact details

Information regarding all national train services is also available by contacting National Rail Enquiries:

Call: 03457 48 49 50

Website: nationalrail.co.uk

TextDirect: 0345 60 50 600

Website

At c2c, we recognise the importance of making our web services available to the largest possible audience and have attempted to design and develop this website to be accessible by all users. Where possible this website has been coded to comply with the World Wide Web Consortium (W3C) Web Accessibility Guidelines Priority Levels 1, 2 and 3 (Conformance Level "AA").

We will continue to test future releases of this site and remain committed to maintaining its compliance in line with appropriate accessibility guidelines and serving the widest possible audience for our services.

The c2c website works with screen readers, magnifiers, voice over software and in-browser accessibility functions, all of which is explained via a link on the footer of the website.

To help you find the information you need, we also provide a homepage link to our Assisted Travel page, which explains the Passenger Assist service in a clear and concise manner, using plain English and avoiding the use of industry jargon. It provides the necessary contact information and provisions for you to book assistance.

It sets out information of on-board facilities and station information, including accessibility information, staff availability, Customer Service Centre opening hours and disabled parking spaces. It details information relating to any temporary reductions in accessibility and details of any delays and disruptions to facilities and services where relevant. It also informs you of any restrictions on the use of wheelchairs, power chairs and scooters. In addition, there is a link to enable you to access the 'Making Rail Accessible' customer leaflet and details of how to obtain it in accessible formats. We also provide guidance on how you can provide feedback or make a complaint, and we include information on the availability of redress for when assistance has not been delivered as booked. Where other information is located elsewhere, we provide a connecting hyperlink on the Assisted Travel page.

Ticketing and fares

We are committed to sell tickets accurately and impartially. We are also committed to providing you with accurate information and advice on your journey and ticket options, irrespective of which train operating company provides the service.

Our ticket office staff and Passenger Assist team are also familiar with the accessibility of our various types of rolling stock, and they are trained to ensure that the tickets you purchase will be appropriate to travel on the correct type of train.

If you are unable to buy a ticket before you board one of our trains, you can buy one without penalty on the train or at the destination station. You will still be able to use your Disabled Persons Railcard, or receive the relevant discounts.

Railcards

Disabled Persons Railcard

If you have a disability that makes travelling by train difficult you can use a Disabled Persons Railcard to purchase reduced price tickets for yourself and a companion. The Disabled Persons Railcard can be used to buy tickets anywhere on the National Rail network, including c2c.

There are two types of Disabled Persons Railcard available: one year and three years. Both entitle you to discounts of up to a third on most rail tickets. One adult accompanying you can also travel at the reduced fare. Full details on how to get a railcard can be found on:

Website: disabledpersons-railcard.co.uk

Email: 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 rail network in the UK. They are valid for one year or three years (you can choose which one to buy). You can buy it online, on 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 details on how to get a railcard can be found on:

Website: senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Call: 0345 300 0250 There may be other Railcards that may be suitable for you. Please visit railcard.co.uk for further information

If you are visually impaired

If you are a visually-impaired person travelling with a companion and you do not hold a Railcard, the following discounts on Anytime/Day tickets apply for both of you:

- First/Standard Anytime Single or Return – 34 % off
- First/Standard Anytime Day Single – 34 % off
- First/Standard Anytime Day Return – 50 % off No concession applies if you are travelling alone and you do not hold a Railcard.

If you remain in your wheelchair for a rail journey

If you remain in your wheelchair throughout the journey and you do not hold a railcard, you will be given the following discounts on Anytime/Day tickets:

- First/Standard Anytime Single or Return – 34 % off
- First/Standard Anytime Day Single – 34 % off
- First/Standard Anytime Return – 50 % off

The same discount will apply if you have one companion.

Senior Rover

If you are 65 or over, or a senior railcard holder you can buy a senior rover ticket. This gives you discounted travel on the c2c route only. It is valid between Monday to Fridays, excluding bank holidays and time restrictions do apply. You can buy it online or at any staffed station with your senior railcard or proof of age.

For £7, you can purchase a day rover ticket for travel between Shoeburyness and Upminster or Rainham. It is not valid to, from or via c2c stations within the London Travelcard area (Zones 1-5). This ticket is only valid for use after 0930.

For £10, this rover ticket is valid for travel between all c2c stations, but does not include travel on Transport for London. The £10 rover is only valid for use after 0930 and is not valid on any trains travelling within the London Travelcard area (Zones 1-6) between 1600 - 1859.

Ticket machines

We have self-service Ticket Vending Machines at all c2c managed stations (all stations except West Ham, which has a Transport for London Ticket Vending Machine). The machines are compliant with the Department for Transport/Transport Scotland joint code of practice (Design Standards for Accessible Railway Stations, March 2015, section N2. Ticket sales points – ticket vending machines), and have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion. You can also collect tickets that have been purchased online from our Ticket Vending Machines. These machines are also fully compliant with the joint code of practice.

Ticket gates

We have automatic ticket gates at all of our stations. Every gateline has at least one wide gate for people using a wheelchair, or with luggage, prams etc. These wide gates may be manual (operated by a member of staff), or automatic (operated by you using your ticket, smartcard or contactless payment). We have staff available at the ticket gates at the majority of our stations. However, if a member of staff cannot be in attendance, we will lock the gates in the 'open' position. We will also unlock the manual side gate leaving it in the open position.

Step-free access to the Southend-bound platform at Benfleet and to the London-bound platform at Rainham is via a remote-controlled gate which is operated by ticket office staff on request.

Purchase of advance tickets

Where advance tickets are available for purchase (via any of the available channels, including online or at the station), you are advised to check that the required facilities (for example, the accessibility of the train type, or availability of wheelchair space in First Class on other train operator services) are available before purchasing tickets.

Booking assistance when purchasing tickets

When buying tickets with a Disabled Persons Railcard, our staff are trained to ask you if you require assistance with any aspect of your journey. Our team can also arrange assistance and tickets as one transaction. Our website ticket booking section will also remind you about the Passenger Assist service.

We commit to warning customers against purchasing a ticket that they are unable to make use of due to the accessibility of another operator's rolling stock.

Rail replacement services and alternative accessible transport

A small number of our stations may not be fully accessible to you. This may be due to:

- the station being inaccessible (i.e. due to a physical constraint);
- for whatever reason, substitute transport is provided to replace rail services (e.g. due to planned engineering works); or
- where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

More information on the accessibility of our stations is available at [c2c-online.co.uk/our-network/our-routesand-stations/](https://www.c2c-online.co.uk/our-network/our-routesand-stations/).

Our aim will be to ensure that you will be able to make as much of your journey by rail as possible. However, for those parts of the journey where rail travel is not possible or where any of our stations are inaccessible to you, we will provide an alternative accessible service to take you to the nearest (or most convenient) alternative accessible station from where you can continue your journey, without extra charge. This includes where there is disruption to services at short notice.

In doing so, we will consider your assistance requirements, the relative journey times involved, the accessibility of the stations that may be used and the planned staffing levels at the station, including

the potential for the flexible deployment of staff. Wherever possible, we will offer you an option that most resembles the service provided to passengers not requiring assistance.

We commit to comply with the Public Service Vehicle Accessibility Regulations (PSVAR). This means that we make every possible effort to ensure that Rail Replacement bus services are accessible. c2c works hard to secure PSVAR compliant vehicles by working with neighbouring train operating companies and Network Rail to:

- Spread the pool of available PSVAR compliant vehicles
- Where possible, spread out engineering works to ensure that train companies are not competing to secure PSVAR compliant vehicles

We work closely with EnsignBus and Stephensons to provide accessible vehicles to c2c customers. In working closely with these suppliers, we will review any changes in the availability of PSVAR compliant vehicles on a regular basis. Contracts with suppliers are reviewed annually.

At least 12 weeks before planned engineering works, c2c will engage with our Replacement bus service suppliers to assess the requirement for accessible vehicles. Upon assessment, c2c will procure the use of these vehicles where necessary.

We will always discuss your individual requirements at the time of booking, or you can call us on 03457 444 422 (Option 3), 24 hours a day, 7 days a week except on Christmas Day. Or you can use a station Help Point, 24 hours a day, seven days a week except on Christmas Day and Boxing Day, which connects directly into our Customer Information team in our Control Centre. We will also arrange suitable transport if disruption to our services leaves trains/stations inaccessible to you.

In cases of delay, disruptions and emergencies, we will ensure that the rail replacement services and taxis provided are as accessible as possible. We will

also make reasonable endeavours to ensure that the Alternative Transport deployment team, drivers of rail replacement bus services and taxis have received appropriate training to provide assistance to rail passengers. We will do this by supplying training packages to our suppliers and proactively encouraging them to complete the training.

Wheelchairs and mobility scooters

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

Width: 70cm Length: 120cm

Weight (combined weight of wheelchair and passenger): 300kg

There are dedicated wheelchair spaces on all c2c trains. These are clearly identified by signage on the exterior of the train. For safety reasons, you are not permitted to travel in the door vestibule whilst using a wheelchair.

Powered scooters are generally not designed for use on public transport due to their size, weight and manoeuvrability. We will, however, permit the carriage of lightweight travel scooters on c2c trains in line with our policy on wheelchairs.

The powered scooter, therefore, must not exceed 70cm in width or 120cm in length, and the combined weight of the scooter and passenger must not exceed 300kg.

Larger or heavier scooters cannot be accommodated safely and so cannot be taken on board our trains.

Please be advised that there may be replacement vehicles that may not be able to accommodate your scooter/wheelchair and in these cases, our staff will advise on how best to continue your journey.

Delays and disruption to facilities

Disruption to facilities and services can have a significant impact on both your accessibility and your level of confidence in travelling with us. Where disruption occurs, we will do everything we can to ensure that, wherever possible, you are able to continue your journey and are not left stranded.

At times when our facilities or services are disrupted, we will give you notice on our website and may, at other times, use other communication channels (including our Twitter handle @c2c_rail). If the disruption means your original arrangements are no longer valid, we will do our best to make contact with you and re-book any required assistance through Passenger Assist. We will request a contact number from you when you book assistance, which will help us to contact you in case of disruption.

Our staff are trained to anticipate your needs. They will communicate news of any service disruption and provision of alternative transport to you via the Customer Information Systems or, where possible, in person. This entails providing you with advance, where possible, aural and visual when you need it. They will then check to see if you have understood the announcements or if you are likely to have difficulties in light of the announcements (for example, changing platforms). Taking their other duties (such as train dispatch) into consideration they will then do all that is reasonably possible to assist you.

At c2c, we participate in the widely recognised Sunflower lanyard scheme. The Sunflower lanyard scheme enables c2c staff to recognise customers that have a non-visible disability without them needing to declare it. The lanyard also gives reassurance that help is on hand if extra assistance is needed during a journey.

If you are at a station where there isn't a staff member available, our station Help Points, provide a link to our Customer Information team 24 hours 7 days a week (except Christmas Day and Boxing Day) who will also be able to assist you in continuing your journey.

Sometimes a train's departure platform must be changed, often at short notice. These changes will be displayed on the customer information screens and will be announced

aurally as soon as possible. When a change occurs our staff will provide assistance and information to help you reach the revised departure platform, if accessible, as efficiently as possible.

Once local managers have been told that disruption is occurring, they will endeavour to deploy staff to stations affected by disruption. Our station teams will be able to assist you with other needs, for example, with luggage or with guidance.

When disruption causes the cancellation or alteration of train services, we will provide you with accessible substitute transport. This will be done without additional charge. Our rail replacement team has contractual arrangements with bus and taxi operators across the c2c network, including securing, wherever possible, the provision of accessible vehicles; this team is located in our control centre and deals with both planned and unplanned disruption.

When train services are replaced with buses we will do everything possible to secure accessible buses from local operators. When this is not possible we will book a taxi that is accessible to you. Our frontline employees, supported by our rail replacement team, have the authority to do all that is reasonably practicable to arrange suitable substitute services for you in such circumstances.

When the level of accessibility of facilities at a station or on a train is less than that normally provided (e.g. as a result of the breakdown, alteration or removal of facilities), we will aim to provide you, wherever possible, with equivalent replacement facilities.

If we have your contact details we will endeavour to contact you by telephone or email and to make you aware of the disruption, and to assist you with making alternative arrangements (such as re-booking or re-routing assistance).

We will also provide you with information of the disruption to facilities through our website and advise our staff at stations, on trains (e.g. accessible toilets), ticket offices and at our Customer Service Centre, to provide you with an estimated time for when the facilities will be functioning again.

Emergency procedures

Our Health and Safety Manual details our policies and procedures for assisting you in emergency situations. A summary of those policies and procedures are provided below.

Our staff will supervise any action that needs to be taken in the event of an emergency either at a station or on a train. Our staff will identify the most expedient route and method for evacuating the location they are responsible for. They will also identify alternative routes and contingency arrangements if predetermined routes are not available. Should an incident occur, our staff will use their judgement to anticipate your needs and communicate any instructions. In accordance with the nature of the incident, our staff are trained to take into account your needs especially if you have mobility/visual/hearing impairments, or if you are older, infirm or vulnerable.

Every c2c station has a Local Station Emergency Plan detailing evacuation routes for all customers, stating whether the route is suitable for wheelchair access. If you are a wheelchair user and you are in an area where no safe evacuation route exists, a place of safety will have been pre-identified for you (accompanied by a member of staff) to await rescue by a member of the emergency services and our Network Rail colleagues. All local station emergency plans are shared with the local emergency services.

In order to minimise the risk of causing injury to you in an evacuation, we will only evacuate wheelchair users during an emergency if the situation is life threatening. Based on the type of incident and the risks involved, we will move you to a safer part of the train until arrangements can be made to move the train to the nearest station. We will endeavour to make sure that you are accompanied at all times. If it becomes absolutely necessary to evacuate a train between stations, we will work closely with the Emergency Services to attend and provide assistance with the evacuation.

Station facilities

Left luggage

We do not have left luggage facilities at any of our stations.

Accessible left luggage facilities are provided at Liverpool Street station by Network Rail. This is located adjacent to Platform 10 near the customer lounges and main Station Reception. A member of staff at Liverpool Street station will be able to direct you to the facility.

Disabled Parking

At c2c, we want passengers to be able to travel to our stations by private car and park with confidence. Information on our car parks can be found at c2c-online.co.uk/our-network/our-routes-and-stations/

Our station car parks have either a tarmac or concrete surface, with designated parking spaces available for Blue Badge holders. We offer free parking if you have displayed your blue badge permit and registered it with National Car Parks. You can register your blue badge permit at c2c-parking.co.uk/.

We locate these spaces in the most suitable place to ensure you will have easy access to our stations. Usually these spaces are located as close to the main station entrance as possible. Spaces for Blue Badge holders are marked with the International Symbol for Access on the ground.

If the blue badge spaces are full, you can park in a standard white line bay under the same conditions as you would in a blue badge space.

To maximise the availability of spaces for you, car park regulations are enforced and any non-Blue Badge holders occupying designated Blue Badge spaces are treated as being in violation of the parking byelaws and dealt with accordingly. Our car parks are managed on our behalf by National Car Parks (NCP) who undertake patrols to enforce car park regulations.

Third party provided facilities

We seek to ensure that facilities and services provided by third parties on our stations are as accessible as reasonably possible, and will highlight any issues or concerns that have been brought to our attention.

We will work with third party providers to ensure that these operators are aware of the needs of our customers. As service providers they will have their own obligations under the Equality Act 2010, but we will monitor the service that they provide and work together to improve the accessibility of facilities and services. This includes us highlighting to them any deficiencies that have been brought to our attention.

Replacement facilities

We aim to provide, wherever possible, reasonable replacement facilities for you that are accessible when the level of accessibility of facilities at a station is less than that normally provided (e.g. as a result of the breakdown, alteration or removal of facilities). This could include a temporary station toilet.

Station entrances

Our Asset Management and Station Management teams will consider your needs when considering the need to restrict or temporarily close access points at stations, and we will comply with the agreed code of practice with regards to mandatory standards regarding unobstructed progress during building works. When planned works have been scheduled, we will review this with the c2c Passenger Panel to ensure that the best solutions are being adopted.

We are committed to ensuring that all station entrances or gates are not permanently closed during the opening times of the station. When it is necessary (for example due to refurbishment or security) to close off accessible entrances permanently, which would make the station inaccessible, we will consult with the DfT, London TravelWatch, Transport Focus and local user groups, as applicable, and any such changes to access will not be made until approved by the DfT. If the closure is of a semi-permanent nature, then

alternative arrangements will be put in place for the duration of any required works.

Redress and compensation: Passenger Assist – what to do if our assistance fails

When assistance has been requested but has not been delivered, we will provide you with compensation for your journey. If you book assistance for a journey that takes place entirely on the c2c network and we fail to provide that assistance we will apologise and refund you twice the cost of your ticket for the journey.

Staff may have to finish other duties first when assistance has not been booked, but we will always try to provide assistance as soon as reasonably possible. If you need to catch a specific service, you are advised to book ahead for guaranteed support.

This includes if the failure took place whilst aiming to travel on a c2c service at a non-c2c managed station. These stations include West Ham, Stratford and Liverpool Street.

If you were travelling on another operator's service for all or part of your journey, you can choose to complain to them directly, or we can liaise with them on your behalf with your consent.

We will be happy to assist you with your claim and we will provide details of the claim process in our 'Making Rail Accessible' leaflet and on the following weblink [c2c-online.co.uk/contact-us/](https://www.c2c-online.co.uk/contact-us/). We will coordinate a response to your complaint, should your journey have involved multiple train companies, we will provide you with a full explanation in response, including why it happened and what mitigating actions we intend to take as a result.

We will also always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra costs caused by a service failure. 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 always do our best to resolve your complaint, however if you're not happy with the way the complaint is dealt with, please contact the Rail Ombudsman on:

Call: 0330 094 0362

Textphone: 0330 094 0363

Email: info@railombudsman.org

Twitter: @RailOmbudsman

Post: FREEPOST – RAILOMBUDSMAN

Strategy and management

Strategy

In this section we set out how we:

- embed the provision of services to disabled people within our business and our 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 Travel Policies. c2c is committed to the continuous improvement of services and facilities for disabled people. We believe that when you travel with us you should expect high standards of service on your journey. As such, we will continue to provide you with a safe, clean, punctual and reliable train service;
- make it easier for you to buy tickets with the introduction of the new PICO ticket issuing system. This system is used in our station booking offices, ticket vending machines and our website;
- treat you fairly when things go wrong;
- keep you informed about services, any planned changes and during disruption;
- let you know our performance and quality targets in advance, and report each period how we are doing;
- listen to you and engage with you.

We are committed to working alongside our industry colleagues ORR, Network Rail, local authorities, DfT, Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, London Travelwatch, Rail Ombudsman and other stakeholder organisations. Especially those representing all customers, to further improve the services, products, facilities and information we provide. We believe that you have the right to safe, comfortable, punctual and seamless journeys, and we will work to broaden accessibility and equality on c2c throughout the franchise period.

Our Accessible Travel Policy fulfils our obligations under our Passenger and Station Licences, the DfT's Design Standards for Accessible Railway Stations: A Code of Practice 2015 (The Code of Practice), the 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.

We will continue to ensure that new facilities are designed to meet the standards of the PRM-TSI, as will all projects which replace and/or renew existing facilities.

Whilst we will exhaust every possible avenue, should we not be in a position to meet these standards on stations we will consult the DfT at the earliest stage in the design process so that suitable alternatives can be considered and dispensation sought from the Code of Practice.

Improving access to c2c services

We are committed to maintaining and further improving current standards of accessibility to our services for all our passengers. We believe we can achieve this by continuously working and engaging with all groups representing disabled people and other stakeholders in order to anticipate customer needs.

We will continue to review our policies annually and incorporate feedback that we get from you, customer organisations and other stakeholders regarding the services we provide. This feedback will be vital in shaping our policies and making continuous improvements.

We will be improving access and services as follows:

- **New Passenger Assist app:** we have supported the roll-out of the national Passenger Assist app, which enables you to book Passenger Assist journeys, letting our staff know you are coming. The app is undergoing additional updates with helpful enhancements which c2c are supporting.
- **Shorter Passenger Assist notice period:** from April 2022, in line with the ORR guidance we have reduced the booking notice period from four hours to just two hours.
- **Wayfinding signage:** we are in the process of updating the signage at our stations to make it easier for you to navigate your way around the station.
- **Changing places toilet facilities:** In January 2021, we launched the first changing places toilet on the c2c route. We have plans to install additional changing places facilities on our network.
- **Step free access:** under the Department for Transport's Access for All scheme c2c will be implementing step free access at Chalkwell, Southend East and Grays stations. We aim to have these works completed by the end of 2024.
- **Accessibility Ambassadors:** we will roll out a volunteer frontline scheme where station staff will become champions of accessibility.
- **Updating customer facing information systems within 24 hours:** we will continue to improve our website and National Rail Enquiries to reflect any vital information that passengers may need on their journeys such as out of order lifts.
- **New trains:** we have committed to delivering a new fleet of trains which will add 60 carriages to our existing fleet and will be delivered from the Autumn of 2021. The Aventra trains will be a fixed set of 10 carriages and will include over 900 seats per train, air conditioning, wifi, plug sockets and three toilets on board. The new trains will be compliant with PRM-TSI legislation, have accessible toilets and designated spaces for wheelchairs and those who require priority seating.

Management arrangements

Protecting and improving your access to rail services is an integral part of our business strategy and is supported by the c2c Executive team and board.

Accountability for owning and developing our Accessible Travel Policy rests with our Commercial Director. Acting as a sponsor, this role will liaise with the relevant managers working on the specific tasks that compliance with the Accessible Travel Policy necessitates. Compliance will be a feature of the c2c management review process.

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

To ensure the Accessible Travel Policy is incorporated into business and project planning, all new projects must assess the impacts on disabled people and whether the opportunity to improve accessibility has been considered during project conception. If a project does not satisfy these criteria, then the project will not be approved.

All major projects go through a business approval process and this includes participation from the Commercial Director (responsible for the Customer Experience directorate).

The Customer Experience Manager, as part of our Commercial team, is responsible for ensuring the implementation and delivery of the Accessible Travel Policy across the business as well as ensuring ongoing compliance.

The implementation of developments in train and station design will be achieved by close liaison with the respective project teams. Their success will be monitored via customer feedback and relevant passenger survey results.

All projects relating to stations and facilities must meet certain criteria before being approved. This includes that the project must be in line with the Joint Code of Practice as well as comply with the Equality Act.

Monitoring and evaluation

To ensure that we maintain performance against our Accessible Travel Policy and deliver everything that

we commit to, we will monitor against several key performance indicators every 4 week period, including:

- Total number of customers who have booked assistance over the period;
- Total number of complaints we received about issues relating to disabled travel over the period;
- Total number of complaints received as a percentage of the booked journeys over the period; and
- Total number of employees who have received disability awareness training over the period;
- Our external Mystery Shopper programme which covers the station, on-train, telephone and social media experience.

We will use our Passenger Panel to receive feedback about the services we provide and where these can be improved as well as issues with what we currently deliver. This engagement will allow us to build action plans to implement changes in line with what stakeholders are not satisfied with.

Our Customer Relations team will handle any complaints and/or feedback received from customers regarding both Passenger Assist and the general accessibility of our trains or stations. They will provide a detailed response to the customer and ensure that any assistance failure is investigated. Information on this investigation will be used to inform the customer what went wrong and what we are doing to address this. As required, the Customer Experience Manager may be consulted to provide information to support this response. When assistance has failed as the result of c2c, local managers will take action accordingly to prevent such an incident recurring.

Our policy and use of metrics will be reviewed regularly and an annual report with the findings will be submitted to the ORR. 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

At c2c, we are committed to ensure compliance with PRM-TSI legislation and the Joint Code of Practice when installing or refurbishing our trains or facilities at stations. Where compliance is not achievable, after every effort possible, we commit to applying for derogations against PRM-TSI and/or the Joint Code of Practice.

Trains

At c2c, we run trains which are PRM-TSI compliant and will continue to ensure any new rolling stock introduced into the fleet will also be PRM-TSI compliant.

Stations

At c2c, we manage 25 stations and have worked hard to make our stations as accessible as possible. The majority of our stations are fully step free and accessible. The stations that are without step free access are:

- Southend East - There isn't step free access from street level to platform 2. Services from platform 2 call at Thorpe Bay and Shoeburyness only. With reference to 'improving access to c2c services' section, under the DfT Access for All scheme, funding has been allocated to install step free access at this station.
- Chalkwell - Step free access is not available at this station in either direction. This station also has had funding secured for step free access under the Access for All scheme.
- West Horndon - There isn't step free access from street level to platform 1. Services from platform 1 are London bound services to Fenchurch Street.

Details of the accessibility at each individual station can be found at c2c-online.co.uk/our-network/our-routes-and-stations/ and nationalrail.co.uk/stations.

Below are examples of station improvements that we have carried out to improve the experience for customers using our stations:

- Refurbishment of existing toilets at Upminster station and a new disabled toilet
- Over 350 new bench seats installed across the route
- 14 platform shelters and 2 windbreaks at various stations

- New ticket machines across the route
- Improved wifi on trains and at stations
- Designated Secure Station Areas at locations across our route. These areas have an additional help point and an enhanced level of CCTV.
- We are committed to improving safety throughout the c2c route. This includes announcements for stations without tactile paving to be played every 15-20 minutes.

Working with disabled passengers, local communities and local authorities

We understand the importance of involving disabled people in decision making in all aspects of what we do; which is why c2c is committed to creating an Accessibility panel that will be made up of c2c customers. The panel will be launched in early 2021 and will give members the opportunity to provide direct feedback to c2c Management. Currently, there are a number of ways in which we engage with customers with disabilities including:

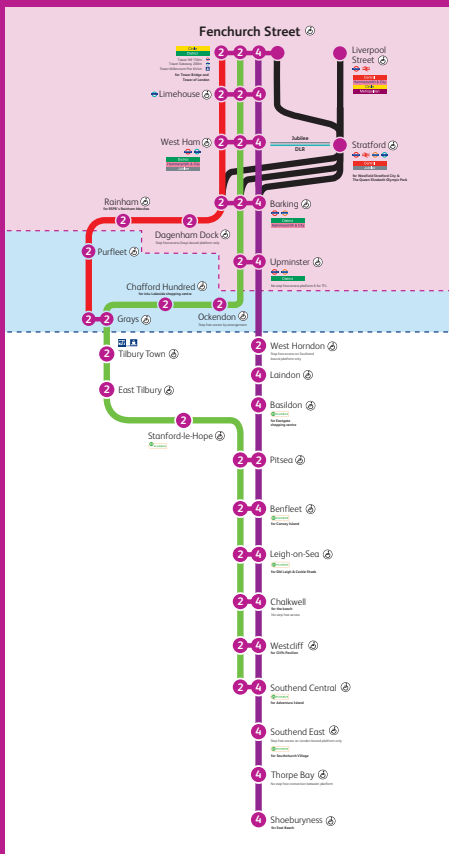
- c2c Passenger Panel - The Passenger Panel is made up of customers across the c2c route, representing different stations, and is an ideal forum for discussing topics such as accessibility. The panel meets with senior c2c Managers from different areas of the business and are held every eight weeks on a weeknight at our Head Office.
- Meet and Tweet the Manager customer engagement events
- Customer insight and research - we have a voice of customer tool which helps us get direct feedback from customers. We are also a part of a new customer feedback tool called Wavelength which being used across the industry to help us better understand customer views on our services
- Local rail user groups
- We work with the Local Authorities to run 'Try a Train' days which enables students with disabilities to travel on our services

We will actively promote the availability of assisted travel, with a particular focus on the customer leaflet, 'Making Rail Accessible'. As well as ensuring that this leaflet is available at staffed stations, in prominent locations where public services are provided, and online, we will also advertise the leaflet on station posters and via social media.

We will make every reasonable effort to ensure that we meet and maintain the standards set out in our Accessible Travel Policy. If we believe that we are not meeting the commitments within our Accessible Travel Policy we will consult with the DfT. We will submit our Accessible Travel Policy to the ORR and DfT for regular review from the date of approval. We will also provide an annual report to ORR on the activity and outputs of our work with disabled passengers, local communities and local authorities.

We will provide regular briefings on the subject which are given to frontline managers and safety critical employees. All employees receive updates on the company's policies and procedures relating to disabled customers, diversity and inclusion through their regular briefing sessions.





- Accessible communication channels
- Accessible website and app features

- c2c Passenger Panel - The Passenger Panel is made up of customers across the c2c route, representing different stations, and is an ideal forum for discussing topics such as accessibility. The panel meets with senior c2c Managers from different areas of the business and are held every eight weeks on a weeknight at our Head Office and more recently through digital meetings.

- Meet and Tweet the Manager customer engagement events

- Customer insight and research - we have a voice of customer tool which helps us get direct feedback from customers. We are also a part of a new customer feedback tool called Wavelength which being used across the industry to help us better understand customer views on our services

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Working with disabled passengers, local communities and local authorities

We understand the importance of involving disabled people in decision making in all aspects of what we do. There are a number of ways in which we engage with customers with disabilities including:

- The Regional c2c and Greater Anglia Accessibility Panel. The panel is made up of local people who use either c2c or Greater Anglia services. The panel will consult on matters including:
 - Operational and policy decisions that may impact on the needs of customers
 - Diversity Impact Assessment process
 - The design and refurbishment of trains and stations
 - Initiatives to improve the customer experience
 - Staff training

We will provide regular briefings on the subject which are given to frontline managers and safety critical employees. All employees receive updates on the company's policies and procedures relating to disabled customers, diversity and inclusion through their regular briefing sessions.

Staff training

Staff training is a key part of ensuring that customers with both visible and non-visible disabilities can access our services.

We will ensure that staff receive training relevant to their roles with regards to:

- the use of equipment provided to assist people with disabilities, such as ramps, wheelchairs and induction loops
- communicating with people with different disabilities.
- communicating clearly by phone with people who may have difficulty speaking, hearing or understanding.

As part of the Accessible Travel Policy, c2c are committed to delivering training that is consistent with the nine mandatory training outcomes as set out in the ORR guidance. These outcomes are:

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 the 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 remain safe at all times

By 31st July 2021, all current frontline staff met the mandatory training outcomes set out above. Also by this date, all new staff, including senior and key managers, as part of their induction, has received training in understanding the challenges facing disabled people (1), equality legislation (2), defining



disability (3), recognising passengers who need assistance (4), the regulatory framework of the rail industry (5) and how the Passenger Assist service operates (6).

In addition, all frontline staff that interact directly with passengers will receive training that delivers training outcomes relating to customer and staff communication (7), accessibility within and around stations (8) and how to provide safe assistance (9).

By the same date, all agency staff and temporary staff received a condensed version of the training course, including communication and providing safe assistance; this will also encompass drivers of rail replacement bus services and taxis with regards to providing assistance.

At c2c, we work with third parties who co-ordinate our Rail Replacement Bus Service and any necessary taxi services. These teams are deployed to stations during periods of planned and unplanned disruption (staffing levels permitting). The staff members working for these third parties provide assistance to passengers using Rail Replacement Buses or taxis. These staff members will receive a condensed version of the training and regularly receive their own internal accessibility training.

Also anyone employed at a contact centre who provides information or advice directly to passengers on our behalf a condensed version of the training course covering, as a minimum, the Passenger Assist service and customer communication.

All staff will receive refresher training within two years of the training they have received, and as a minimum every two years thereafter; in order to ensure the mandatory training outcomes described above are maintained. The next refresher training will be due in 2023.

We will harness the experience and expertise of people with a range of disabilities in the development and delivery of our training courses. Our Passenger Panel members will provide advice and resources in support of this aim, and will monitor performance

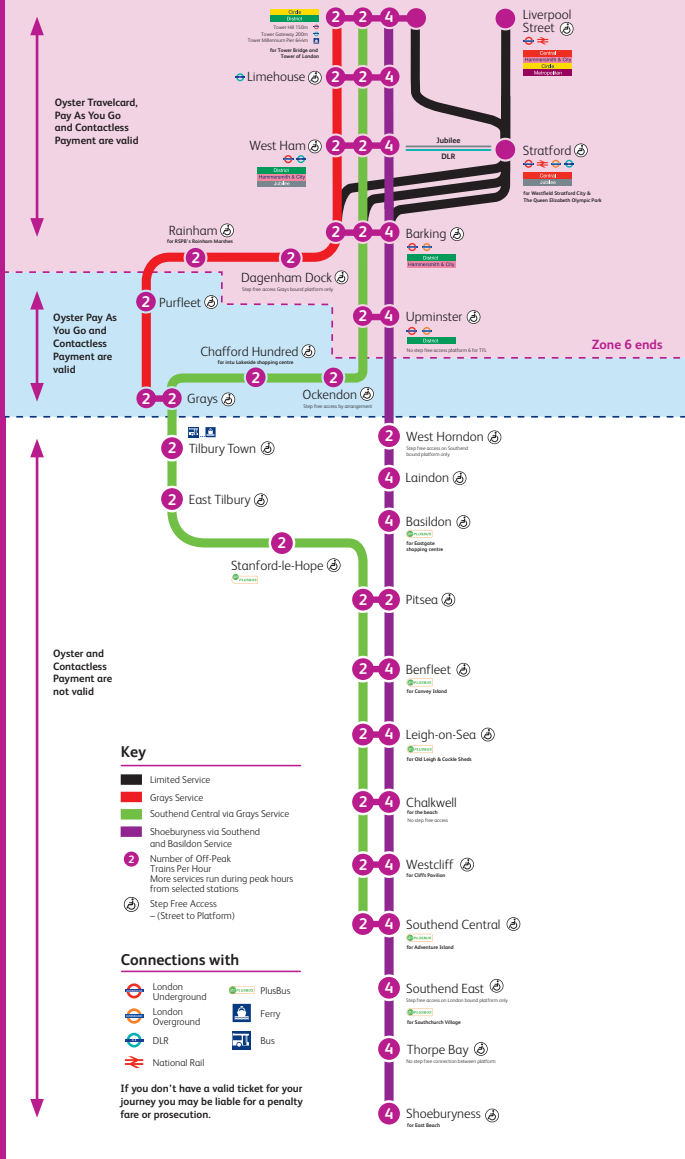
on a yearly basis. We are committed to building the training package with passengers who have lived experience of travelling with a disability and using their expertise to ensure that the training is sufficient to the standards set out by the Office of Rail and Road.

At the time of submitting our Accessible Travel Policy for review we will ensure that all statistics, legislation and language used in training are up to date.

This approach to training will ensure all of our staff have the skills and knowledge to enable them to best meet the needs of customers with a disability and to do this in accordance with both the law and c2c's commitment to further improve levels of accessibility.

c2c committed to provide a report to ORR setting out progress against delivery of these staff training commitments on a quarterly basis or when required by the ORR. This will continue with future training.

Fenchurch Street



We really want to hear your views to include them in future planning and as feedback to staff, so please do tell us what you think on any subject involving c2c.

Email
contact@c2crail.co.uk

Phone
0345 744 4422

Post
c2c Customer Relations, FREEPOST
ADM3968, Southend, SS1 1ZS

Twitter
@c2c_Rail

Facebook
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