

Passenger Assisted Travel



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c2c



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Introduction: Making rail travel accessible for all

At c2c, we want everyone who travels with us to have a safe, secure, comfortable and enjoyable journey, and to feel confident about using our services. If you are planning a journey which includes travelling by train and you have an issue with mobility or a disability, you may have some questions. This leaflet should provide you with the answers.

The purpose of this leaflet is to explain what assistance is available to disabled passengers or passengers with temporary impairments who want to travel on c2c. In the following pages we set out:

- How you can book assistance
- The levels of assistance we are able to provide – and not able to provide
- Where you can get further information.

As well as providing information on the available assistance, this leaflet acts as a guide to accessibility for all customers that have a disability.

We are committed to making sure that customers who need assistance can make full use of our network. That means making it straightforward to use our services, making our trains as accessible as possible and providing additional support when you need it. This leaflet reflects our Accessible Travel Policy. You can find a full copy of our policy and procedures on our website at c2c-online.co.uk or call us on 03457 444 422 (option 3) and ask us to send you a copy. Other formats of the Passenger Leaflet and Policy Document are available. Information on this can be found at the end of this leaflet.

Passenger Assist System

Passenger Assist is a system supported by all train operating companies which allows operators to make necessary arrangements to assist customers with disabilities or restricted mobility. We are committed to this system and we have a team who will help you book assistance and buy your tickets in advance at our stations. Our Passenger Assist team is available to help you 24 hours a day, 7 days a week, except Christmas Day.

Assistance: what is available and how to get it

For immediate travel

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 have not booked assistance with us in advance, 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.

The Control team will arrange for staff to meet you or if we are in the rare situation where there are not any staff members available, the Control team will make alternative transport arrangements.

On Christmas Day and Boxing Day, there are no c2c services. Please do not travel on this date as there will not be any staff or services to provide assistance.



Where travel is being arranged in advance

You can book assistance with us for journeys involving multiple connections and train operators on the National Rail Network - we recommend the following booking times:

Travel on c2c services – please book 2 hours in advance of your journey

In April 2022, advance booking times will reduce from 4 hours notice to 2 hours. These booking times will apply to c2c and all other train operators.

When booking assistance to board from or alight to a station where staff are not always available, we will ensure you have the help and assistance you need. When assistance has been booked, we will ensure that a member of staff is at the station to provide assistance as required.

If a station is inaccessible to you, we will arrange alternative accessible transport, such as a taxi, to the nearest or most convenient accessible station. If possible, we will also send a member of staff to the station to assist you.

You can book assistance on our services and those of other train operating companies at our station ticket offices, or by contacting us, as shown below. When making bookings for journeys involving other operators, our Passenger Assist team will ensure that all legs of the journey are booked for you and you are informed of any accessibility restrictions that may impact your journey.

When there are planned or unplanned engineering works, our trains are sometimes replaced by buses. We work hard to ensure that our rail replacement bus services are accessible for all customers. However in the rare circumstance that the replacement service is not accessible, alternative arrangements will be made. For example, we will arrange a suitable taxi for you at no extra cost.

Ways to book assistance for your journey

Call: 03457 444 422 (option 3)

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

Email: passengerassistance@c2crail.co.uk

The levels of assistance we are able to provide

- Help with planning your journey
- Assistance with getting on and off the train
- Help with luggage
- Getting through the station, to your platform and boarding the train
- Boarding with wheelchairs, scooters and mobility aids
- Making travel reservations on services operated by other train companies
- Assistance to and from connecting services and onward transport within the station area
- Buying travel tickets
- Checking the accessibility and facilities available on the train and at the station.

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

Sunflower Lanyard

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.

Please note that we can't accompany you throughout your journey or provide personal care, such as help with eating, taking medication or using the toilet. If you require this sort of assistance please travel with a companion.

What to expect: our commitment to passengers at every stage of the journey

Before you travel

We commit to providing you with the information you need when you are planning your journey, irrespective of disability. You can obtain information about journey planning and ticket purchase through the following channels:

Phone: Contact our team on 03457 444 422 (option 3) who will be happy to help you.

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

Ticket office: Visit one of our station ticket offices. The following web link c2c-online.co.uk/our-network/our-routes-and-stations/ will provide locations and opening hours of ticket offices.

Online: c2c-online.co.uk/ our website will provide you with travel information and enable you to buy tickets.

Our staff will be able to provide you with information on our facilities and services. This information can also be found via the following links on our website:

- **Station facilities**
c2c-online.co.uk/our-network/our-routes-and-stations/
- **Train facilities**
c2c-online.co.uk/help-feedback/travel-assistance/
- **Accessibility information**
c2c-online.co.uk/help-feedback/travel-assistance/
- **Staff availability**
c2c-online.co.uk/our-network/our-routes-and-stations/
- **Disabled parking spaces**
c2c-online.co.uk/our-network/our-routes-and-stations/car-parking/
- **Temporary reductions in accessibility**
c2c-online.co.uk/our-network/our-routes-and-stations/
This information will be updated every 24 hours or as soon as reasonably practicable.

- **Train times and routes**

c2c-online.co.uk/

- **Details of delays, disruption and emergencies (including emergency or temporary timetables)**

c2c-online.co.uk/

Wherever possible, we will provide help and advice on how best to get to your final destination, including the availability of bus and taxi services.

Buying your ticket

Our staff are trained to ask customers who are buying tickets with a Disabled Persons Railcard whether they require assistance with any aspect of their journey. Our team can arrange assistance and tickets as one transaction.

You will need to buy a ticket before travelling with us and there are a number of ways that you can do this:

- **Online:** at c2c-online.co.uk/. You can buy your ticket in advance and collect it when you get to the station. You can also choose to have the ticket posted to you.
- **Ticket office:** you can buy your ticket at any of our stations. The following link c2c-online.co.uk/our-network/our-routes-and-stations/ will provide details of ticket office opening hours.
- **From a ticket vending machine:** You can buy tickets from this machine using a debit or credit card, collect tickets that you have bought online and also buy advance purchase tickets.

If you're not able to buy in advance

If there is a reason why you cannot buy your ticket before travelling, please don't worry, you can still buy a ticket at your destination station. If you're entitled to any fare reductions, for example, a Disabled Persons Railcard, these will still apply even if you haven't bought your ticket in advance.

Disabled Persons Railcard

There are two types of Disabled Persons Railcard available: one year and three years. Both entitle you to discounts of up to one third on most rail tickets. One adult accompanying you can also travel at the reduced fare. There are not any time restrictions attached to the discounts available which is another reason to consider buying the Disabled Persons Railcard.

Full details on how to get a railcard can be found on:

Online: 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 over 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 the Railcard online, on the phone or at any staffed station with your passport or UK driving license 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:

Online: senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Call: 0345 300 0250

You may find that other Railcards are more suitable for you. Please visit railcard.co.uk for further information.

If you are visually impaired

If you are visually-impaired 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.

Wheelchairs and mobility scooters

Wheelchair and scooter spaces cannot be reserved. There is priority seating signage in the area of the train where our assistance team board wheelchairs and scooters. There is space for 4 scooters or wheelchairs in this area.

Wheelchairs: Standard manual or powered wheelchairs not exceeding 70cm wide and 120cm long, and with a combined weight of passenger and wheelchair of less than 300kg, can be carried on all c2c trains.

These standard dimensions are in accordance with current legislation, with the maximum weight determined by the safe working load of the ramp to the train. 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.

Scooters: 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 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.

On the recommendation of scooter manufacturers, you are advised to transfer to a seat on the train to travel. For safety reasons, you are not permitted to travel in the door vestibule whilst seated on a mobility scooter.

Where alternative transport is provided in times of disruption we will aim to provide you with transport which is able to accommodate your scooter. It is likely that you will be required to transfer to a seat when using this alternative transport. Some replacement bus services may not be able to accommodate scooters.

Help at the Station

Station facilities

At c2c, we manage 25 stations. A summary of the key facilities at these stations is included in the Appendix at the end of this booklet. You can view full details of all facilities at these stations on our website (c2c-online.co.uk/our-network/our-routes-and-stations/) or at nationalrail.co.uk/stations.

The Stations facilities appendix states:

- The level of staffing at the station
- The ticket office opening hours
- The station meeting point
- Step free access availability to and from London
- Lift access availability
- Whether there is step free access between platforms
- Accessible seating availability on station platforms
- Availability of accessible toilets at stations
- Availability of visual and audio train service information systems
- Availability of waiting rooms or areas
- Whether the station has Secure Station accreditation
- The number of disabled parking bays
- Whether the station has a taxi rank
- Tactile paving on platforms

Our timetable may mean our trains call at West Ham station, or they may be routed through Stratford and Liverpool Street stations. These stations are managed by TfL, MTR and Network Rail respectively and we work with these station operators to provide accessible facilities and services at these stations.

At staffed stations

When you arrive at the station, make yourself known to the staff. If they are not located at the information point or the ticket office, you will be able to recognise them as they will be wearing the c2c uniform or a c2c branded high visibility vest. Alternatively, you can contact the station team by using the Help Point.

We recommend that you arrive at the station at least 20 minutes prior to the departure time of your train. If you arrive by car or taxi, we can help you from the station car park drop-off area or a Blue Badge parking space. We cannot help you if you are outside of the station area.

We can also assist you with your luggage onto the train. When the train arrives, we will make sure that you are successfully boarded, seated or in a wheelchair space. We have portable ramps at all of our accessible stations. These are suitable for wheelchairs and other mobility devices.

Station staff can help you collect your tickets if necessary.

At stations without any staff

If you arrive at a station that does not have staff, if you have not booked assistance with us, you will need to contact us by either the help point or a phone.

We will do our best to arrange assistance as quickly as possible, but this may take some time. Any unstaffed ticket barriers or gates will be left in the 'open' position for ease of access.

Getting off the train

When you arrive at your destination station we will make sure that you get off the train safely. Where appropriate, we will also make sure a member of our team is there to help you to the next part of your journey. This applies to booked assistance as well as turn up and go journeys.

Inaccessible stations

The majority of our stations are accessible and have step free access. However, there are a few exceptions to this and there isn't step free access at the following locations:

- Southend East station - Platform 2 (to Shoeburyness)
- Chalkwell station - Platform 1 & 2 (to Shoeburyness and London)
- West Horndon station - Platform 1 (to London)
- Upminster – Platform 6 (London Overground line to Romford)

Ticket gates

At stations with automatic ticket gates, at least one will be a wide aisle gate. Ticket gates are normally staffed. When a station with automatic or manual ticket gates is unstaffed, we will leave the gates open.

Help on the train

At c2c, we want your journey to be as comfortable and stress-free as possible. If there is any aspect of the journey that you are not sure about, please ask the stations team or contact our Customer Relations team:

Call: 03457 444 422 (option 3)

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

Email: passengerassistance@c2crail.co.uk

You should be aware that our trains are operated without any staff on board and therefore we are unable to provide assistance to you whilst on board the service.

Seats on our trains

Although seats cannot be reserved on c2c services, we make every reasonable effort to ensure disabled passengers can obtain a seat. We have priority seats on all of our trains for disabled customers or those less able to stand. These seats are located close to the doors of the carriage and are clearly signed so that they can be easily located by those customers who need them. Signage requests that these seats are made available to disabled passengers, or other passengers that may be less able to stand.

At c2c, we know that it isn't always easy to ask for a seat, so we have created a Priority Seating badge for customers that may have a non-visible disability or medical condition that makes it uncomfortable to stand. You can apply for these badges on the c2c website (c2c-online.co.uk/help-feedback/passenger-assist/priority-seat-badges/)

Please be aware that wheelchair spaces cannot be reserved, but our staff will do their best to board you on a suitable area of the train.

Aural and visual information

All our stations are fitted with public address systems and information screens which are used to provide service messages, departure details and other relevant notifications. We aim to provide clear and consistent information, particularly in times of disruption. In addition to the electronic equipment at stations, we also use posters to communicate with customers. Wherever possible we display posters in a way that they are easily readable by customers who are using a wheelchair or are unable to bend down.

Train facilities

All trains in the c2c fleet are modern electric trains with wide doors and grab-rails to make boarding, alighting and moving around the train easy. We operate services with four, eight and twelve carriages. Each four carriage train contains one accessible toilet and two dedicated spaces for people using a wheelchair.

There is information about the facilities available on different train types on our website, including the availability of priority seating and accessible toilets.

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

Assistance on the train

If you are on the train and require assistance, please use the 'Info Point' button located in the carriage where the wheelchair/scooter space and accessible toilet is located. The Info Point will direct you to the Control team who will be able to assist you or offer advice.

You can also call our Passenger Assist team on 03457 444 422 (option 3) or Tweet us at @c2c_rail.

Assistance alighting the train

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. This also applies to turn up and go journeys.

All other train operating companies are also expected to adhere to this timeframe so you can expect to receive the same level of service no matter which operator you travel with.

If things do not go as planned

We will assist you during times of disruption, delay or emergency and provide compensation should assistance fail. Where disruption and delays occur, we will do everything that we can to ensure that you are able to continue your journey and are not left stranded. We use a range of methods to let you know what is happening, which may include providing information through our website, social media and staff announcement.

If you pre-booked assistance and the disruption means your original assistance arrangements are no longer valid, we will

contact you and re-book any required assistance through Passenger Assist. This includes any alternative accessible transport that is required without additional charge.

Our station staff are trained to anticipate your needs. They will communicate information of service disruption and provision of alternative transport via the Customer Information Systems or in person, where possible.

At all of our stations we have Help Points on the station platforms. This provides a link to our team 24 hours a day, 7 days a week (excluding Christmas Day and Boxing Day). The team will be able to help assist you in re-planning your journey.

Emergencies

In case of an emergency, our staff who are trained in emergency procedures and safety, will supervise any action that needs to be taken.

If there is an emergency on a train, our Drivers will advise you on next steps. If you have to leave the train between stations, the emergency services will provide equipment to help you get off the train safely.

Our stations have evacuation plans which take into account the needs of disabled passengers. In an emergency, trained staff and the emergency services (if necessary) will help you get to a safe place. If we need to evacuate a station that isn't staffed, we will use the station Public Address system to alert you.

Redress and compensation

When you book in advance through Passenger Assist, we will provide assistance at any station during the hours that trains are scheduled to call there.

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.

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.

We'll do our best to provide assistance at any of our stations if you haven't had a chance to book in advance. 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.

We will be happy to assist you with your claim via the following link: c2c-online.co.uk/contact-us/. 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 respond to you providing a full explanation of what happened and what mitigating actions are intended to be taken as a result.

We will also 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 a claim under the Consumer Rights 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.

Where to get more information and how to get in touch

Large Print or Easy Read versions of this leaflet:

Contact our Customer Relations team on 03457 444 422 (option 3) and they will send it to you within seven days.

Our Accessible Travel Policy:

This document sets out in more detail our commitments and standards of service provision, as well as relevant policies and practices with regards to disabled people using the rail network.

Our Accessible Travel Policy is available both online at c2c-online.co.uk/help-feedback/passenger-assist/ and in Large Print and Easy Read formats. You can get these by calling our Customer Relations team on 03457 444 422 (option 3).

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/passenger-assist/ 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.

Day of travel queries or issues:

You can call our Customer Relations team on 03457 444 422 (option 3).

Assisted travel service opening hours and contact details:

You can call our Customer Relations team on 03457 444 422 (option 3). This call centre is open 24 hours a day, 7 days a week (except Christmas Day).

Text Relay number:

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

National Freephone Passenger Assist and Text Direct Free SMS Passenger Assist Forwarding Service:

03457 125 678 option 3

and 18001 08000 11 33 23 (except Christmas Day)

How to contact us via Social Media:

Twitter: @c2c_Rail

Facebook: c2c Rail

How to get involved with us to improve accessibility and inclusivity:

You can email us at contact@c2crail.co.uk.

You can apply to join the Regional c2c and Greater Anglia Accessibility Panel. The panel is made up of customers that use both the c2c and Greater Anglia route. Passengers on the panel represent both visible and non-visible disabilities.

The c2c and Greater Anglia Accessibility panel will give local people who have lived experience of disability the chance to

create a more accessible rail network and have a say in how future policy is shaped. More information is available on the c2c website c2c-online.co.uk/help-feedback/accessibility-panel/.

You can also apply to join our Passenger Panel. The 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 Passenger Panel has disability representation and is consulted and informed on aspects that affect the accessibility of the route. The panel also enables passengers to provide feedback and ideas on how to improve the accessibility of the c2c network.

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 or more recently through digital meetings.

You can apply to join by visiting this link c2c-online.co.uk/help-feedback/passenger-panel/ or emailing passengerpanel@c2crail.co.uk.

How to provide feedback or make a complaint:

If our station team isn't able to resolve the issue and you would like to make a formal complaint, please contact our Customer Relations department in one of the following ways:

Telephone: 03457 44 44 22 (Monday - Friday 0800 - 2000, Weekends and Bank Holidays 0900 - 1600)

Email: contact@c2crail.co.uk

Online: c2c-online.co.uk/contact-us/

Comments and Complaints Form: Available from stations or on request from Customer Relations

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

If you're not happy with the way the complaint is dealt with, please contact the Rail Ombudsman on:

Call: 0330 094 0362

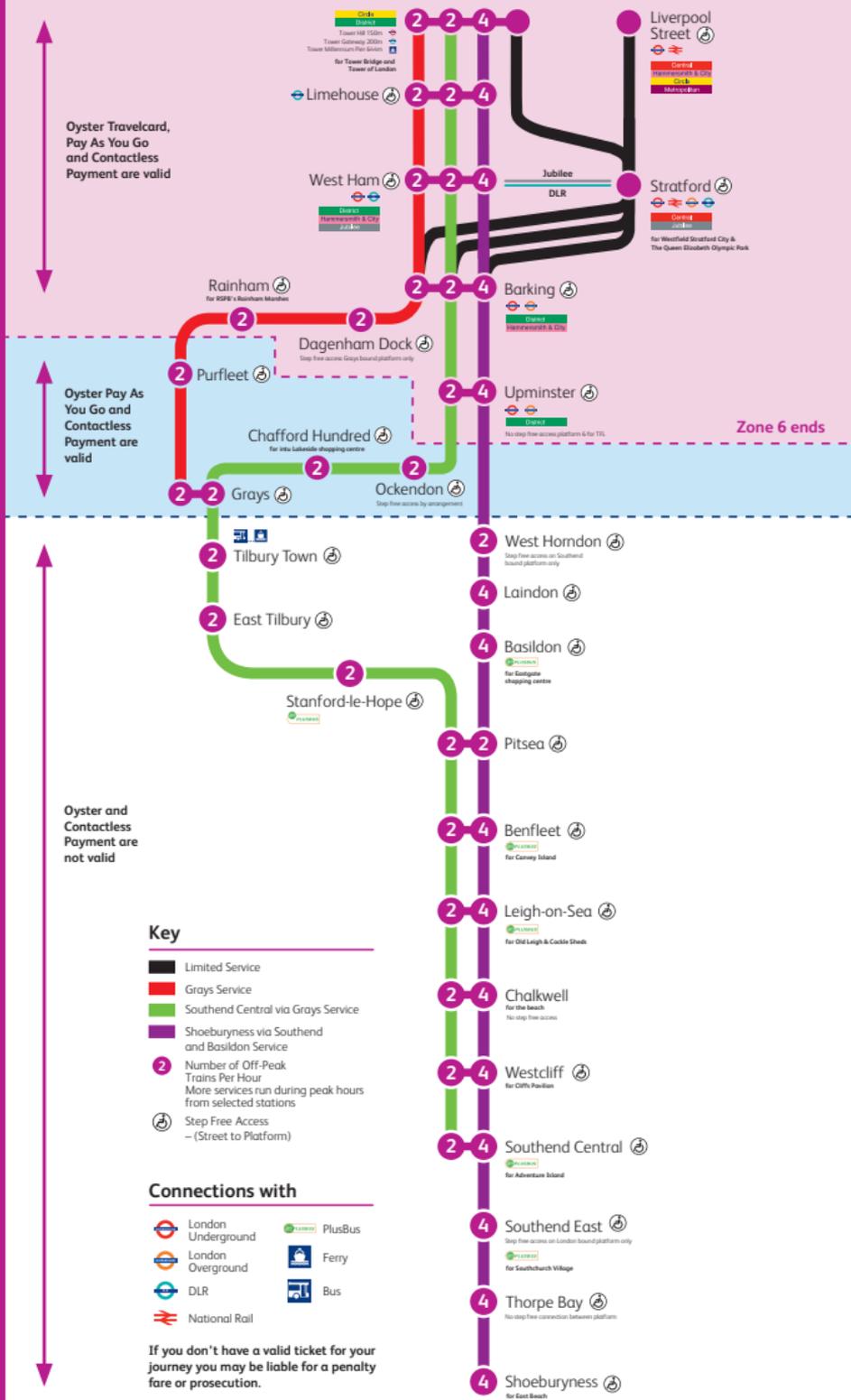
Textphone: 0330 094 0363

Email: info@railombudsman.org

Twitter: @RailOmbudsman

Post: FREEPOST – RAILOMBUDSMAN

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

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@c2c_Rail

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