



Committed to Customers

We keep our customers at the heart of everything we do



Always making it easier



Great Northern

SOUTHERN

ThamesLink/

Making rail travel easier for all passengers

Making rail accessible

Guide to policies and practices

Govia Thameslink Railway, February 2017



- Safe, reliable and punctual services for all
- Information that is clear and easy to understand
- Advice and assistance from our 'Assisted Travel Team' and staff
- Investment in our stations to maximise accessibility
- On going development of staff training
- Introduction of new trains throughout franchise (and improvements to our existing fleet)

Great Northern

GX
GATWICK EXPRESS

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GX
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Partnerships

- Building stakeholder partnerships
- 'Try a Train' events
- Access Advisory Panel



Travel Support



Priority Seat

Please show consideration for others and give up this seat when required.

This seat is intended for:

- Priority Seat Card holders
- Disabled passengers
- Expectant mothers
- Those carrying infants
- Elderly passengers

Please remember the need for this seat may not be immediately obvious.

Thank You.



Need help or a seat?

Priority Seat card

If you find it difficult to stand, there are priority seats on all of our trains. Anyone can use them until someone with a disability, expectant mothers, elderly passengers or those carrying infants need to sit down – show your priority card and this will explain to the person occupying the seat that you need it.

For more information or to submit an application please visit southernrailway.com/priorityseat




Assisted travel

Need a hand getting on and off our trains – then let us help you


Whether you pre-book assistance or not, we recommend arriving 20 minutes prior to your train's departure. Please make yourself known to one of the team.

24 hours' notice gives us time to make any arrangements for you. Don't worry if you can't give us that much notice as we'll always provide the assistance you need.



NEED HELP OR A SEAT?

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Need help or a seat?


ThamesLink/

Telephone: **0800 138 1016**
(from 0700-2200 – excluding Christmas Day)

Minicom/textphone: **0800 138 1018**

Email: myjourney@southernrailway.com

Online: southernrailway.com/assistedtravel



Need help or a seat?

Travel support card

My name is _____

I travel from _____

And to _____

My home station is _____

How you can help me:



Journey improvements

- Minor Works projects
 - £600k+ investment in station improvements each year.
- Investment in existing fleet
- Access Ambassadors network



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End to end customer journey quality – working with customers

- End to end journey experience
- Passenger voice;
 - Mystery shopping (Quarterly)
 - Assisted Travel call back surveys, On line Panel etc
 - Access Advisory Panel



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Help on Board our trains

- Introduction of On Board Supervisors (Southern)
- Focus on assistance on board
- Safety & accessibility training for on board teams
- New support mechanisms in place – established early 2017



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Thameslink – boarding trial

- Expanded TL network from May 2018
- Extended staffing at several SN stations on TL routes
- Trial at 10 Southern stations;
 - Booked passengers – no change
 - Un booked passengers asked to contact us via Help point, free phone, text phone, PA messages
 - Mobile support staff deployed (ramps)
- Stations within the trial;
Earlswood, Salfords
Ifield, Faygate, Littlehaven
Riddlesdown, Upper Warlingham, Woldingham,
Lingfield, Dormans



Journey assistance today from Dormans



Southern and Thameslink services now call at this station

Although this station isn't always staffed our Assisted Travel Support team are there to help you to complete your journey.

If you have not booked assistance and require assistance boarding a train at this station, then on arrival please contact this team by either:

- pressing the 'emergency and assisted travel' Help Point button or
- calling us on the Freephone number 0808 168 1238 (or text to 07970 511 077)



Whether you pre-book your assistance or prefer more flexibility, we recommend arriving 20 minutes before your train is scheduled to depart.

Planning your next journey

Should you chose to pre-book assistance for your next journey you can simply call 0800 138 1016 (from 0700-2200 daily excluding Christmas day), ideally 24 hours before your planned journey. Or you can complete our online booking form:

southernrailway.com/assistedtravel
thameslinkrailway.com/assistedtravel

Train operator	Website	Twitter	National Rail
Southern	southernrailway.com	@SouthernrailUK	05457 48 43 50 (24 hours)
Thameslink	thameslinkrailway.com	@TLRailUK	

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ThamesLink

Investing in our Fleet



RailPlan 2020

- Introduction of new class 700 fleet
- Ready for 24 trains/hour through 'the core' by Dec '19
- Fully accessible stations in 'the core' St Pancras <-> London Bridge
- Significantly improved journey options - phased approach
- Innovative 'on board' and station features e.g. 'humps' at core



Equipping our Teams to confidently deliver

- Assisted Travel
 - On going improvement work and disability awareness
- Staff Training
 - Continuous improvement for all front line staff (both induction and refresher training)



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