



London Overground fleet review

Accessible Travel Policy
September 2022

Fleet information

Please see below a summary of general accessibility information for our different train types, and the routes they are scheduled to operate.

Accessibility information	Class 710	Class 378
Routes operated	Gospel Oak to Barking Riverside Watford Junction to Euston Liverpool Street to Chingford* Liverpool Street to Enfield Town/Cheshunt* Romford to Upminster	Richmond to Stratford Clapham Junction to Stratford Watford Junction to Euston Highbury & Islington to West Croydon/Crystal Palace/Clapham Junction
Number of coaches	4 (*8 during peak)	5
Wheelchair spaces	2 (*4 during peak) Identifiable by blue accessible signage	2 Identifiable by blue accessible signage
Boarding ramp	At stations	At stations
Scooter/mobility acceptance	Yes	Yes
Wheelchair-accessible toilet	No	No
Standard toilet	No	No
Audio information	Yes. Via audible passenger information screens and a passenger announcement system	Yes. Via audible passenger information screens and a passenger announcement system
Visual information	Yes. Via passenger information screens, signage and posters	Yes. Via passenger information screens, signage and posters
Priority seating	Yes	Yes
Customer service staff on board	No	No

Class 710 trains are a new addition to our fleet and have already replaced the older two-car units on the Gospel Oak to Barking Riverside line, and replaced Class 317 on the Liverpool Street to Enfield/Cheshunt and Chingford line.

Class 710 trains are compliant with PRM-TSI (persons with reduced mobility technical specifications for interoperability) and include improved accessibility space and call for assist buttons; priority seating; wide, full-length carriages; and improved customer information systems.

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