

FENCHURCH STREET

Getting to and from the Station

By Taxi

Taxis can set passengers down immediately outside the station. The taxi rank for pick up is on the same side of the Station.

By Car

There is no car parking. Private cars can drop off immediately outside the station but you cannot leave a vehicle at all for any length of time.

By Bus

There are bus stops on Fenchurch Street. This is more than 50m from the station entrance.

By Underground

Tower Hill is the nearest underground station and is more than 50m from the station entrance.

On Foot

Access from Fenchurch Place is step free. The entrance from Tower Hill is not step free.

For information about accessible travel across the city, phone Transport for London ☎ 020 7222 1234.

Assistance

Where to get assistance

If you require mobility assistance or with luggage, and you have not arranged for someone to meet you at the station entrance, you need to go to the information/help desk on the upper concourse (accessed by lift from the Fenchurch Place entrance) and ask for assistance.

There is no mobility assistance vehicle at the station. If you are unable to walk far you will be offered assistance in the station wheelchair.

There are no luggage trolleys, however, assistance with luggage can be booked through the normal channels and is free to disabled passengers.

Facilities

Toilets

Ladies and gents and an accessible unisex toilet are situated on the lower concourse, near the lift at the Fenchurch Place entrance.

Textphone

Textphone 020 7023 6853, is located within the Station Reception.

Current lack of access at the station

- There is no induction loop fitted at the information/help point.
- There are no tactile warning strips along the platform edges.
- There are no waiting rooms.

Station Facilities Contingency


Key Facility	Contingency Arrangement
Lift from Street to Concourse level	Taxi to the nearest appropriate station.
Accessible toilet	The station has an arrangement with a nearby hotel. Please ask for the Duty Station Manager's assistance.

General Information

Crowd control

When the concourse becomes overcrowded, some of the station entrances may be closed or made exit only. There will be staff available on the concourse to provide assistance.

Train companies operating

- c2c  08456 014 873

Textphone 08457 125 988

Planned works

None.

Number of people trained in Disability Equality

There are only 6 Network Rail Staff based here and all have received training.

Audit of mobility assistance

There were 44 recorded bookings assistance requests at Fenchurch Street for the year April 07 to March 08. All requests were met, giving a 100% total.

Station contact details

By Telephone: Duty Station Manager  020 7023 6730

By Textphone:  020 7023 6853

In person: Information/Help point on upper concourse
Fenchurch Street Station
London
EC3M 4AJ

By post: Station Manager Fenchurch Street
Platform 10
Ashbee House
Liverpool Street Station
London
EC2M 7PY