

Debden Underground station becomes step-free

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Debden is the latest Tube station on the eastern section of the Central line to become step-free

Transport for London (TfL) has announced that Debden Underground station has become step-free, enabling those with accessibility needs to use the station and the wider transport network with greater ease.

The accessibility scheme at Debden includes two new lifts and a pedestrian bridge linking the platforms, giving customers step-free access within the station. Manual boarding ramps are available to assist customers who require level access from platform to train, in addition to tactile paving along the full length of both platforms.

The TfL website and TfL Go app provide anyone with accessibility needs information on which stations offer step-free access.

All London Underground, Overground and Rail stations, including Debden, operate a turn-up-and-go service for customers needing assistance on TfL services. Customers using this service do not need to pre-

book assistance and can request help on arrival at the station. Staff are trained to offer support and advice to help customers with accessibility needs complete their journeys.

London Underground staff will assist wheelchair users by pushing their wheelchair, if required, and can guide visually impaired customers by the arm. Staff guiding visually impaired customers will wear a single-use disposable sleeve on their arm to give both customers and staff additional protection. Members of staff can also remove their face covering to speak with customers at a 2m social distance.

The TfL Go app uses real-time customer information to provide status updates and information on smartphones. This enables customers to travel at quieter times outside peak hours – helping them follow government guidelines around social distancing.

Customers can also find various accessibility options on the app, with a step-free mode and views of all stations which currently have street-to-platform accessibility. TfL Go is available now on iPhone and on Android.

Photo credit: Transport for London/ Mike Matney