

## Accessibility training case study: Senesie Koroma, London Bridge



Senesie Koroma, 24, works as a platform assistant at London Bridge, one of the busiest stations in the capital.

He completed his accessibility training a year ago.

“I’m glad to say that a lot of the things we learned in our training were what we knew already. But it was really good hearing from someone who is disabled about exactly what they need and how we as a company can deliver the right assistance.”

Senesie is a Southern employee but, as the station operates a “One Team” policy, he can often be found working the dedicated Thameslink platforms, numbers 4 & 5.

With only one type of train running through these platforms, Thameslink has been able to specify humps that align with the height of the train doorways, offering true step-free access, all the way from street to train.

There are humps like these at all five of the Thameslink stations between London Bridge and St Pancras International.

Senesie said: “People using a wheelchair, say, might be able to board on their own from one of the humps but I still need to find out where they are going so I can radio ahead to have someone waiting for them with a ramp at the other end.

“But it’s the same for all our customers: if you are starting your journey and I come across you, my aim is to get you where you are going as easily as possible. It’s all about asking, ‘How are you doing?’ and then asking how I can help you.”