

East Croydon Station Manager Ramla Abshir-Slevin



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Married mother of two Ramla Abshir-Slevin, 34, is one of the station managers in her home town, Croydon. She attended the accessibility training courses in March.

“I found it really helpful to speak to and be trained by people who are disabled and actually travel by train.

“The examples of how they’ve been treated well and the times when they haven’t had a good experience really helped and I find myself thinking about it now as I walk around the station.

“I’ve had colleagues who have been working here for 20 years who really thought they didn’t need this training and then they emailed afterwards to say it had been really informative and given them a real insight into the challenges faces by disabled people.

“It’s the simple things like greeting a person using a wheelchair, not the person who may be accompanying them, if there is anyone. It’s about seeing someone who is human.

“I like to say ‘Hi, how are you’ and then find out if I can do anything to assist. And if I need to go and do something else I reassure that customer by telling them I will be back in time for the train to help them on board.

“It was really helpful to all of us here at East Croydon. I feel much more confident in going up to someone who may need assistance.”