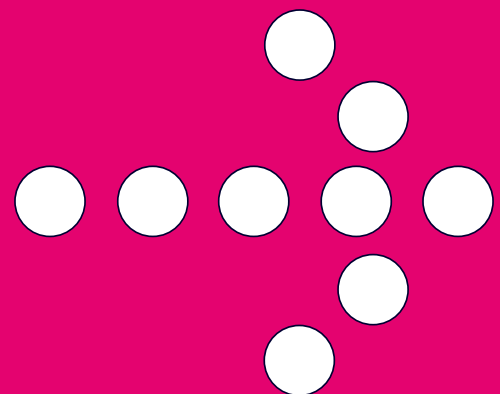


Southeastern Penalty Fare Scheme



DMC2685

Version 1 2009



southeastern.

1 Introduction

- 1.1 We, Southeastern, give notice under rule 3.2 of the SRA's Penalty Fares Rules 2002 that we want to change our penalty fares scheme with effect from 30 April 2009.
This document describes our penalty fare scheme for the purposes of rule 3(2)(b).
- 1.2 Southeastern currently operates a penalty fares scheme because, each year, our passengers make over 130 million journeys and even if only a small percentage of these passengers travel without paying, Southeastern will lose a considerable amount of money. Reducing the number of people who travel without a ticket is not only in the interests of Southeastern, but also in the interests of most fare-paying passengers. Few of us want to subsidise people who avoid paying, and the loss of income due to people travelling without tickets reduces the money available to invest in a better rail service.
- 1.3 As part of our revenue protection strategy, we have invested in the installation of additional automatic ticket gates, but it is not cost effective to install ticket gates at every station. We have therefore focussed the use of gates at our stations where large numbers of customers travel, especially at the London terminals. Conductors carry out on board ticket checks on longer distance journeys but suburban services operate without a conductor. Also, where station stops are frequent or where the trains are often busy it is not always possible to check every passenger's ticket between every station. An alternative solution is to operate a 'penalty fares' scheme.
- 1.4 We have also considered whether penalty fares are appropriate, not just by the type of train service we provide but also in relation to a station's ticket purchasing facilities and the other ways in which we could protect our revenue.
- 1.5 A penalty fares scheme works on the same principle as a 'pay and display' car park, where motorists may have to pay a penalty if they do not buy a ticket when they park. Where penalty fares apply, rail passengers must buy their tickets and permits to travel before they start their journey wherever there are facilities for them to do so. If a passenger gets on a train without a ticket or permit to travel at a station where ticket or permit to travel facilities are available, they will have to pay a penalty fare if required by a Ticket Inspector, On Board Train Manager, Conductor or other member of staff who has been appointed as an 'authorised collector'. The penalty is £20, or twice the full single fare from the station where the passenger got on the train to the next station at which the train stops, whichever is the greater.
- 1.6 A penalty fares scheme was first used on Southeastern in the late 1980s as a way to protect revenue. Before penalty fares were introduced, the only way to deter people from travelling without a ticket was to prosecute them under the Regulation of Railways Act 1889. For a prosecution to be successful, it has to be proved that the passenger intended to avoid paying. This is often difficult, as most passengers readily pay if they are challenged, but do not pay if they are not challenged. A penalty fares scheme reverses this normal 'burden of proof' and acts as a deterrent to potential ticketless travellers.
- 1.7 We have prepared this scheme taking account of the following documents:
 - The Railways (Penalty Fares) Regulations 1994
 - The Penalty Fares Rules 2002
 - Strategic Rail Authority Penalty Fares Policy 2002
- 1.8 In line with rule 3.2, we have sent copies of this scheme to:
The Department for Transport, Transport for London (Tramlink services; Docklands Light Railway; London Underground Limited) London Travelwatch; Passenger Focus.

2 Penalty Fares Trains

- 2.1 For the purposes of this scheme, all trains that operate within the area bounded by Southeastern will be penalty fares trains without exception. A map showing the routes on which penalty fares trains run is attached as Appendix A.

3 Penalty Fares Stations

3.1 Penalty fares stations

For the purposes of this scheme, all the stations bounded by the area described at para 2.1 will be penalty fares stations. These are:

Abbey Wood, Adisham, Albany Park, Aylesford, Aylesham, Ashford International, Barnehurst, Barming, Bat & Ball, Battle, Bearsted, Beckenham Hill, Beckenham Junction, Bekesbourne, Bellingham, Beltring, Belvedere, Bexley, Bexleyheath, Bickley, Birchington on Sea, Borough Green & Wrotham, Brixton, Broadstairs, Bromley North, Bromley South, Canterbury East, Canterbury West, Catford, Catford Bridge, Charing, Charlton, Chartham, Chatham, Chelsfield, Chestfield & Swalecliffe, Chilham, Chislehurst, City Thameslink, Clock House, Crayford, Crofton Park, Crowhurst, Cuxton, Dartford, Deal, Denmark Hill, Deptford, Dover Priory, Dumpton Park, Dunton Green, East Malling, Ebbsfleet International, Eden Park, Elephant & Castle, Elmers End, East Farleigh, Elmstead Woods, Eltham, Erith, Etchingham, Eynsford, Falconwood, Farningham Road, Faversham, Folkestone Central, Folkestone West, Frant, Gillingham (Kent), Gravesend, Greenhithe for Bluewater, Greenwich, Grove Park, Halling, Harrietsham, Hastings, Hayes (Kent), Headcorn, Herne Bay, Herne Hill, Higham, High Brooms, Hildenborough, Hither Green, Hollingbourne, Kearsney, Kemsing, Kemsley, Kent House, Kidbrooke, Knockholt, Ladywell, Lee, Lenham, Lewisham, London Blackfriars, London Bridge, London Cannon Street, London Charing Cross, London St Pancras, London Victoria, London Waterloo East, Longfield, Lower Sydenham, Loughborough Junction, Maidstone Barracks, Maidstone East, Maidstone West, Marden, Margate, Martin Mill, Maze Hill, Meopham, Minster, Mottingham, New Beckenham, New Cross, New Eltham, New Hythe, Newington, Northfleet, Nunhead, Ore, Orpington, Otford, Paddock Wood, Peckham Rye, Penge East, Petts Wood, Pluckley, Plumstead, Queenborough, Rainham (Kent), Ramsgate, Ravensbourne, Robertsbridge, Rochester, Sandling, Sandwich, Sevenoaks, Sheerness-on-Sea, Shepherds Well, Shoreham, Shortlands, Sidcup, Sittingbourne, Slade Green, Snodland, Snowdown, Sole Street, St Johns, St Leonards Warrior Square, St Mary Cray, Staplehurst, Stone Crossing, Stonegate, Stratford International, Strood, Sturry, Sundridge Park, Swale, Swanley, Swanscombe, Sydenham Hill, Teynham, Tonbridge, Tunbridge Wells, Wadhurst, Walmer, Watlington, Welling, West Dulwich, West Malling, West St Leonards, Westenhanger, Westgate on Sea, West Wickham, Westcombe Park, Whitstable, Woolwich Arsenal, Woolwich Dockyard, Wye, Yalding.

A map showing where these penalty fares stations are is attached as appendix A.

4 Compulsory Ticket Areas

4.1 Compulsory ticket areas (CTAs)

The scheme will not create any compulsory ticket areas.

5 Ticket and permit to travel facilities

5.1 The ticket and permit to travel facilities provided at each penalty fares station are set out in appendix B.

5.2 The ticket and permit to travel facilities at each penalty fares station are sufficient to meet the Ticketing and Settlement Agreement and the Passenger's Charter queuing standards.

This standard is normally five minutes at peak times and three minutes at other times. We will, however, continuously monitor such facilities in accordance with paragraph 9 of this scheme to make sure that passengers are not charged penalty fares when the queuing standards are not met.

5.3 In the discretion guidelines issued and trained to our staff, they may only consider the issue of a penalty fare notice where positive information has been provided to them personally about the availability of ticket and permit to travel purchasing facilities at the penalty fares station of journey origin and where queuing time standards are not being exceeded. This is done when calling the Revenue Protection Support Service who have access to real time information about the availability and functionality status (i.e. available change etc) of on line ticket vending machines.

- 5.4 At staffed stations, staff will check ticket vending machines (TVMs) and the 'permit to travel' machines where fitted every day that the station is staffed. Staff will be trained to put faults right themselves wherever possible, otherwise our maintenance contractors will repair any faults. Under our maintenance contract, machine faults will normally be put right within 24 hours.
- 5.5 At unstaffed stations, staff from the adjacent stations are instructed to carry out the checks as per para 5.4. A passenger contact telephone number is provided on each machine to enable those passengers with telephones to call the Revenue Protection Support Services (RPSS) should they have a problem using a machine. RPSS then fax details to the local station manager to action fixes/repairs as necessary. They are also able to inform the authorised collector of any such problems during their name and address checking call. Also, all staff are instructed to report any insufficiencies in ticket and permit to travel purchase facilities that come to their attention in their everyday work.
- 5.6 At unstaffed stations the permit to travel machines are left permanently on and available for use.

6 Publicity and warning notices

- 6.1 In line with rule 3, notices telling passengers that we are going to introduce a penalty fares scheme at the newly included stations will be displayed where they can be seen clearly at each station for at least three weeks before the date on which the scheme comes into force. The wording of the notices is shown in appendix C.
- 6.2 As well as these notices, we will do the following to make sure that the introduction of the scheme is well publicised:

Our Communications department will issue a press release to all local press in the areas where the new penalty fares scheme has been extended and include this information on our website. The local press, radio and TV coverage will be released 2 weeks prior to the introduction of the scheme. We will also use our website to include information on introduction of this revised penalty fares scheme especially about the new stations. We will also post on this site the information contained in the new penalty fare scheme leaflet (appendix D) which users will be able to download at southeasternrailway.co.uk
- 6.3 Before the revised scheme is introduced, we will brief ticket office staff, platform staff, customer services staff and traincrew, about how the revised penalty fares scheme will work. We will keep a record of this briefing. Details of the revised penalty fare scheme will also be issued in the company internal staff magazine so that all staff are aware of the scheme regardless of whether they will have any direct involvement. We will also take advantage of the weekly electronic newsletter and internal Intranet to internally advertise any and all changes to all users. The electronic newsletter is made available to all staff in paper copy.
- 6.4 We will produce leaflets which will explain how the scheme works and which will include a map showing the penalty fares stations and the routes on which penalty fares trains run. These leaflets will be available free of charge at all staffed penalty fares stations from at least three weeks before the revised scheme is introduced.

We will do all we reasonably can to make sure that supplies of the leaflet remain available at each staffed penalty fares station and from our customer services department for as long as the scheme remains in force. We will give a copy of this leaflet and a copy of the Penalty Fares Rules to each person who asks for information about the scheme under Rule 8. The wording of the leaflet is attached as appendix D.

Our customer services department will send a large print or audio tape version of the leaflet to anyone who asks.
- 6.5 Penalty fares warning notices will be displayed in line with rule 4, at each penalty fares station, from the date the scheme is introduced and for as long as the scheme remains in force. These notices will take the form of posters displayed at station entrances and on platforms at interchange stations, where they can be seen by any passenger changing onto a penalty fares train.

The wording and design of these warnings is shown in appendix E. The posters will follow the guidelines contained in the code of practice on penalty fares produced by the Association of Train Operating Companies. We will check that these warning notices are properly displayed at each station we operate, every four weeks, as part of the Station Managers Retail Compliance Audit.

- 6.7 It is proposed in the scheme that all trains will be in the penalty fares area.
- 6.8 The Southeastern Customer Information System (CIS on stations) and Passenger Information System (PIS on trains) will also be used to inform customers about the Southeastern penalty fare scheme.

7 Selecting and training authorised collectors

- 7.1 The selection process for any staff, who will be authorised collectors as a part of their duties will at a minimum include:

Phase 1: Application Screening

The candidates application form will be screened to ensure that:

- They have a valid work permit
- They have no criminal records for conviction involving dishonesty, assault or serious offences such as Manslaughter etc
- If previously employed in the industry enquiries are made with the previous employer to establish if they would recommend employment
- Their level of sickness is not above the company average (8 days)
- There are no health issues which would affect them carrying out the role
- Their previous employment history has a degree of customer interaction

Phase 2: Assessment

- Verbal comprehension test
- Written exercise
- Numerical test
- Work sample test

Phase 3: Role play

Interactive role play devised by the Occupational Psychology Centre to assess the following competencies:

- Demonstrating effective image management
- Demonstrating interpersonal sensitivity
- Resolving interpersonal conflict assertively

Phase 4: Interview

A formal interview with a structured questioning process covering flexible approach to work; dealing with difficult people; conforming to guidelines & checking important details; environmental awareness; shift work; wearing of uniform; working in all weather conditions; team-working and communication.

The candidate must successfully complete each phase before they can progress to the next.

- 7.2 We will train each person who is to be an authorised collector, to make sure that they can do this job properly.

The training will include:

- Product training, including ticket types and restrictions, excess fares, electronic ticketing (OYSTER) and railcards
- National Rail Conditions of Carriage
- National Routing Guide
- Railway byelaws
- Penalty Fares Rules and the Regulations
- Details of this scheme, including how they should follow the discretion guidelines
- Customer service
- Conflict Management

This training will be carried out by the Retail Training Department and will be delivered by fully qualified trainers.

The training will be carried out to NVQ standards and we will keep appropriate records of this training. All staff will also be invited to enrol for NVQ Level 2 in Customer Service.

- 7.3 After the training, we will assess trainees' knowledge and ability. If the trainee fails to achieve the minimum required competency levels at the end of the training they will be given an opportunity to achieve the standard but will not be appointed until they attain the minimum required competency levels. We will only appoint someone as an authorised collector and give that person identification as an authorised collector, once that person achieves the level of competencies required in all of the section list in 7.2
- 7.4 Each new authorised collector will be appraised at 3, 6, 9 and 12 month intervals whilst on probation by their immediate supervisor to ensure they are working to the required standards. Once they have completed their probation period they will be assessed every 6 months and all authorised collectors will receive refresher training every 12 months. The refresher training will cover the same subjects as the initial training, and an assessment will be carried out afterwards. If an authorised collector fails to reach a satisfactory level of competence in the assessment, we will not allow them to continue as an authorised collector until they have successfully passed the assessment after retraining. We will keep records of these assessments and any retraining given.
- 7.5 We will fully investigate all complaints about authorised collectors or how this penalty fares scheme is run, and we will take any action that is necessary as a result. We will keep records of the investigation and the action that we take. If appropriate, we will remove an authorised collector from duty and withdraw their authorised collector's identification, until they have been given extra training and re-assessed as satisfactory.
- 7.6 Each authorised collector will be given a routine briefing by his or her supervisor or manager every four weeks, covering relevant issues concerning safety, customer service, product changes and revenue protection.
- 7.7 We will use a combination of induction training, briefings and workshops to ensure that all other staff, including ticket office staff, platform staff, customer services staff and traincrew, know how the penalty fares scheme works. We will keep appropriate records of this training or briefing.

8 Written instructions to Authorised Collectors

- 8.1 Authorised collectors will wear a distinctive uniform that clearly shows that they work for us. Revenue Protection Officers will wear a hat to distinguish themselves from other Southeastern employees. Other authorised collectors, in line with rule 5, will carry identification and produce it when charging a penalty fare or when asked by a passenger. This identification will include the authorised collector's photograph and will show that they are authorised to collect penalty fares on our behalf and on behalf of any other operators who have authorised them to collect penalty fares. We will not allow authorised collectors to collect penalty fares if they do not have this badge with them. The design of this badge will conform to the code of practice on penalty fares produced by the Association of Train Operating Companies, and an example is shown at appendix F.
- 8.2 When they charge a penalty fare, authorised collectors will follow rule 8 by issuing a penalty fare notice. The wording and layout of this notice is shown in appendix G.
- 8.3 We will provide each authorised collector with written instructions in the form of a revenue protection handbook. A copy of the proposed handbook is enclosed appendix H. The instructions will include details of the penalty fares trains and penalty fares stations under this scheme, the opening hours and contact telephone numbers for the ticket office at each penalty fares station and the retail control centre. It will include details of the arrangements made in connection with other operators' trains, passengers and penalty fares schemes. We will issue updates to authorised collectors to keep their handbooks up to date whenever we make any changes.

- 8.4 The instructions will clearly set out where passengers are, and are not, to be charged a penalty fare, including the procedures for:
- passengers who have changed onto a penalty fares train from another train
 - passengers who have tickets which are not valid only because of a complex ticket restriction
 - passengers who have a ticket for their journey, but who are travelling by a route for which that ticket is not valid
 - season ticket holders who do not have their season ticket with them
- 8.5 Authorised collectors will be given the discretion not to charge a penalty fare and either charge the full single fare in line with National Rail Conditions of Carriage, or charge any relevant discounted fare as appropriate under the circumstances. The instructions will set out clear guidelines for using this discretion, which will be used:
- towards passengers with mobility problems and passengers who are frail, elderly or heavily pregnant, who may not be able to get to the ticket office easily at the station where they got on the train, or stand in a queue
 - towards passengers who are not aware of the scheme because they are blind or partially sighted, are a foreign visitor who lives abroad, do not speak English very well, or have learning difficulties
 - towards passengers who are travelling from stations where the only available ticket facilities is a 'permit to travel' machine
 - towards passengers travelling from stations where the only available ticket facilities are ticket machines and who claim that the machines were accepting coins only, or the exact fare only and the passenger did not have the necessary coins unless the authorised collector can confirm that the machines are in fact working normally
 - towards passengers who are travelling from a station where the authorised collector has been advised of long ticket office queues, or where fewer than normal ticket office windows are open
 - towards passengers who are elderly or pregnant travelling in first class accommodation with standard class tickets because no standard class seats are available and permission has been given by the on board staff
 - towards all passengers when the train service is severely disrupted
- 8.6 The instructions will set out procedures to make sure that people at risk, including children, people who are frail, elderly, or heavily pregnant, and other vulnerable passengers, are not put at greater risk by charging them a penalty fare, especially late at night.
- 8.7 The instructions will remind authorised collectors that although they may require passengers to make a minimum payment in line with rule 8.2, passengers who are charged a penalty fare have 21 days in which to pay the rest.
- 8.8 Our intention is to issue Penalty Fares to passengers on High Speed services who are not in possession of a ticket stating they may travel on High Speed.
- 8.9 We reserve the right to prosecute passengers if we think they intended to avoid paying their fare. In these circumstances, they will not be charged a penalty fare, or if they have already been charged a penalty fare, it will be refunded.

9 Checking that ticket facilities are available and warning notices displayed

- 9.1 We have a retail control centre based at Revenue Protection Support Services at Portsmouth. Staff at RPSS can check remotely on line when:
 - Ticket offices are open
 - Ticket office closes temporarily (and when it reopens)
 - If a ticket office closes before its advertised time
 - When TVMs are not working
 - When these ticket machines are working properly again
 - The functionality of TVMs and the status of any machine e.g. change levels, ticket stock and availability
 - Details of passengers season tickets held
- 9.2 At unstaffed stations, all staff are instructed to report any insufficiencies in ticket and permit to travel purchase facilities that come to their attention in their everyday work. In all cases where the customer claims a difficulty having boarded at an unstaffed station, the benefit of the doubt will be given to the customer and a penalty fare notice will not be issued unless positive proof of available facilities can be shown.
- 9.3 We have agreed with other TOCs who either manage ticket selling facilities at stations where we operate services to/from, or where passengers arrive at stations we manage having travelled from stations within another TOCs penalty fare scheme, to provide us with up to date, real time information on ticket selling facilities availability at those locations via their control centre. All our authorised collectors have received information of other TOCs penalty fare schemes, which includes a copy of their scheme leaflet and a copy of their authorised collectors pack in which is set out details of ticket purchase facilities, sales point contact numbers, and details of their retail control centre.
- 9.4 The control centre will keep an appropriate record of the information they have received, and will give this to IPFAS as necessary so that they can investigate appeals.
- 9.5 We will give each authorised collector a mobile phone, so they can confirm whether ticket offices are open and whether ticket and 'permit to travel' machines are working properly, with the control centre or with the station staff.

10 Selling tickets on board trains

- 10.1 On Train staff, who are not Authorised Collectors, will provide a printed penalty fares warning to any passenger who is liable to a penalty fare and will draw the attention of that passenger to that warning.

The wording of the written warning is as follows:

Penalty Fare Warning

When travelling from a penalty fare station by a penalty fares train, you must buy your ticket (or obtain a permit to travel) before you board the train, where ticket purchasing facilities were available.

If you do not then:

 - if you are checked by a penalty fares authorised collector you may be charged a penalty fare
 - if you are checked by a person not acting as an authorised collector for penalty fares you will be sold only a full price ticket in accordance with the National Rail Conditions of Carriage and issued with a Penalty Fare Warning
- 10.2 The penalty fare warning will be printed on the reverse of avantix tickets and worded as above.
- 10.3 Senior Conductor Managers, Conductor Managers, Excess Fares Office (EFO) Staff, other Avantix users, ticket office staff and Conductors have been trained in the above Avantix issuing process. All on train and EFO issued tickets will have the printed warning on the reverse. Staff who are found to be non compliant to these rules will be initially re briefed and if non compliance reoccurs will then will be dealt with under the disciplinary procedure.

11 Arrangements with other operators

Station	Is there a CTA?	Also served by trains operated by	Operator has PF Scheme	Arrangements that will apply
Ashford International	No	Southern	Yes	E,F
Beckenham Junction	No	Southern	Yes	E,F
City Thameslink	No	FCC	Yes	E,F
Denmark Hill	No	Southern	Yes	E,F
Elephant & Castle	No	FCC	Yes	E,F
Hastings	No	Southern	Yes	E,F
Peckham Rye	No	Southern	Yes	E,F
St Leonards Warrior Square	No	Southern	Yes	E,F
London Blackfriars	No	FCC	Yes	E,F
London Bridge	No	Southern FCC	Yes Yes	E,F
London Charing Cross	No	Southern	Yes	E,F
London Victoria	No	Southern	Yes	E,F
London Victoria	No	Gatwick Express	No	B
London Waterloo East	No	Southern	Yes	E,F
London St Pancras (Domestic)	No	FCC	Yes	E,F

- A. Passengers joining or getting off this operator's trains will not be charged penalty fares, but will be dealt with in line with the current National Rail Conditions of Carriage. It is possible to see who has got off this Operator's trains from the place where checks are carried out.
- B. Passengers joining or getting off this operator's trains will not be charged penalty fares. The trains of this operator use separate platforms, and ticket checks will only affect passengers on trains to which penalty fares apply.
- C. Passengers joining or getting off this operator's trains will not be charged penalty fares. The CTA does not cover the platforms used by this operator.
- D. Passengers who say they have got off this operator's trains (at or around the times when this operator's trains arrive) will not be charged a penalty fare. Only a few trains run by this operator serve this station on any given day.
- E. Penalty fares will be charged to passengers getting off this operator's trains under the terms of that operator's scheme, as long as the authorised collector has been individually authorised to collect penalty fares on behalf of this operator. These authorised collectors will be trained in the details of the other operator's scheme, including the relevant discretion guidelines and how to confirm what ticket facilities are available at the penalty fares stations of the other operator. The identification carried by each authorised collector in line with rule 5 will show the names of the operators for whom he or she is authorised to collect penalty fares.
- F. We will authorise this operator's authorised collectors to charge penalty fares under this scheme on our behalf. These authorised collectors will be given details of this scheme, including the discretion guidelines and details of how to contact the retail control centre.

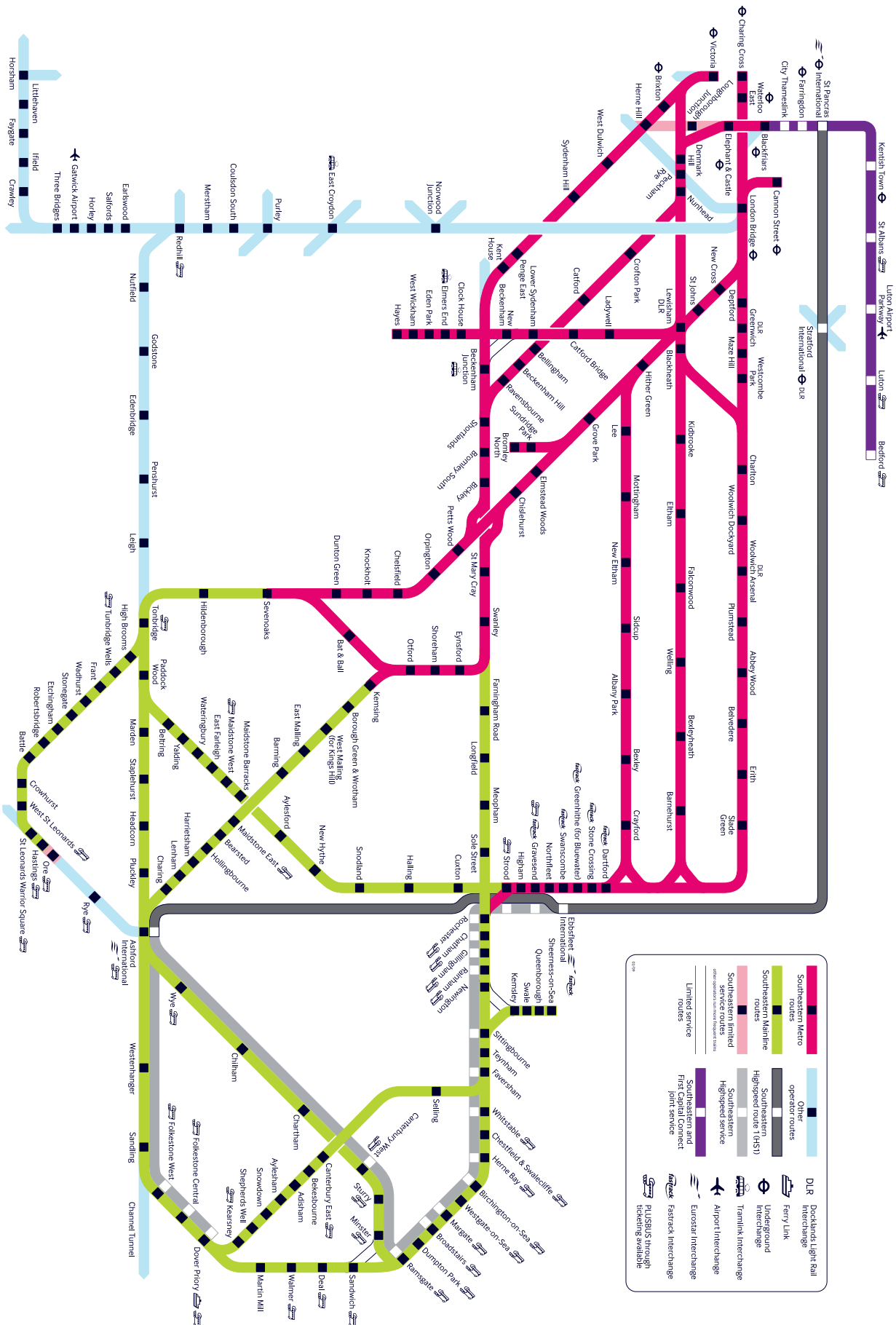
12 Appeals

- 12.1 All appeals against a penalty fare charged under this scheme will be handled by the Independent Penalty Fares Appeal Service (IPFAS). In line with the Penalty Fares Rules, every passenger charged a penalty fare under this scheme will be made aware of their right to appeal. IPFAS' address will be shown on the penalty fare notice, together with details of how to make an appeal.
- 12.2 IPFAS will decide appeals in line with the code of practice approved by the DfT. IPFAS will send passengers a copy of this code of practice if they ask.
- 12.3 We will give IPFAS details of this scheme, including details of ticket facilities and ticket office opening hours, the instructions given to authorised collectors and guidelines for using discretion. We will tell IPFAS about any changes to this information promptly. We will give IPFAS the necessary contact details for the relevant revenue protection managers and ticket offices so that they can investigate appeals.
- We will pay IPFAS a set fee for each appeal, whether or not the appeal is accepted.

Appendices

- Appendix A Map showing penalty fares stations.
- Appendix B Summary of the ticket facilities available at penalty fares stations.
- Appendix C Wording of notices telling passengers that a penalty fares scheme will be introduced, which will be displayed in line with rule 3(4).
- Appendix D Wording of leaflet explaining the penalty fares scheme.
- Appendix E Wording and design of the penalty fares warning notices which will be displayed at every penalty fares station in line with rule 4.
- Appendix F Wording and design of identification for authorised collectors.
- Appendix G Wording and layout of penalty fare receipts and notices (rule 8).
- Appendix H Instructions for Authorised Collectors on the application of penalty fares.

Appendix A



Appendix B

Station	Sales Points	Type of TIS	TVMs		Pertis
			Card/Cash	Card	
Abbey Wood	3	Star	1	1	
Adisham (U)					1
Albany Park	1	Star	1		
Ashford International	3	Star	2	1	
Aylesford (U)					1
Aylesham	1	Star			1
Barming	1	Star			1
Barnehurst	2	Star	1		
Bat & Ball (U)					1
Battle	1	Star	1		
Bearsted	1	Star	1		
Beckenham Hill	1	Star	1		
Beckenham Junction	2	Star/Fastis	2		
Bekesbourne (U)					1
Bellingham	1	Star	1		
Beltring (U)					1
Belvedere	1	Star	1		
Bexley	1	Star	1		
Bexleyheath	2	Star	2	1	
Bickley	1	Star	1		
Birchington-on-Sea	1	Star	1		
Blackheath	2	Star	3		1
Borough Green & Wrotham	1	Star	1		
Brixton	1	Star			1
Broadstairs	1	Star	1		
Bromley North	1	Star	1		
Bromley South	3	Star	3	1	
Canterbury East	2	Star	1		
Canterbury West	1	Star	1	1	
Catford	1	Star	1		
Catford Bridge	1	Star	2		
Charing	1	Star			1
Charlton	1	Star	1		
Chartham (U)					1

Chatham	2	Star	1	2	
Chelsfield	1	Star	1		
Chestfield & Swalecliffe	1	Star			1
Chilham (U)					1
Chislehurst	1	Star	1		
Clock House	1	Star	1		
Crayford	1	Star	1		
Crofton Park	1	Star	1		
Crowhurst	1	Avantix			1
Cuxton (U)					1
Dartford	3	Star	2		
Deal	1	Star	1		
Denmark Hill	2	Star	1		
Deptford	1	Star	1		
Dover Priory	2	Star	1		
Dumpton Park (U)					1
Dunton Green (U)					1
East Farleigh (U)					1
East Malling (U)					1
Eden Park	1	Star	1		
Elmers End	1	Star/Fastis	1		
Elmstead Woods	1	Star	1		
Eltham	2	Star	2	1	
Erith	1	Star	1		
Etchingham	1	Star			1
Eynsford	1	Star			1
Falconwood	1	Star	1		
Farningham Road	1	Star			1
Faversham	2	Star	1	1	1
Folkestone Central	1	Star	1		
Folkestone West	1	Star			1
Frant	1	Star			1
Gillingham	2	Star	1	1	
Gravesend	3	Star	2	1	
Greenhithe for Bluewater	1	Star	1		
Greenwich	2	Star/Fastis	1		
Grove Park	2	Star	2		

Halling (U)					1
Harrietsham	1	Star			1
Hastings	2	Star	1		
Hayes	1	Star	1		
Headcorn	1	Star	1		
Herne Bay	1	Star	1		
Herne Hill	3	Star	2		
Higham	1	Star			1
High Brooms	1	Star	1		
Hildenborough	1	Star	1		
Hither Green	2	Star	3		
Hollingbourne (U)					1
Kearsney	1	Avantix			1
Kemsing (U)					1
Kemsley (U)					1
Kent House	1	Star	1		
Kidbrooke	1	Star	1		
Knockholt	1	Star		1	1
Ladywell	1	Star	1		
Lee	1	Star	1		
Lenham	1	Star			1
Lewisham	3	Star/Fastis	3		
London Bridge	7	Star	7	3	
London Cannon Street	3	Star	2	2	
London Charing Cross	7	Star	4	3	
London Victoria			2	1	
London Waterloo East			3		
Longfield	1	Star	1		
Lower Sydenham	1	Star	1		
Maidstone Barracks (U)					1
Maidstone East	2	Star	1		1
Maidstone West	1	Star	1		
Marden	1	Star			1
Margate	1	Star	1		
Martin Mill	1	Avantix			1
Maze Hill	1	Star	1		
Meopham	1	Star	1		

Minster (U)					1
Mottingham	2	Star	1		
New Beckenham	1	Star	1		
New Cross	2	Star/Fastis	2		
New Eltham	2	Star	2		
New Hythe (U)					1
Newington	1	Star	1		
Northfleet	1	Star			1
Nunhead	1	Star	1		
Orpington	5	Star	2	2	
Otford	1	Star	1		
Paddock Wood	2	Star	1		
Penge East	1	Star	1	1	
Petts Wood	2	Star	1	1	
Pluckley	1	Star			1
Plumstead	1	Star	1		
Queenborough	1	Star			1
Rainham	2	Star	1	1	
Ramsgate	2	Star/Avantix	1		
Ravensbourne	1	Star	1		
Robertsbridge	1	Star			1
Rochester	1	Star	1		
Sandling	1	Star			1
Sandwich	1	Star	1		
Selling (U)					1
Sevenoaks	3	Star	2	2	
Sheerness-on-Sea	1	Star	1		
Shepherds Well	1	Avantix			1
Shoreham (U)					1
Shortlands	1	Star	1		
Sidcup	3	Star	3		
Sittingbourne	2	Star	1	1	
Slade Green	1	Star	1		
Snodland (U)					1
Snowdown (U)					1
Sole Street	1	Star			1
St Johns	1	Star	1		

St Leonards WS	1	Star	1		
St Mary Cray	1	Star	1	1	
Staplehurst	2	Star	1		
Stone Crossing	1	Avantix			1
Stonegate	1	Star			1
Strood	1	Star	1		
Sturry	1	Avantix			1
Sundridge Park	1	Star	1		
Swale (U)					1
Swanley	2	Star	1		
Swanscombe	1	Star			1
Sydenham Hill	1	Star	1		
Teynham	1	Star			1
Tonbridge	3	Star	2	1	
Tunbridge Wells	3	Star	2	1	
Wadhurst	1	Star	1		
Walmer	1	Star	1		
Wateringbury (U)					1
Welling	2	Star	2		
West Dulwich	1	Star	1		
West Malling	1	Star	2		
West St Leonards	1	Star			1
West Wickham	1	Star	1		
Westcombe Park	1	Star	1		
Westenhanger (U)					1
Westgate-on-Sea	1	Star	1		
Whitstable	1	Star	1		1
Woolwich Arsenal	3	Star	2		
Woolwich Dockyard	1	Star	1		
Wye	1	Star			1
Yalding (U)					1

