

Getting you back on track



Back on Track

KEOLIS amey
DOCKLANDS

NHS
East London
NHS Foundation Trust



A joint initiative between KeolisAmey Docklands operator of the DLR and the east London NHS Foundation Trust

Contact BOT@keolisameydlr.co.uk to find out more



Back on Track is an award winning scheme established in 2015 for all travelling on the DLR. Our team provide supervised visits on the DLR for individuals, restoring their confidence and enabling them to travel confidently on the railway. We aim to address these issues and get people out and about in east London, enjoying the facilities and experiences around them with the help of the DLR.

Who we are?

KeolisAmey Docklands (KAD) operates and maintains the Docklands Light Railway (DLR) under franchise for DLRL, part of Transport of London. We work in partnership with the east London NHS Foundation Trust (ELFT) and provide outpatient support to adults in the boroughs of Tower Hamlets & Newham.

Who are our dedicated teams?

Our users are supported by our Community Mental Health Nurses and Community Ambassadors trained in mental health awareness by the east London NHS Foundation Trust. Our Community Ambassadors provide and facilitate accessibility trips to show people how to use the DLR and promote the benefits of using it. Ambassadors assist individuals to travel confidently and independently.

Who we help

- People suffering from mental health issues
- People suffering from isolation and loneliness
- People in recovery from treatment who spend their days isolated or excluded from society
- People lacking in confidence to leave their home and travel on public transport.
- People who experience mild to severe anxiety using public transport
- People who have had a recent change in circumstance and just need a little support (e.g. pregnancy mobility)

Benefits of the Back on Track scheme

- Build confidence when travelling on the DLR
- Get more out of life and feel part of their local communities
- Promotes mental health awareness
- Promotes safe travel
- Making DLR accessible to all

How to get involved

Anyone can be referred to the Back on Track scheme. Referrals can also be made by GPs, community mental health nurses or care co-ordinators.

Hear from one of our users

“I was referred to the scheme by the NHS. I suffer with anxiety when travelling and get nervous and agitated around others. Back on Track helped me to feel comfortable and gain confidence when travelling on the trains. I'm grateful for the support I've received by the Ambassadors and the NHS nurses in getting me back on public transport.”



If you are interested and would like to find out more about this service, please email BOT@keolisameydlr.co.uk and discover how we can assist you.