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10 April 2017

Peter Strachan  
Managing Director  
Caledonian Sleeper

Dear Peter

**Review of Serco Caledonian Sleepers Limited Disabled People's Protection Policy (Condition 5 of your GB Statement of National Regulatory Provisions: Passenger)**

Thank you for providing updated versions of your Disabled People's Protection Policy (DPPP) documents for review. A copy of your revised DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

I confirm that we have reviewed your DPPP against the 2009 Guidance "*How to write your Disabled People's Protection Policy: A guide for Train and Station Operators*" (the Guidance) and can confirm that your revised DPPP meets the requirements of Condition 5 of your GB Statement of National Regulatory Provisions: Passenger (SNRP).

We welcome the following commitment, which we believe will have a positive impact for passengers:

- Your plans to establish an Accessible Travel Group in 2017 which will meet every six months to review the service you offer to our older and disabled passengers and suggest improvements; and
- Your plans to install Totem information points across the stations you serve by 2018. These will provide information about Caledonian Sleeper services and passengers will be able to contact your Guest Service Centre direct from them.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance. We also sought views on your policies from Transport Focus, London TravelWatch and the Disabled Persons Transport Advisory Committee (DPTAC).


The main areas where you clarified your policies during our review were:

- **Booking assistance for travel on 27 December:** Your Guest Services Centre is closed 25 and 26 December, meaning that passengers wishing to book assistance for travel on 27 December must give more than 24 hours' notice. This does not meet the requirements of the guidance. You have therefore amended your document to advise passengers to contact the National Rail Enquiries (NRE) booking line on these dates. NRE will transfer calls to an open call centre in order that passengers are able to make arrangements.

- **Provide assistance when booked in advance:** The guidance states that operators are expected to provide assistance, when booked in advance, at any station during the hours that trains are scheduled to serve that station. The assistance that TOCs provide will be dependent upon the needs of the passenger, and may include alternatives to providing staff (such as accessible taxis), if this is acceptable to the passenger but TOCs should be mindful of allowing passengers to make as much of their journey by rail as possible. You have clarified that in the case that your trains call at an unstaffed station when a passenger requiring assistance wishes to use it, you will discuss with the passenger what help they require and, as Caledonian Sleeper does not manage any stations, make the appropriate arrangements with the relevant Station Facilities Operator. We note that it is the responsibility of Caledonian Sleeper to ensure that the assistance agreed with your passenger is provided.

In addition to this, please note that we expect all supporting information, such as that provided on your website and on your trains, to be consistent with the information provided in your DPPP.

Yours sincerely,



**Annette Egginton**



CALEDONIAN  
SLEEPER

# Making rail accessible helping older and disabled passengers

1st March 2017 to 1st March 2018



[sleeper.scot](http://sleeper.scot)

The information in this document was correct at the time of printing. Any changes to facilities and services on stations since the publication of this document can be found on our website (**[sleeper.scot](https://www.sleeper.scot)**) and National Rail Enquiries website.

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## 1 **We are proud to run the Caledonian Sleeper**

At the heart of our service is outstanding hospitality that reflects the best of Scotland. Led by our Guest Experience Director, we aim to make our services more accessible, as improving access for disabled passengers will benefit others, including older passengers, pregnant women, and parents with small children.

Our Disabled People's Protection Policy sets out how we currently meet the needs of passengers who are disabled or mobility impaired. It also includes our plans for further improving accessibility and on board services that will benefit all passengers who choose to travel with us.

## 2 Policy summary

Under the Equality Act 2010 we are committed to maintaining and improving current standards of accessibility to our services for our older and disabled passengers as well as all other passengers. We report regularly on our progress against our KPIs (key performance indicators, or standards we measure our performance against). For more details on our KPIs, please see the other part of our Disabled People's Protection Policy, called the Guide to our Policies and Practices, which is available on our website, **[sleeper.scot](http://sleeper.scot)**. If you would like the policy in an alternative format, such as Braille or audio, please contact our Guest Service Centre (see section 8 for contact details).

Our policy is to work with and involve groups who represent disabled people, and other stakeholders such as Mobility Access Committee Scotland (MACS).

### **Accessible Travel Group**

We will create an Accessible Travel Group. This will be made up of Mobility Access Committee Scotland, our accessibility advisers and other relevant stakeholders. This group will meet every six months to review the service we offer to our older and disabled passengers and suggest improvements. It will be chaired by the Guest Experience Director. Where appropriate, we will use suggestions to improve our service.

### **Investment in new trains**

The Caledonian Sleeper will benefit from an investment of over £100 million in new train coaches from Transport Scotland. We have carried out a design review in 2016, open to all stakeholders, and have used feedback to improve accessibility of our trains.

Please speak to our Guest Service Centre or look at our website **sleeper.scot** for more information.

## 2.1 **Review and update**

We will review our Disabled People's Protection Policy and use all relevant feedback we receive to improve our service to older and disabled passengers.

## 2.2 **Working with others**

Our Accessible Travel Group meetings are the main way we discuss accessibility issues. We also invite feedback through our website **sleeper.scot**, by post, by phone and to our staff, to make sure we monitor and improve accessibility. We work with the Rail Delivery Group, other train-operating companies, Transport Scotland, the Department for Transport, and Network Rail to improve the Passenger Assist System, to:

- make it easier to book assistance before travelling and reduce the notice you have to give;
- make it easier to make repeat bookings for assisted travel service;
- send cancellation emails to manned stations to tell staff if you have booked an assisted travel service but changed your travel plans; and
- if you have booked help at an unmanned travel station, liaise with the relevant station operator to tell you the assistance arrangements, which in some cases may be a taxi to the nearest accessible station.



## 2.3 Assistance for passengers

We are fully committed to Passenger Assist, the nationwide system for booking travel assistance. Passenger Assist allows you to book help when travelling anywhere on the National Rail network, and all British train operators use it. This system can email you confirmation of your journey, as long as you book in advance and provide an email address when you book.

### How to book Passenger Assist Services

1. Book on our website at **sleeper.scot** using the 'Contact us' form.
2. Call our Guest Service Centre on this standard rate number – **0330 060 0500** (textphone **01463 231 951**).
3. Next Generation Text Service service on **18001 0330 060 0500** (for people who are hard of hearing).
4. You can also book at any railway station in Great Britain which has a ticket office.

We recommend that you book travel assistance when you book your journey, and at the latest by 3pm on the day you travel. This ensures that we are able to make necessary arrangements to help you on and off the train. If you have not booked assistance, we will try to provide assistance, but we cannot guarantee that it will be available if you have not booked.

We strongly encourage you to give us your mobile number and email address when booking so that we can contact you, should it be necessary to make a change to arrangements.

## 2.4 **Passenger Assist**

Passenger Assist is summarised as:

- assistance with buying tickets and booking seats and cabins;
- meeting you when you arrive at the station;
- helping you to get into the station from the taxi rank, where staff other than booking office staff are available;
- help you to move around the station, get on or off the train;
- guidance for blind or partially sighted passengers;
- installing a ramp to help you get on and off trains, and providing assistance to use it;
- helping you with your luggage, subject to National Rail Conditions of Travel cross reference
- providing a taxi to take you from an inaccessible station, to an accessible one, free of charge;
- make onward travel reservations on services run by other train companies, if this is available;
- arrange assistance to and from connecting train services; and check the accessibility of our trains and the stations we serve.

If the type of assistance that you need is not on this list, please call us to discuss your needs and we will do our best to arrange the assistance that you need to use our services.

When you use Passenger Assist, we can provide you with information, such as which stations are accessible and which stations may have temporary restrictions preventing you from using them. If this is the case we can arrange transport, usually a taxi, for you so that you can join or leave our service at the nearest accessible station. Please see section 3.1 for more details.

All of the stations we serve are operated by other companies. Up-to-date information on the facilities and accessibility of each station can be found on the National Rail Enquiries website at **[nationalrail.co.uk/stations\\_destinations/default.aspx](https://nationalrail.co.uk/stations_destinations/default.aspx)**. You can also find this on the station operator's own website.

Network Rail runs Edinburgh Waverley, Glasgow Central High Level and London Euston stations. Assistance at these stations is provided by Network Rail, although you can book it through our Guest Service Centre.

ScotRail runs the other 41 stations that we serve in Scotland. Assistance at the station is provided by ScotRail station staff but you can book it through our Guest Service Centre.

Virgin Trains is responsible for managing Carlisle, Preston and Crewe stations. Assistance at the station is provided by Virgin staff but you can book it through our Guest Service Centre.

London Midland is responsible for managing Watford Junction. Assistance at the station is provided by London Midland station staff but you can book it through our Guest Service Centre.

If you are disabled and would need particular help in an emergency, please tell either our Guest Service Centre before your journey or our on board staff at the time you board the train.

If you will need help at stations we strongly advise you to plan your journey in advance, and to book through the Passenger Assist system, available from our Guest Service Centre.

When assistance has been booked in advance, we are committed to assisting you off the train as soon as possible on arrival at your destination, and within a maximum of 5 minutes wherever reasonably practicable. Your on board host will ensure that your booked assistance is carried out as planned, and be on hand to assist you should there be anything you require.

If you wish to travel to or from an unstaffed station we can still provide assistance to help you make your journey. We want to do everything that we reasonably can to help you make your journey, so please contact us to discuss your individual circumstances and the help we can provide to support you.

If your assistance needs require it, alternative transport can be provided, such as a taxi, at no extra cost to you, to take you to the most convenient staffed station, where a member of staff will be available to assist you. We will discuss with you how best to meet your needs and to make as much of your journey by rail as possible.

## **3 Alternative assistance transport**

### **3.1 Accessible stations**

If you wish to use a station that is inaccessible to you (for example, because of stairs) we will book a taxi, at no extra charge, to take you between the inaccessible station and the nearest or most convenient one that is accessible to you. Please speak to our Guest Service Centre to discuss your individual requirements and whether you need an accessible taxi.

### **3.2 Disruption**

If our services are disrupted, we will take all reasonable steps to provide alternative accessible transport to take you (and anyone travelling with you) to the nearest or most convenient accessible station, in line with the destination on your rail ticket. If there is no alternative accessible transport available, we will provide accommodation if required and onward travel the following morning to ensure you reach the destination on your rail ticket. There is no additional charge for this service.

### **3.3 Planned disruption**

If there is planned engineering work, our Guest Service Centre will contact you in the way you said you would prefer when you booked Assisted Travel. They will tell you about any planned disruption and any alternative arrangements. There will be no charge to travel via alternative arrangements.

### **3.4 Unplanned disruption**

If you have a ticket to travel on our services and the service is disrupted, we will take all reasonable steps to provide alternative accessible accommodation and transport, at no extra charge, to take you (and anyone travelling with you) to the destination on your ticket.

If a train cannot continue after starting its journey, our on board staff will arrange assistance for you for the rest of your journey or for accommodation, if necessary. Our staff will keep you fully informed of the changes that have to be made to allow you to complete your journey.

### 3.5 **Guest information**

We provide up-to-date information about the accessibility of stations that we serve, and our trains, within 24 hours of being told of any changes. This information will be available from the National Rail Enquires website and on **sleeper.scot**

We will also update our information in hard copy and alternative formats (large print, Braille and audio) at least once a year through our regular review of our Disabled People's Protection Policy and passenger document.

## 4 Tickets and Fares

We accept two types of tickets on board the Caledonian Sleeper:

- National Rail Anytime and Off Peak tickets, and BritRail passes, valid between stations served by Caledonian Sleeper for part or all of your complete rail journey. With these tickets you need to purchase an additional supplement or reservation to travel on the Caledonian Sleeper
- Caledonian Sleeper tickets - You can also buy a dedicated Caledonian Sleeper ticket which is only valid for travel on the Caledonian Sleeper and includes a reservation for your chosen type of accommodation. These tickets offer great value for money if your journey is entirely on our services.

Figure 1 shows how you can buy tickets and make reservations. For a full list of fares, please see our website, **sleeper.scot**. Please note you can book Passenger Assist using our website, Guest Service Centre or by visiting any UK rail station with a booking office.

Figure 1: **How to buy tickets**

Method	Access	Getting your ticket
Website	<b>sleeper.scot</b>	Post Self print Self-service ticket machine
Guest Service Centre	Tel: 0330 060 0500 Textphone: 01463 231 951	Post Self print Self-service ticket machine
Any UK rail station with a ticket office	Any station with a ticket office. For a full list, please see the National Rail Enquiries website, <b>nationalrail.co.uk</b> .	From ticket office

You will be able to pick up tickets and reservations for travel at any station with a self-service ticket machine. However, you will not be able to buy Caledonian Sleeper tickets or reservations from a self-service ticket machine.

If it is difficult for you to buy a ticket in advance because your disability or mobility problem means you cannot use the ticket machine to pick up your ticket, you can choose to receive tickets by post. If it is not possible to book in advance and receive tickets in the post, you will be able to buy tickets on board the Caledonian Sleeper without penalty and still receive reductions on your fare, if you are entitled to them.

#### 4.1 Disabled Persons Railcard

We accept the Disabled Persons Railcard (DPRC), which offers discounts to you and your travelling companions on a range of rail tickets, across Britain. For more information please go to [disabledpersons-railcard.co.uk](https://disabledpersons-railcard.co.uk)

Figure 2 shows the discounts available using the Disabled Persons Railcard on Caledonian Sleeper tickets. For a full explanation of our fares, please see our Guest Charter or our website, [sleeper.scot](https://sleeper.scot).

Figure 2: **Disabled Persons Railcard – discounts on fares**

Fare types	First Class Sleeper Berth	Standard Class Sleeper Berth (Twin or Solo)	Standard Sleeper Seat
Caledonian Sleeper advance fare (travel by sleeper only)	34%	34%	34%
National Rail Anytime fare	34%	34%	34%
National Rail off-peak fare	34%	34%	34%



You can find more information (including information about discounts for older and disabled passengers) available at the website **[disability-onboard.co.uk](https://www.disability-onboard.co.uk)**.

## 5 At stations

We serve 48 stations, all of which are managed by other operators. Access to stations varies considerably as most stations were built in the 19th century when the needs of people with disabilities were rarely considered. We are working closely with the relevant station operators (ScotRail, Virgin West Coast, London Midland and Network Rail) to try to improve access for you at these stations.

A list of stations and the train operating company that operates them is shown in Appendix 1. Station operators are responsible for the maintenance, operation and upkeep of the station.

### 5.1 Station entrances

If for any reason the operators of the stations we use have to alter their facilities, and you have booked using Passenger Assist, we will let you know beforehand about any temporary or permanent changes by putting the information on our website. We will also keep you informed by phone or email depending on your contact preferences. Station operators have a commitment not to be able to reduce access without the prior approval of the Department for Transport in England or Transport Scotland in Scotland.

Please note the ticket gates are the responsibility of the station operator who operates each station.

### 5.2 Help points

Most of the stations that we serve have help points on the station platform. If you need assistance, please use the help points to speak to the station operator.

### 5.3 Audio and visual information

At stations where there are audio and visual passenger-information systems, station operators have a duty to make sure that the information displayed is easy to see and keeps to industry standards covering train departures and other relevant messages, particularly in the event of delays or disruption. If this is not the case please let us know by speaking to on board staff or our Guest Service Centre and we will bring this to the attention of the station operator to resolve any issues.

### 5.4 Information display points

If you have arranged assistance at staffed stations, we recommend you go to the agreed meeting point to let staff know that you have arrived. There is a dedicated mobility assistance point at London Euston, Glasgow Central and Edinburgh Waverley.

For all other staffed stations, please go to the ticket office if you did not arrange an alternative meeting place when you booked the assistance. Please speak to the Guest Service Centre to agree the meeting place for unstaffed stations.

**Induction loops:** Nearly all of the stations we serve have help points fitted with induction loops. These are usually on the platform, close to entry points, or at the ticket office. If you wish to find out if there is an induction loop at the station please see National Rail Enquiries website for more information or ask our Guest Service Centre for more information.

**Telephone help point:** There are telephone help points at all 48 stations we serve and most have an induction loop. Help points are linked to the relevant station operator's communications centre. You can use the help points to check train

running times, get help during disruption and report crime and emergencies.

**Totem information points:** We are currently introducing 'totem' information points across the stations we serve. All totems will be in place on the station platform by 2018 and will operate 24 hours a day. Totem information points are for information about Caledonian Sleeper services only and you will be able to contact our Guest Service Centre direct from them. All of the totems have an induction loop and a large screen and have been tested by a group of passengers with disabilities.

### 5.5 Ticket machines

There are self-service ticket machines at many of the stations that we serve. Working with the station operator we commit to ensuring that where automatic ticket machines are provided at stations, they have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion.

As outlined in section 4, we accept two types of tickets on board the Caledonian Sleeper:

- 1) National Rail Anytime and Off Peak tickets, and BritRail passes, valid between stations served by Caledonian Sleeper for part or all of your complete rail journey. With these tickets you need to purchase an additional supplement or reservation to travel on the Caledonian Sleeper.

Please note you cannot buy a supplement or reservation for Caledonian Sleeper using a ticket machine. These can only be bought from our Guest Service Centre or our website **[sleeper.scot](http://sleeper.scot)**. You can pick up prepaid tickets for Caledonian Sleeper from a self-service ticket machine at the stations we serve. You will need the payment card you used

to buy the tickets, and your booking reference number.

- 2) Caledonian Sleeper tickets – You can also purchase a dedicated Caledonian Sleeper ticket which is only valid for travel on the Caledonian Sleeper and includes a reservation for your chosen type of accommodation. These tickets offer great value for money if your journey is entirely on our services and can be bought from our website **sleeper.scot** or our Guest Service Centre.

You cannot buy dedicated Caledonian Sleeper products from a ticket machine. If you buy tickets from the Guest Service Centre you will be able pick up pre paid dedicated 'Caledonian Sleeper' only tickets from self-service ticket machines at stations. You will need the payment card you used to buy the tickets and your booking reference number.

If you want to buy tickets for other journeys on services which are not operated by Caledonian Sleeper, the machines at the stations that we serve can issue discounted tickets to holders of a Disabled Persons Railcard (DPRC) and the holder's companion as well as the Senior Railcard and other railcards. These machines also meet the requirements of the 'Accessible Train Stations - Code of Practice' current at the time they were installed.

## 5.6 **Ticket gates**

There are automatic ticket gates at 10 Scottish stations and four English stations we serve. All of these stations have at least one automatic wide-aisle gate for passengers needing this type of access. The gates are staffed but if staff are not available to operate them, they will be locked in an open position.

Please note the ticket gates are the responsibility of each station operator who operates each station.

### 5.7 Ramps

There are ramps at all of the accessible staffed stations that we serve. We also have portable ramps on all of our Caledonian Sleeper trains. Our on board staff, or station staff, will put the ramps in place to help you on and off the train. You do not need to pre-book this service if the station you wish to use is staffed. Please let on train staff know that you will need to use a ramp at your destination station and they will deploy the ramp upon request.

Our on board staff can help you on or off the train at stations which are unstaffed or at stations where there are no staff available at the time to help you. For help going into unstaffed stations, please call our Guest Service Centre.

### 5.8 Luggage

If you are travelling with luggage, we are happy to help you. However, please bear in mind that our on board staff also have other duties so we are only aware you will need help if you have booked the service through our Guest Service Centre. If you aren't able to book, we will offer help whenever we can but unfortunately we cannot guarantee it.

There is no charge for our staff helping with your luggage. Please consider the weight, size and quantity of your luggage as there is limited space available on board. If possible, please only have one item of hand luggage (that you must be able to hold on your lap if necessary), plus up to two items of luggage each no bigger than 30cm x 70cm x 90cm (in line with National Rail Conditions of Travel).

### 5.9 Left luggage

A list of left luggage facilities at the stations we serve is shown in Figure 3. All left luggage facilities are staffed and have step free access. Please see the luggage operator at the station for prices and further details.

Figure 3: **Left luggage**

Facility	Stations
Luggage lockers	Glasgow Queen Street, Aberdeen, Inverness, Fort William
Left luggage facilities (staffed)	Glasgow Central, Edinburgh Waverley, London Euston

### 5.10 Showers

Accessible showers are available at London Euston, Glasgow, Edinburgh Waverley, Aberdeen, Fort William and Inverness. Access to showers is dependent on ticket type, please see our Guest Charter for more details.

## 6 Train information

For the first three years of our franchise, we will run the existing trains on all of our routes. You can find more information, including pictures of the inside of the train, on our website **sleeper.scot**. For each journey, passengers who are travelling in cabins will receive a tour from our on board staff to make sure they are familiar with all of the facilities in the cabins. Passengers in the seated coach receive a brief overview of facilities when they board the train. Please see Figure 4 for the accessibility of Caledonian Sleeper trains.

Figure 4: **Accessibility - Caledonian Sleeper**

Accessible cabin	Yes ( two per full-length 16-coach train)
Wheelchair access	Yes (accessible cabins only)
Accessible toilet	Yes (one per coach with accessible cabin)
Standard toilet	Yes (two per coach without accessible cabin)
Boarding ramp available	Yes
Priority seating	No
Audio information	No
Visual information	No
Staff available on board	Yes

We will introduce new Caledonian Sleeper trains by April 2018. These will have significantly improved access compared with current trains. We have consulted with user groups as part of our design review process, and look forward to delivering a significantly improved environment for our guests.



## 6.1 Audio and visual information

Because the Caledonian Sleeper service runs during the night, we do not issue audio or visual announcements except during an emergency. Until the new trains are running in 2018, there will be no public address system on board the Caledonian Sleeper.

If you wish to receive audio or visual updates during the journey (for example to let you know that you are approaching your stop), you can request this when you board from our on board staff and they will speak to you at the appropriate time.

If there is an emergency, and you have told our staff on board about your disability, they will make sure that you have enough time to prepare to leave the train. We have detailed evacuation procedures and all of our on board staff receive regular training in evacuation procedures and ensure that help is provided to passengers with disabilities.

## 6.2 Wheelchairs and scooters

You can take wheelchairs on board. Unfortunately, due to physical restrictions, we can only accept wheelchairs that are no wider than 70cm and no longer than 120cm, and the combined weight of passenger and wheelchair must be less than 300kg. Please ensure that your wheelchair meets these requirements before travel.

Due to current restrictions, we regret that we are unable to take mobility scooters on board.

### 6.3 Assistance dogs

Assistance dogs travel free on our services. We prefer all assistance dogs to travel in a cabin, (either occupied on a solo basis or with someone known to the assistance dog owner), for the comfort of other passengers that may suffer from allergies. If you book to travel in a standard sleeper seat with an assistance dog we will, subject to availability, upgrade you, free of charge, to a cabin. When you are booking your ticket, please let us know if you are travelling with an assistance dog by 3pm on the day of travel at the latest, so our on board staff can know to expect you and your assistance dog and reserve a cabin in advance.

If you do not want to book in advance and are travelling with an assistance dog, you will be able to travel subject to our normal rules of availability.

Our policy on pets is outlined in our Guest Charter.

### 6.4 Catering

Each of our trains offers a full catering service from our lounge car, offering evening meals, breakfast, snacks, hot and cold drinks and alcohol. We also offer adapted cutlery with larger handle diameters for passengers who may find these easier to use. All menus are available in large print and online from **sleeper.scot**, allowing you to plan your journey in advance.

If you have a mobility impairment which means that you are not able to eat in the lounge car, please speak to our on board staff who will be able to deliver food to your cabin.

## 7 Making connections

### 7.1 Connections to other train services

We realise you may need extra time to make train connections and to transfer between trains. Please speak to our Guest Service Centre who can advise you about the time required when booking. Further journey planning information can be found from **Traveline Scotland** on **0871 200 22 33**.

Providing you have booked assistance our on board team will assist you from the train to the station staff, who will provide assistance to your connecting train. If you haven't booked assistance please let our on board staff know so they can arrange it upon your arrival at the connecting station.

Departure platforms are always subject to change. Please ensure that you check with station staff at the station your train is leaving from.

### 7.2 Connections with other transport providers

Please see **[sleeper.scot](https://www.sleeper.scot)** for connections with other transport providers. If you have any questions, please contact the Guest Service Centre.

## 8 Contact details

We would like to hear from you about this document and how we can make our service more accessible. Your comments are always welcome and you can contact us in the following ways.

**Caledonian Sleeper**  
**Guest Service Centre**  
**1 Union Street**  
**Inverness**  
**IV1 1PP**

Phone: **0330 060 0500**

Textphone: **01463 231 951**

Email: **enquiry@sleeper.scot**

Website: **sleeper.scot**

Calls may be recorded. The maximum call charge from a BT landline is 9p plus up to 9p per minute. Business rates and calls from other networks may vary.

### 8.1 Alternative formats

We want to make the Caledonian Sleeper as accessible as possible. Please contact our Guest Service Centre or email **enquiry@sleeper.scot** to request large print, Braille and audio versions of this document, our Disabled People's Protection Policy, or our feedback forms. We will send you the appropriate version within seven days of your request.

## Appendix A

### **Accessible station facilities**

Figure 5 overleaf shows the stations that we serve. For more information on accessibility at these stations, please see the National Rail Enquiries website at **[nationalrail.co.uk/stations\\_destinations/default.aspx](https://nationalrail.co.uk/stations_destinations/default.aspx)**. This site can provide the most up-to-date information. If you need more details, please contact the Guest Service Centre or the station operator.

Figure 5: **Stations that we serve**

Station	Operator	Phone number	Step-free Access
Watford Junction	London Midland	0344 811 0133	Yes
London Euston	Network Rail	08450 000 033	Yes
Glasgow Central			Yes
Edinburgh Waverley			Yes
Crewe	Virgin	0845 000 8000	Yes
Preston			Yes
Carlisle			Yes
Glasgow Queen Street (Low level)	ScotRail	0845 601 5929	Yes
Dalmuir			Yes
Dumbarton Central			Yes
Helensburgh Upper			Yes
Garelochhead			No
Arrochar & Tarbet			No
Ardlui			No
Crianlarich			No
Upper Tyndrum			No
Bridge of Orchy			No
Rannoch			No
Corrour			Yes
Tulloch			Yes
Roy Bridge			No
Spean Bridge			Yes
Fort William			Yes
Carstairs			No
Falkirk Grahamston			Yes
Stirling			Yes
Dunblane			Yes
Gleneagles			Yes

Station	Operator	Phone number	Step-free Access
Perth	ScotRail	0845 601 5929	Yes
Dunkeld & Birnam			Yes (Southbound)
Pitlochry			Yes
Blair Atholl			Yes
Dalwhinnie			Yes (Southbound)
Newtonmore			Yes
Kingussie			Yes
Aviemore			Yes
Carrbridge			Yes
Inverness			Yes
Inverkeithing			Yes
Kirkcaldy			Yes
Leuchars (for St Andrews)			Yes
Dundee			Yes
Carnoustie			Yes
Arbroath			Yes
Montrose			Yes
Stonehaven			Yes (Southbound)
Aberdeen			Yes
Motherwell			Yes









The information in this document was correct at the time of printing. Any changes to facilities and services on stations since the publication of this document can be found on our website (**[sleeper.scot](https://www.sleeper.scot)**) and on the National Rail Enquiries website.



CALEDONIAN  
SLEEPER

# Making rail accessible guide to policies and practices

1st March 2017 to 1st March 2018



[sleeper.scot](http://sleeper.scot)

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# 1 Our strategy

Under the Equality Act 2010, we are committed to maintaining and improving current standards of accessibility for our older and disabled passengers, as well as all other passengers. We are also committed to meeting the standards set out in Guidance provided by the Office of Rail and Road which is responsible for approving our policies in this area. Our policy is to work with and involve groups representing disabled people, and other stakeholders such as Mobility Access Committee Scotland.

## **Accessible Travel Group**

In 2017, we will create an Accessible Travel Group, made up of stakeholders such as Mobility Access Committee Scotland, our accessibility advisers and other relevant stakeholders. It will be chaired by our Guest Experience Director and will meet every six months to review the service we offer to our older and disabled passengers and suggest improvements. Where possible, we will use these suggestions to improve our service. We will make the notes available upon request and more information in the remit and work plan is available on request.

## **Investment in new trains**

The Caledonian Sleeper will benefit from an investment of over £100 million in new coaches, which will be in service from April 2018 onwards. In 2016 we carried out a design review process to finalise the design of our new trains, which will be compliant with the current accessibility legislation. We also asked for input from stakeholders during 2016, using public consultation to improve accessibility as part of this process.

## 2 Management arrangements

### **How we incorporate our Disabled People's Protection Policy (DPPP) into business and project planning**

We consider accessibility in everything we do and introduce improvements as quickly as we reasonably can after an issue has been identified. Accessibility is a permanent item on the agenda at our directors' meeting and our Guest Experience Director monitors it using KPIs (key performance indicators, or standards we measure our performance against). We will also provide data to the Office of Rail and Road to help it monitor our performance in meeting the needs of older and disabled passengers.

### **Senior management reporting arrangements**

Our Guest Experience Director is responsible for our disabled people's protection policy and reports to the Managing Director. The Guest Experience Director will make sure that accessibility is a central part of our business plans and of the planning stage of all relevant major projects. The Guest Experience Director is responsible for ensuring sure that the needs of our older and disabled passengers are met, and that complaints are addressed and resolved.

### **How managers and staff are made aware of their responsibilities to disabled passengers**

All our managers and staff receive disability-awareness training at least once a year. All of our on board staff have a duty to provide assistance and information to our older and disabled passengers as well as suggesting improvements. These suggestions are recorded and reviewed by our Guest Experience Director.

We operate a management system with procedures which ensure that services and facilities for disabled passengers are provided according to our DPPP.

### 3 Monitoring and evaluation

So that we can monitor progress and check that we are improving accessibility in line with our vision to create an iconic guest experience we record all feedback, including complaints and compliments, and our Guest Experience Director reviews this. Please see our Customer Complaints Handling Procedure available on board our trains, from the staffed stations we serve and from **sleeper.scot**. Feedback information includes the number of passengers travelling on our Caledonian Sleeper using a Disabled Persons Railcard (DPRC), Passenger Assist bookings made by passengers and delivered by staff, and comments received from our passengers about accessibility. We monitor how effective our policies and practices which deal with our older and disabled passengers are, and thus we identify and deal with any day-to-day issues as quickly as possible. We will also commission an annual audit by our independent accessibility consultants, which we use to improve the service we offer.

#### Passenger Assist

We participate in Passenger Assist, the nationwide booking system for booking assistance. This can be booked via our Guest Service Centre (0330 060 0500 or book via textphone: 0146323195) or via the contact us form on our website **sleeper.scot**. Each day, our guest ambassadors review all Passenger Assistance reservations for the Caledonian Sleeper made through our Guest Service Centre and other train operators to make sure that they have been made correctly, and that we can provide appropriate assistance on board and at the stations we serve. We provide sufficient resource to maintain Passenger Assist and improve performance. We will report use of Passenger Assist to Transport Scotland and review our policies annually.



## 4 Improvements to access

Access to the stations we serve, and the facilities and assistance available, varies considerably. Most of the stations that we serve were built in the 19th century when the needs of people with disabilities were often not given much attention. Considerable improvements have been made at a number of stations across the national rail network and we will work with station operators to continue to improve the stations we serve. At present passengers can overcome these physical barriers by arranging assistance through Passenger Assist.

Any improvements will meet the persons of reduced mobility technical specification (PRM TSI) and the 'Accessible Train Station Guide for disabled people: A Code of Practice'. We have a budget of £25,000 a year for minor work to improve access at stations. Each year, our Guest Experience Director, working with our Accessible Travel Group will plan how we will spend this. They consult the Disabled Persons Transport Advisory Committee (DPTAC), Transport Focus, Network Rail and the relevant train-operating companies serving each station. This will also complement our existing station plans to roll out Caledonian Sleeper information totems at each of the stations we serve and improvement to waiting rooms and building showers at Stirling, Perth and Dundee by April 2018.

The Caledonian Sleeper will benefit from an investment of over £100 million in new train carriages. We held a design review process in 2015, open to all stakeholders, to make sure that our new trains set a benchmark for 21<sup>st</sup> century accessibility standards. Please speak to our Guest Service Centre or look at our website **[sleeper.scot](http://sleeper.scot)** for more information.

## 5 Working with others

Our Guest Experience Director works with and involves groups representing disabled people and other stakeholders such as Mobility Access Committee Scotland. They will receive written updates, through our website, from our Accessible Travel Group, who will meet every six months. We will also be supported by our accessibility consultants throughout our 15-year contract to run the Caledonian Sleeper and we will meet with them regularly to review our progress in improving access to our older and disabled passengers.

We involve stakeholders across our routes by covering accessibility issues as they arise during our regular stakeholder meetings with regional transport partnerships in Scotland, local authorities, councils and community rail partnerships and interest groups. Please contact [enquiry@sleeper.scot](mailto:enquiry@sleeper.scot) to obtain more information. We also invite our passengers and interested stakeholders to give us feedback at our 'Meet the Manager' events every three months, by contacting our Guest Service Centre, or on our website [sleeper.scot](http://sleeper.scot).

## 6 Staff training

All of our staff receive disability-awareness training every year. This includes guidance on providing assistance to passengers with visible and hidden disabilities, including those with sight or hearing problems, physical and mobility difficulties, learning disabilities or cognitive loss, mental-health issues or speech difficulties, and those who have been temporarily disabled through illness, injury or surgery.

Our on board staff also receive appropriate training on helping our older and disabled passengers when boarding and leaving our trains and while on board. All of our staff who deal directly with passengers will receive communication training and our guest ambassadors have been trained to communicate clearly. We provide an annual report to Transport Scotland and the Office of Rail and Road on the training our staff have received.

## 7 Emergency procedures

We understand that our older and disabled passengers may need particular assistance if their train or station has to be evacuated. We have detailed internal procedures for our on board staff to follow when assisting older and disabled passengers. All of our on board staff are told about these procedures as part of their training and the procedures are updated regularly.

In most cases, it is often safer to stay on the train if there is an incident. If a train or station has to be evacuated, our on board staff will help all passengers, including those with mobility issues leave the train, and arrange accommodation and travel for the rest of their journey if appropriate. The current trains we operate do not have a public address system.

Our staff also receive appropriate information during their disability awareness training about communicating with our passengers who are deaf or hard of hearing and will seek those passengers out to advise them of what is happening in the event of an emergency.

### **Passenger Assist**

The national Passenger Assist System gives us details of all our passengers who have booked assistance, whether through our Guest Service Centre or not. This information is available to our on board staff in the form of a passenger list. Our control centre also has this information. Our staff and our control centre can refer to the list if we have to alter our plans for example due to bad weather or if there is an emergency on board.

## 8 Communications strategy

We want to make sure that information about our services is accessible, including being available in a range of alternative formats.

Our guide for disabled passengers “**Making Rail Accessible: Helping older and disabled passengers**” is available on our website, and on request from our Guest Service Centre . There is also a section on our website for our older and disabled passengers that provides information on the services that we offer and how to book assistance. We also support local authority discounts for rail travel, and work with local authorities to publicise our Disabled People’s Protection Policy through working with our partners: VisitScotland and Mobility Access Committee Scotland.

## 8.1 Guest Service Centre – contact details

Through our Guest Service Centre, passengers can book a ticket, make a reservation, arrange passenger assistance, arrange an upgrade or buy extra services.

When you contact our Guest Service Centre, a member of our team in Inverness will answer your call. If you phone outside the hours listed below, you will hear a recorded message that tells you to call back during our opening hours, or, if it is an emergency, to call the National Rail Enquiry line on **08457 48 49 50**. You can phone the National Rail Enquiry line directly if you have an urgent requirement. National Rail Enquiry can also transfer guests to an out of hours booking line for booking assistance.

Phone: **0330 060 0500**

Textphone: **01463231951**

Phone lines are open:

- **Monday to Friday:** 08.30 to 20.30
- **Saturday:** 08.30 to 15.30
- **Sunday:** 15.30 to 20.30

These hours may vary slightly over Christmas and New Year, but we will give at least seven days' notice, on our website, of any changes. Our Guest Service Centre is not available on Christmas Day or Boxing Day.

If you would like to contact us by letter, please do so by post.

Our address is:

**Caledonian Sleeper  
1 Union Street  
Inverness  
IV1 1PP**

## 8.2 Website

Our website **sleeper.scot** has been approved by the Plain English campaign, which certifies that our website uses plain English. All of our documents from our website are available in Word as well as PDF format. Making our documents available in Word means that they can easily be used by screen readers or the font size can be increased for those passengers with sight difficulties and translated for passengers who do not have English as their first language.

We will work with our accessibility advisers in the third year of our franchise to make sure that we improve the accessibility of our website and work towards achieving industry-recognised W3C standards.

## 8.3 Signs

Clear and well-placed signs can make a big difference to all of our passengers travelling to and from the stations we serve. We do not manage any of the 48 stations that we serve but we do work with the station operators to make sure that their signs meet industry 'best practice' and approved codes of practice and that consultation with local authorities takes place.

## 9 Car parking

We strongly encourage station operators to consider the number and location of Blue Badge spaces they provide and to check that people are not misusing these spaces. If we receive any complaints about this service at stations we will pass them to the relevant station operator and inform the person making the complaint when we have done this.



## 10 **Reviews**

We review this disabled people's protection policy every year and include all relevant feedback in the review. We also commission an independent audit of our accessibility performance annually.

