

Marcus Clements
Head of Consumer Policy
Rail Markets & Economics



Email: DPPP@orr.gsi.gov.uk

16 May 2019

Fraser Brown
Managing Director
Heathrow Express Operating Company Ltd.
(by email)

Dear Fraser,

Approval of Heathrow Express Operating Company Ltd. (trading as Heathrow Express) Disabled People's Protection Policy (Condition 5 of the GB Passenger Statement of National Regulatory Provisions)

Thank you for submitting your draft Disabled People's Protection Policy (DPPP) for approval. A copy of your approved DPPP is attached, and will be published on our website along with a copy of this letter.

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). We also sought views on your draft DPPP from London TravelWatch and the Disabled Persons Transport Advisory Committee (DPTAC). I can now confirm that your DPPP meets the requirements of Condition 5 of your GB Passenger Statement of National Regulatory Provisions (SNRP).

We welcome in particular the following commitments in your DPPP, which we believe are likely to be positive for passengers:

- The free wheelchair accessible service between Heathrow Express and the Central Bus station for passengers with reduced mobility; and
- The commitment to contacting Omniserve at Heathrow Airport when passengers arrive at Paddington Station to ensure they are not waiting for assistance when they arrive at Heathrow.

We have had several exchanges since you submitted your original draft documentation, in order to bring about the changes required to make your DPPP fully compliant with the guidance. This has included:

- Participation in the Passenger Assist service: you have clarified that because you operate a service every 15 minutes, and operate a fully staffed network, you operate a 'Turn Up and Go' service. That means passengers do not need to book assistance; instead they need to arrive no later than 15 minutes before departure and will receive assistance on demand. We have accepted your DPPP reflects the current arrangements. However, noting that passengers can already request the provision of special assistance at Paddington Station, we will in due course discuss with you the potential for Heathrow Express's participation in the planned new Passenger Assist system following the publication of the revised guidance for operators.

- Station access: you have committed to pro-actively contact customers who would be affected by access issues upon arrival to the station and alternative arrangements, such as onward travel to a fully accessible station, would be put in place. You also commit to ensuring your Operations Managers will pass information to Drivers and Stations teams through audio and visual means at the station and on the train. Your Social Media team will also update your Twitter feed and Customer Relations will update your National Rail station pages.
- Mobility scooters: you have clarified your policy around passengers transferring to a seat if able and advised that customers who travel with mobility scooters are required to transfer to a seat. However customers who cannot leave their mobility scooter will be offered alternative accessible transport
- Ramps: you have provided additional details to advise that on occasions where ramps need to be deployed you have arranged that this will be done by Network Rail, GWR or Heathrow Rail staff.
- Concessionary rates: you have clarified the offering in relation to railcards and concessionary travel rates. This advises that if a passenger is registered as blind or visually impaired and is travelling with another person, the concessionary discounts you offer will apply for both the passenger and their companion. Discounts are not available to those travelling on their own.

There are areas where, during this process, you indicated that you would provide updated information by end of 2019, following changes within the business and review of the arrangements you inherit:

- Next Generation Text: you have committed to include this in your Customer Service Strategy for 2019 with an expectation of introduction in late 2019; and
- Mobility Scooters: you advised that you will look to broaden your acceptance of mobility scooters following the introduction of new trains in late 2019.

As you are aware, we are currently reviewing the guidance published for train and station operators on how to write their DPPP. We will work with all operators once the new guidance is published in order to ensure their DPPP is revised accordingly to comply with the updated guidance requirements.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'MC', with a large, stylized flourish extending to the right.

Marcus Clements

MAKING RAIL ACCESSIBLE

Helping older and disabled customers

January 2019



Heathrow
Express

Introduction

Heathrow Express is a non-franchised, non-subsidised private rail company which launched in 1998 to operate a non-stop service between Heathrow Airport and London Paddington. We run up to 150 services per day and carry an average of 17,000 customers. We are the fastest rail link from London Paddington to Heathrow Central station (Terminals 2 and 3), with a scheduled journey time of just 15 minutes to Heathrow Central station (and a few minutes more to Heathrow Terminal 5 station).

When you choose to travel on the Heathrow Express you choose rail travel as it should be: convenient, professional and friendly. We are continually looking to improve the accessibility of our services to all customers, but particularly to those with disabilities or who simply need some extra assistance.

We are committed to:

- assisting and enabling people to use the railway confidently, considering the wide range of different needs of disabled and other passengers, and
- continuously improving the quality and awareness of assistance available.

We are committed to delivering a step change in the customer experience through:

- providing an inclusive approach to the railway;
- providing disability awareness training through partnerships with organisations;
- utilising our unique relationship with Heathrow Airport to offer a seamless 'Plane to Paddington' fully accessible service;
- partnering with charities to make it easier for staff to understand customers' specific needs.

Policy summary

This document provides customers with details of services and facilities and the standards of service they can reasonably expect, as well as what happens if services are disrupted.

We're fully committed to making our services as accessible and as easy to use as possible, so we've produced this leaflet to explain what we do to assist older and disabled customers who travel with us. You can get a copy of this leaflet from our stations, from our website or by contacting our Customer Relations team.

If you already travel with us, we hope you find this leaflet useful; and if you haven't travelled with us before, we hope it gives you the confidence to use our service. It will be reviewed regularly and updated at least annually to include details of improvements we've made and future commitments.

We welcome your feedback on the service we provide and any suggestions you may have for improvements. If you would like to get in touch our contact details can be found on the rear cover.

We will keep this leaflet up to date with the latest information, working in collaboration with the Office of Rail and Road, London TravelWatch and the Disabled Persons Transport Advisory Committee. Our Customer Service Standards Manager will review the contents of this leaflet, and the policy document, on at least an annual basis.

Assistance for passengers

We operate a 'turn up and go', always accessible, service. Heathrow Express does not currently participate in the national Passenger Assist system; however, we pride ourselves on the ability to cater specifically for needs of our customers without them having to pre-book assistance.

All our stations are staffed and there are colleagues onboard our trains who will be more than happy to help you with your journey. If you require assistance getting on or off the train at Paddington, simply arrive no later than 15 minutes before you wish to depart and we will ensure you can catch the train you wish to catch. As we run a service which departs every 15 minutes, we can always accommodate you on the next service. Should there be disruption we will provide alternative accessible transport. There is no need to pre-book assistance. Arriving in good time ensures that we have time to assist you and anyone else who may require our help.

When travelling from Heathrow, assistance can be booked through your airline, or using the contact details for Omniserve on the back cover of this leaflet. If you don't require assistance from Omniserve please arrive at your Heathrow station no later than 15 minutes before the train you wish to travel on, and our team will be happy to assist you.

When you are travelling from Paddington towards Heathrow our Customer Service team will call ahead to ensure that assistance will be available on arrival at Heathrow. We will always ensure that customers are assisted off as quickly as possible on reaching their destination, and within a maximum 5 minutes of arrival if reasonably practicable.

To monitor the quality of the service we provide, we carry out mystery shopping by customers with disabilities. Results from mystery shopping and feedback are reviewed by senior management to help focus our improvement plans.

Our Commercial Customer Service Manager is responsible for consulting with disabled customers on priorities for improvements, promoting disability awareness and co-ordinating investment in accessibility schemes. Our Customer Relations Manager is responsible for ensuring the National Rail Database of station facilities is updated with any changes in facilities and services.

The National Rail Enquiries Stations pages (www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx) provide more information about the accessibility of facilities and services. Each station page has a Stations Made Easy link with photographs and station diagrams. Where there is a meeting point at the station it will be shown on the stations page, or the most suitable place will be explained.

These station pages will be updated within 24 hours whenever there is a change to accessibility as follows:

- physical constraints preventing disabled customers from using the station;
- significant temporary work affecting accessibility;
- any temporary changes to accessibility (e.g. lifts and toilets out of order).

Alternative accessible transport

All our stations have level access, however if you would like additional advice on your travel plans, or to discuss your specific situation, please call our Customer Relations team. We recognise that circumstances vary for each individual customer and we will consider your needs. If the service is disrupted and we are running a rail replacement service, we will use accessible buses if possible. If our replacement transport is not accessible to you, we will make sure you are able to continue your journey by providing a suitable alternative at no extra cost. Please make yourself known to a Heathrow Express representative, or speak to the rail replacement bus driver to ensure we provide you with the assistance needed.

Passenger information

We know that it is important to have confidence and trust in the information we give, so all our people are trained and capable of dealing with your needs. We will ensure:

- all information displayed on our website or about Heathrow Express on third-party websites (such as National Rail Enquiries) is up to date;
- Heathrow Express colleagues, where available, will provide you with up to date accessibility information.

You can get hard copies of this leaflet from any of our stations or by contacting Customer Relations. This leaflet is available in other formats such as Braille, large print or audio, within 7 days of a request to our Customer Relations team.

Tickets and fares

If you are unable to buy a ticket before your journey, because our facilities are inaccessible or unavailable, you may do so without penalty during the journey or at the destination station and enjoy any reduction to which you are entitled.

We understand that disabilities are not always visible and if you're concerned about purchasing tickets please contact colleagues on stations or on trains or our Customer Relations team for advice.

Disabled Persons Railcard discounts are available on tickets from our Sales Advisors at Heathrow, our self-service ticket machines and on-board our trains. If you hold a Disabled Persons Railcard please remember to have it with you when purchasing your ticket and travelling with us.

More information on the Disabled Persons Railcard, tickets and fares can be found at staffed stations, from disabledpersons-railcard.co.uk or from the Customer Relations team.

For travel on Heathrow Express, we offer the following fare discounts to Disabled Persons Railcard holders:

- First Class / Standard Anytime Single or Return 34% off
- First Class / Standard Anytime Day Single 34% off
- First Class / Standard Anytime Day Return 50% off

An adult travelling with you is also entitled to the same discount. A full-price Off-Peak or Advance ticket may cost less than a reduced-rate Anytime ticket.

If you are registered as blind or visually impaired and you are travelling with another person, the concessionary discounts below apply for both you and your companion. You cannot get a discount if you are travelling on your own.

You must show a document confirming your disability when you buy your ticket and when travelling. It must be either a CVI/ BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority, or Blind Veterans UK.

Wheelchair users who do not leave their wheelchair during the journey and who have no Railcard may also obtain the same reduction. Although wheelchair users may travel alone and receive the discount, a companion can also travel with the wheelchair user at the same reduced price.

Not all older people qualify for a Disabled Persons Rail Card but will qualify for a Senior Railcard by their age. A Senior Railcard costs £30 and entitles the holder to save 1/3 on rail fares for a year.

senior-railcard.co.uk

At the station

Heathrow Express works closely with Heathrow Airport (the operator of the stations at Heathrow) and Network Rail (the station operator at London Paddington). Stations at Heathrow have been designed so that customers who require additional help or assistance can travel without being required to book assistance. Heathrow Express platforms at Paddington (Platforms 6 & 7) are accessible (except for part of Platform 6 which is not accessible due to a steep curve). Full details of station accessibility and facilities can be found in Appendix 1 on page 19. Guide dogs are welcome at all our stations and on our trains.

Station entrances

We will maintain the accessibility of our stations and will not permanently close any station entrances without first consulting with the Department for Transport (DfT), London Travel Watch and local access groups and after receiving approval by the DfT.

From time to time we may need to temporarily restrict access to stations, e.g. due to improvement work. If this happens we will ensure the needs of older and disabled people are considered, and will provide adequate information and a suitable alternative if necessary. Colleagues working at our stations and on our trains will be made aware of any changes to station accessibility and empowered to make the best decision in the interest of the customer. This may include altering the route or arranging for alternative accessible transport. Our Operations Managers will ensure information is passed to Drivers and Stations team to update through audio and visual means at the station and on the train.

Our Onboard teams will pro-actively contact customers who would be affected by this situation and alternative arrangements would be put in place. This may continue travelling onwards to a station where full facilities are available.

Our Social Media team will update our Twitter feed and Customer Relations will update our National Rail station pages.

Aural and visual information

All our stations are equipped with a Customer Information System fitted on platforms and in some concourses. Heathrow stations are equipped with a Public Address system, which announces train arrivals and stopping patterns prior to their arrival. We will also announce delays to services and public safety information.

Our website **Heathrowexpress.com** and App show live train running details, and we update our Twitter profile regularly. You can also ring the Customer Relations team for live train running information. The station facilities matrix towards the rear of this leaflet details the facilities available at each station. During disruption we will update all aural and visual displays in line with our Passenger Information during Disruption procedure.

Information points and displays

Our stations also have help points that are linked to our control centre. These help points are also linked to our CCTV system so that both audio and visual contact may be made with a passenger.

Stations on our routes are always staffed. Our team will be happy to provide a range of services, including up to date information on disruption. Leaflet racks will be placed so that wheelchair users and standing passengers can use them.

Ticket machines

All our stations have ticket machines which are hosted by a team of Customer Concierges. These are in a suitable position to be accessible to as many passengers as possible. The machines can issue tickets with Disabled Persons Rail Card discounts for both the holder and their companion.

Ticket gates

Automatic ticket gates are in place in our stations and all gates are wide-access. When the gates are operational there will always be a member of staff on hand to help you use them. If there is no member of staff available the ticket gates will be locked open.

Helping with luggage

Our team will be happy to assist you with luggage, if it is safe to do so, free of charge. For further information visit:

[heathrowexpress.com/conditions-of-carriage](https://www.heathrowexpress.com/conditions-of-carriage). If you need help with luggage around Paddington station you should contact the station reception in advance on 020 7922 6793. The station reception is open from Monday to Friday 07:00 to 22:00 and Saturday and Sunday 08:00 to 20:00. For assistance at Heathrow contact Omniserv on 020 8757 2700. If you haven't booked in advance, please ask a member of the team or at Paddington use the yellow phones around the station and car park.

Ramps

We have step free access between the train and the platform at our stations. In rare occasions, should a ramp be required, this will be provided by our partners Network Rail, GWR or Heathrow Rail.

Emergency plans

Our emergency plans and training make specific reference to the care of people who may need additional assistance. We have the necessary emergency equipment on all our trains to evacuate customers, including a specially designed emergency chair should a wheelchair user need assistance evacuating in the tunnel section of our route. Safe areas are provided at all escape stairs in tunnels and at stations.

Car parking

Heathrow Express does not own or operate any car parks. If you are wishing to park at Heathrow, details of accessible car parks and parking spaces can be found here **[heathrow.com/airport-guide/special-assistance/disabled-parking](https://www.heathrow.com/airport-guide/special-assistance/disabled-parking)**. Network Rail operates the car park at London Paddington which has spaces for blue-badge holders.

Heathrow Special Assistance Bus

This is a free wheelchair-accessible service to assist passengers with reduced mobility. The Special Assistance Bus operates between all terminals and the Central Bus Station from 06:00-23:00 daily. Drivers are trained to help. To call the Special Assistance Bus, contact a member of Heathrow Airport staff in the arrivals hall.

On the train

We operate a fleet of 14 Class 332 electric trains fitted to a specific Heathrow Express interior layout. All our trains meet modern accessibility standards and have accessible toilets onboard.

Mobility scooters

Fold-down mobility scooters are accepted on our trains in the collapsed position. We ask scooter users to collapse their scooter on the platform prior to boarding the train and to store their scooter in the luggage racks. As per our commitment to assist with luggage, our team will be happy to assist the scooter user if it is safe to do so. Should a user be aware that they cannot lift the scooter themselves then booking assistance with Network Rail at Paddington or Omniserve at Heathrow would be advisable.

If a scooter cannot be lifted by our team, the assistance team will be called. This may delay your departure but we will be happy to accommodate you on the next service.

We are only able to accommodate light travel mobility scooters in wheelchair spaces on our trains and only if the scooters meet the following technical criteria:

- Width does not exceed 700mm or 27.5 inches;
- Length does not exceed 1200mm or 47 inches;
- Height does not exceed 1375mm or 54 inches, including seated occupant;
- Turning circle does not exceed 1500mm or 59 inches;
- Fully laden weight does not exceed 200kg or 441 lbs. for the scooter and the occupant (including any baggage)

Scooter users are requested to transfer to a conventional seat for their journey so that the scooter can be safely secured, unoccupied, for the journey.

We are unable to accommodate scooters on our trains which fall outside these technical requirements. In the event of disruption, we will arrange alternative transport for you and your scooter considering your personal needs.

Scooter users are asked to observe the following guidance whilst on our stations:

- Lower the speed of your scooter to walking pace;
- Make sure you stay clear of platform edges until the train has come to a complete stop at the station;
- Unload any bags from the scooter as this can cause the scooter to tip when going up/ down ramps;
- Even though the platforms can be level, there is still a gap between the platform and the train. Be aware of the gap between the train and the platform edge and seek assistance from a member of staff if your wheels could get stuck in the gap;
- For your own safety and the safety of other passengers, please follow staff instructions always.

Train type:	Heathrow Express Class 332 (4/5 car electric cars)
Year built	1998 (pre-RVAR)
Number of units	14
Graphic evacuation signage	✓
Designated wheelchair facilities	✓
Accessible toilets	✓
Colour contrasted grab rails	✓
Passenger information	TV screens and passenger address
Level train/platform access	✓ (assistance will be provided if not available)
Ramp access	Not normally required due to level access as standard. Staff will deploy ramps should this be required.

Note: RVAR Compliance - our Class 332 trains were built pre-1998 and have an exemption to these regulations. Because of a major refurbishment in 2011-13, all trains are compliant.

Making connections

We are happy to help passengers making connections to other train services or other modes of onward transport. This includes providing help with boarding and alighting as well as luggage assistance.

If your journey involves onward travel by another means of transport, our station staff will help you to the relevant check-in area, pick up point, bus stop or taxi rank.

Our team will be able to provide information about local transport including train, bus services and taxi companies. Information about stations which have accessible taxis is available on traintaxi.co.uk.

We recommend that passengers requiring assistance to make their connections contact the Assisted Travel Helpline at Paddington Station and Heathrow Airport to book their assistance and allow a little extra time to make their connections.

Paddington Station

The interchange at Paddington from our trains to the surrounding station is step free. Taxi facilities in most cases cater for wheelchair users. The London Underground at Paddington has a lift providing step free access to the Circle/Hammersmith and City line east-bound platform only. There is a lift to the District and Bakerloo line ticketing hall only.

We will liaise with Network Rail, Great Western Railway, Heathrow Airport or other train companies to help with your journey – this will include calling ahead to Omniserve (the company who help at Heathrow) when you board the train at London Paddington.

Heathrow Airport

Please speak to a member of the team should you need assistance from the platforms to the airport departure hall. All Heathrow Airport stations offer level train/platform access and our stations offer step free access. At Terminal 5 step free interchange is also available with the London Underground Piccadilly line service via the station lifts. Your airline is responsible for your journey when you are on-board the aircraft however Heathrow Airport is responsible for providing special assistance at the airport. As your airline will request assistance from Heathrow please book any assistance that you require through your airline.

Please inform your airline, tour operator or travel agent of your need at the time of booking, or at least 48 hours before your travel.

Try to give as much notice as possible so arrangements can be made for you (if you forget, we will still make every effort to help you in a timely manner). Your assistance requirement will be passed to the Heathrow Airport service provider, Omniserve.

Disruption to facilities and services

We will make regular announcements and ensure that our information screens are updated regularly. During planned engineering works, we will provide clear information at our stations to advise customers of replacement transport options.

Our App and website will include live departure times and passengers can use Help Points, where they are provided, to find further information. We will also publicise the Customer Relations Team contact details. When our advertised facilities and services are not available, or are not accessible, we will make every effort to provide alternative facilities.

Contact us

- through our website
<http://www.heathrowexpress.com/contact-heathrow-express>
- by writing to our Customer Relations team at: Heathrow Express Customer Relations Department, Freepost RTXU-CZKK-YYEJ, The Compass Centre, Nelson Road, London Heathrow Airport, Hounslow, United Kingdom TW6 2GW
- by phoning our team on
+44 (0) 345 600 1515
- via Twitter or Facebook at
@heathrowexpress

Should you choose to write to us please include in your letter either your postal address, your email address or your contact phone number to enable us to respond to your query.

Our Customer Relations team are available Monday to Friday 0900-1700 and will endeavour to answer your call within 30 seconds. Our phone number is a local rate service. Our friendly team will be happy to help with complaints, refunds, compensation claims and general enquiries.

For Special Assistance at Heathrow Airport For assistance at Heathrow Airport, please book by contacting Omniserve on +44 (0) 208 757 2700 (24-hour service). Please have your flight number ready. You should also inform your airline, tour operator or travel agent if you intend to take your own mobility device (such as a wheelchair or scooter).

For Special Assistance at Paddington Station, please book by calling Passenger Assistance on 0800 197 1329 (07.00 – 22.00 hrs). Alternatively, you can speak to a member of the station staff or call by using one of the yellow phones at the station.

Alternative formats

Copies of this document are made available free of charge from all staffed stations which we serve. The document can be obtained in alternative formats such as large print and any common audio format. Copies will be provided within seven working days on request.

Our website is capable of being used by blind and partially sighted people using screen reading equipment. This is dependent on the browser you are using.

APPENDIX 1 Station Accessibility Information

Whilst the information was correct at the time of going to press there may have been changes since. Full current details of station accessibility are always available from the National Rail stations pages.

Notes regarding Heathrow Stations:

- All Heathrow Stations are staffed from 0500-2400;
- There is no parking at Heathrow Stations – parking is provided on airport by Heathrow;
- You may need to find station staff to gain access to disabled toilets at station level, there are fully accessible toilets in arrivals and departures of each terminal;
- There are no ticket offices at Heathrow Stations – our team of Customer Concierges will be happy to assist you with your purchase at the ticket vending machines;
- All Heathrow Stations are extensively covered by CCTV, along with the entirety of the airport;
- There is no catering available in the stations, but all terminals have extensive catering facilities in arrivals and departures;

Station	Heathrow Terminal 5	Heathrow Central	Heathrow Terminal 4	London Paddington
Operator	Heathrow Airport Rail	Heathrow Airport Rail	Heathrow Airport Rail	Network Rail
Staffed	✓	✓	✓	✓
Step-free	✓	✓	✓	✓
Disabled Parking	N/A	N/A	N/A	✓
Seating	✓	✓	✓	✓
Toilets	✓	✓	✓	✓
Easy access ticket sales	✓	✓	✓	✓
Designated meeting point	✗	✗	✗	✓
Customer information Screens	✓	✓	✓	✓
Secure station accreditation	N/A	N/A	N/A	✗
Catering available	✗	✗	✗	✓
Lifts	✓	✓	✓	✓
Wheelchairs available	✓	✓	✓	✓
Ramp for train access	✓	✓	✓	✓
Accessible set-down & pick-up	✓	✓	✓	✓
Automatic doors	✓	✓	✓	✓
Waiting Rooms	✗	✗	✗	✓
Induction Loop	✗	✗	✗	✓
Lost property	✓	✓	✓	✓
Left luggage	✗	✗	✗	✓



Heathrow
Express



Heathrow Express Disabled Persons Protection Policy (DPPP)

Policy Version – January 2019

Contents

Operator’s strategy	page 2
Management arrangements	page 3
Monitoring and evaluation	page 4
Access improvements	page 5
Working with others	page 5
Staff training	page 6
Emergency procedures	page 7
Communications strategy	page 7
Telephone	page 7
Websites	page 7
Signage	page 7
Car parking	page 8
Appendix 1 – key performance indicators	page 9

Operator's strategy

We are striving to continually improve the accessibility of our services to all passengers, particularly those with disabilities or who simply need some extra assistance. We are committed to:

- assisting and enabling people to use the railways confidently, considering the wide range of different needs of disabled and other passengers, and
- continuously improving the quality and awareness of assistance available.

We are committed to delivering a step change in the customer experience through:

- providing an inclusive approach to the railway;
- providing disability awareness training through partnerships with organisations;
- utilising our unique relationship with Heathrow Airport to offer a seamless 'Plane to Paddington' fully accessible service and
- ensuring staff undertake disability awareness training programmes in partnership with disabled persons charities.

Additionally, we will be:

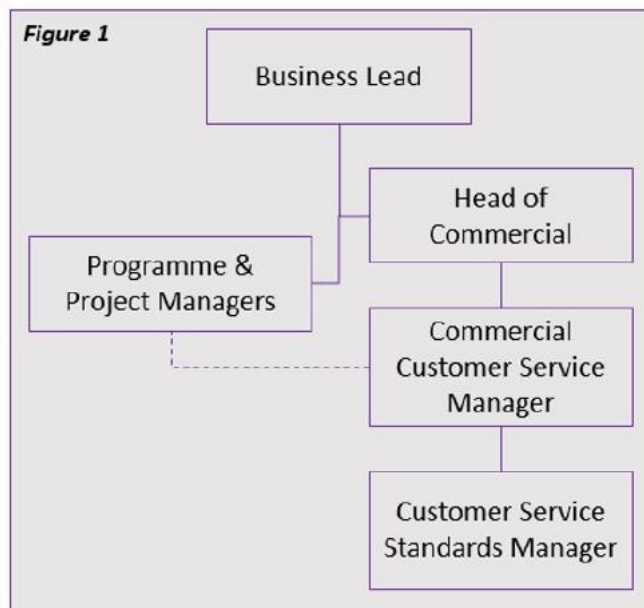
- working with Network Rail to support the delivery and development of Access for All schemes.

We will regularly review our arrangements for disabled people with a variety of stakeholder groups such as:

- statutory consultation bodies such as London Travel Watch, and
- individual interest groups.

Management arrangements

Figure 1 details key individuals with responsibility for disabled people:



The provision of services to disabled people is an integral part of our planning process. Therefore, we have created clear responsibility for managing the content of the DPPP and a new organisation structure to ensure the needs of disabled customers are considered in planning improvements.

The Head of Commercial is accountable for ensuring the best possible service is offered to disabled people through staff, systems and processes.

The Commercial Customer Service Manager has overall responsibility for the DPPP and for consulting with accessibility groups and charities.

There is much to be done to ensure that the DPPP is integrated into both business and project planning. We have appointed the Commercial Customer Service Manager to ensure that the DPPP is considered in business planning right from the start of any project or business change. Individual Programme and Project teams will ensure the needs of disabled people are considered in project planning.

The Commercial Customer Service Manager will be responsible for driving through service quality improvements. They will be responsible for the Customer Relations team and our day-to-day relationship with London Travel Watch. The Commercial Customer Service Manager will be responsible for monitoring and measuring customer satisfaction and service delivery.

We have created a new post of Customer Service Standards Manager who will be responsible for empowering confident use of the railway by all our passengers and promoting awareness of the advice and help available. The Customer Service Standards Manager will have overall responsibility for updating and keeping current the information in the Disabled People’s Protection Policy (DPPP). All managers and staff will receive disability awareness training where they will be made aware of their responsibilities to disabled passengers.

The Commercial Customer Service Manager will be responsible for consulting with disabled people, community groups, and charities to understand where services and facilities do not meet the needs of disabled people. They will then work with the internal teams to prioritise funding requests and tie in with other projects where necessary.

In formulating business cases for investment in new facilities the Commercial Customer Service Manager will assess the likely return on investment of improvements for disabled passengers. The business cases will therefore consider the likely revenue increase because of making our services and facilities more accessible to all customers.

The Customer Service Standards Manager will ensure that services and facilities for disabled passengers are provided according to the operator's DPPP and the relevant Code of Practice.

The Customer Service Standards Manager will be responsible for ensuring the DPPP tables of facilities are correct and reissuing the DPPP for approval where significant changes are needed.

The Customer Relations Manager will ensure that the Stations Made Easy pages on the National Rail website is updated with new photos and accurate information on station facilities. The Customer Service Standards Manager will ensure those pages are consistent with the DPPP tables.

Monitoring and evaluation

We have a culture of continuous improvement and will therefore measure the quality of service provided. We will monitor and report to the ORR on the metrics required by our operator's license. These metrics will also be reviewed internally by the Senior Leadership Team annually. The tools that we will routinely use to measure the quality of service given to disabled passengers include:

- monitoring complaints about assistance;
- monitoring complaints about facilities being inaccessible;
- NRPS results relating to accessibility;
- asking customers to give feedback and suggest improvements and
- working closely with Heathrow Airport to understand how our customers and staff can benefit from any wider Heathrow initiatives;

As Heathrow Express do not require customers to pre-book assistance, there is no method for gathering post-travel surveys. We will work closely with assistance providers at Paddington and Heathrow to understand any challenges that may have been faced on a periodic basis.

The table in appendix 1 shows the KPIs we are committed to recording.

Access improvements

Through an agreement with Great Western Railway we will have new carriages operating on our services from late 2019. These trains will be accessible and will include:

- air conditioning;
- audio and visual on-board passenger information systems;
- power sockets and tables;
- toilets;
- digital CCTV systems, and
- free WiFi for passengers.

We are committed to making every possible effort to working with our partners Heathrow Airport Rail, Network Rail and Great Western Railway to meet the standards of DfT's Accessible Train Station Design for Disabled People: A Code of Practice, March 2015 and Persons of Reduced Mobility Technical Specification for Interoperability (PRM-TSI) regulations. Wherever possible we will adopt a best-practice approach to access for disabled passengers. However, there may occasionally be circumstances where we are unable to comply fully with the Code regarding:

- new or enhanced station facilities • refurbishment of existing rolling stock, and
- station or on-train services.

In these cases, we will approach the DfT to seek dispensation from the relevant section of the Code at the earliest possible stage after all other possible options have been considered.

Working with others

We have many key partners that we will be working with to improve the accessibility of our services. For example:

- Network Rail – collaboration on station investment programmes;
- London Travel Watch – collaborative approach to policy and complaints handling;
- Heathrow Airport – long term rail strategy;
- Transport for London – regional transport policies, and
- disabled charities and action groups.

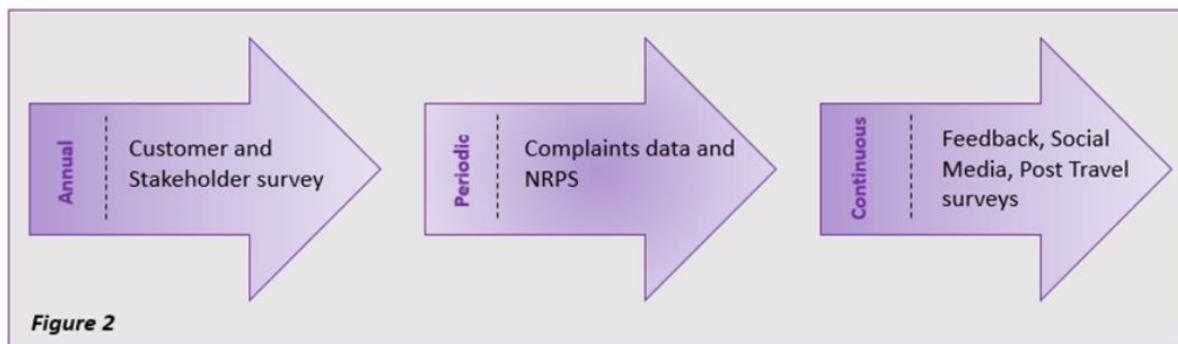
We remain in regular contact with key stakeholders through regular meetings and industry networking events. We will develop a strategy by in 2019 of how we can engage these industry stakeholders with other customer stakeholders, including:

- local authorities;
- disability groups;
- community groups; • rail user groups.

As we develop our offering we will engage with disability interest groups such as Sunshine Lanyard and BlueAssist along with other local disability charities. The relationship with these groups is owned by the Customer Service Standards Manager and will be very much on a working level. We commit to be an active part of the Heathrow Accessibility Forum.

At a national level, we liaise with other bodies such as Age UK, Scope and RNIB via our trade body the Rail Delivery Group (RDG).

Figure 2: listening to customers and stakeholders



Annual: In late 2019 we will carry out an annual stakeholder and customer survey, to find out what customers and stakeholders think of us. This will include disability groups and stakeholders. We will actively publicise this on our website. It will be an opportunity for anyone who travels on Heathrow Express to share his or her views.

Periodic: We will listen to our customers using the complaints data which we will collate as well as using the National Rail Passenger Survey.

Continuous: We will also carry out ad hoc surveys, particularly during disruption so we can collect and understand, in real-time, how we are performing. Customers and stakeholders will therefore be able to provide feedback about their journey experience.

Staff Training

All staff will receive relevant disability awareness training, including senior managers and the leadership team. All new staff receive disability training as part of their company induction, whilst existing staff receive refresher training at least every two years. Our training provides delegates with information on our legal obligations to customers and staff and covers the following areas:

- disability and discrimination, including the Equality Act;
- the effects of different types of disability;
- using equipment on board the train and at stations to assist (if applicable);
- disabled customers using the Heathrow Express network;
- communication with disabled customers and colleagues, and;
- recognising hidden difficulties and adapting accordingly.

We include in our training several simulated and practical activities, including:

- methods of leading people with visual impairments, and
- assisting wheelchair users on and off the train and in station lifts.

Members of staff in customer facing roles and those who use the telephone to speak with customers are provided with specific training in communicating clearly with people who may have difficulty speaking, hearing or understanding. This helps them understand the importance of:

- clarity of speech;
- intonation;
- emphasis;
- timeliness, and
- language.

This training is designed to raise awareness of potential communication issues and emphasise how ineffective communication can impact upon disabled customers.

Frontline staff and managers who may need to assist passengers will receive appropriate training in the use of equipment provided to assist people such as ramps, wheelchairs and induction loops as part of their induction training.

Any staff and managers that will deal directly with passengers will receive appropriate training to help them communicate with people of different disabilities.

Emergency procedures

Every manned station has a local emergency plan which details the actions that station staff must take in an emergency. These plans include detailed evacuation arrangements and consider the needs of disabled passengers. The assistance provided to disabled passengers varies between locations based upon a risk assessment but includes the need to identify those who may need assistance, provision of wheelchairs and ramps and identification of and direction to safe havens if normal evacuation routes are not accessible.

Our staff have all been trained in the correct emergency and evacuation procedures. Our policy is not to evacuate wheelchair passengers or other passengers with significantly reduced mobility without the support of the emergency services unless the situation is life-threatening.

Communications strategy

We recognise that different people have different needs when it comes to receiving and understanding information. We therefore take the varied needs of different disabled passengers into account when considering how our information is communicated. This includes working with local authorities, charities and local access groups.

Telephone

We have taken the decision to minimise the use of recorded information given by telephone, preferring to connect directly to a human operator who can deal with any of the issues that may be raised. We are considering the introduction of a text relay service in late 2019.

Websites

In some respects, we rely on and reproduce information from other websites, such as journey planning information. However, we commit to making our content as accessible as possible and have committed to working towards achieving the industry-recognised W3C standards.

Signage

We work closely with local authorities to ensure that stations are clearly and consistently signposted from local roads. We also liaise with local authorities in the maintenance of Station Travel Plans

which include signage and interchange. This is the responsibility of the Customer Service Standards Manager. We will monitor complaints about road signage and prioritise any raised.

We will work with our Station Operators to ensure that developments at stations refer to the good practice guide published by the RSSB: Wayfinding at stations: A good practice guide (T321 Good Practice Guide) when considering how and where at stations to locate signage and provide information.

Our publicity meets industry best practice design standards which are designed to meet the needs of disabled customers. We seek to make disabled people aware of our services by methods including advertising and through information at stations. Our Customer Relations team are available from 9am-5pm Monday to Friday, and National Rail Enquiries is available to assist outside of these times.

Car parking

Heathrow Airport, Network Rail and their car park contractors are responsible for the ongoing monitoring of the use of designated parking bays in station car parks to ensure that motorists without disabled parking badges are not using the designated parking bays.

Where offences are identified penalty, notices are issued supported by photographic evidence. We regularly review the demand to ensure that we have sufficient car parking spaces available and commit to providing to the DfT on a periodic basis the usage figures for Blue Badge spaces where the number of designated disabled parking spaces is less than 5% of the total number of parking spaces available.

Appendix 1 – Key Performance Indicators

Metric	Owner	Frequency
Total number of customers who booked passenger assistance (data from third party suppliers and industry systems).	Customer Relations Manager	Periodically
Percentage of customers who booked assistance and received the assistance booked successfully (data from third party suppliers).	Customer Relations Manager	Periodically
Percentage of customers who were satisfied with the booked assistance (data from third party suppliers).	Customer Relations Manager	Periodically
Total number of complaints relating to accessibility.	Customer Relations Manager	Periodically
Total number of complaints relating to booked assistance.	Customer Relations Manager	Periodically
Total number of employees who have received disability awareness training.	Customer Service Standards Manager	Annually
Investment in disability/accessibility.	Commercial Customer Service Manager	Annually
Number of meetings with access groups and disabled stakeholders.	Commercial Customer Service Manager	Annually