



CALEDONIAN  
SLEEPER

# Making rail accessible guide to policies and practices

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 on the National Rail Enquiries website.

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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** 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**.

## 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.

