



# Disabled People's Protection Policy (DPPP)

*Locomotive Services (TOC) Limited understand our statutory and moral duties to continuously strive to improve services for people with disabilities on our charter train services. We are committed to maintaining and, wherever practicable, improve the accessibility for people with disabilities on any charter train service that we operate.*

## **Our Commitments**

We contract with and closely work with Station Facility Operators, other Train Operating Companies, Network Rail and Ticket retailers/ Booking Agents to ensure that the needs of our passengers with disabilities are met. We support this by providing training for our staff and by ensuring that Train Stewards who are fully conversant with procedures and equipment are always on our services.

All the carriages that we use were built before 1999. Unfortunately, because of this, these vehicles do not have all the modern compliant facilities provided for passengers with reduced mobility today.

We invest heavily in the refurbishment and upkeep of our vehicles. As part of this work we have detailed plans to introduce facilities to better accommodate passengers with reduced mobility on all our trains by 2020. These improvements include the provision of adequate width platform access doors, accessible toilet and wheelchair / companion locations.

We are sorry to say that, until this work is completed, we can only currently accommodate folding and non-folding wheelchairs. We do not currently have space to accommodate motorised wheelchairs or scooters. As soon as this situation changes we will update this policy to reflect the change in our capability.

We are not a franchised operator, so we do not operate any stations but will work with Station Facility Owners and Operators to provide the most appropriate assistance at each location where our passengers board or alight.

Our carriages do not have passenger information screens fitted; however, they all have on-board PA systems and regular announcements will be made to provide customers with any information required as to the running of the train and approximate times of arrival. Our on-train staff will advise any hearing-impaired passengers if they inform us that they will need this help.

We will ensure through a formal agreement with train promoters, that information is clearly available at the point of ticket sales explaining clearly what the accessibility restrictions are and why we are unable to meet all needs. We will ensure that train promoters who use our services are regularly updated when our capabilities change.

## **Locomotive Services (TOC) Ltd - 'Making Rail Accessible'**

Locomotive Services (TOC) Limited has a main-line charter train operating licence granted by the Office of Rail & Road (ORR) for the operation of charter services over Network Rail controlled infrastructure. Our licence to operate was granted on 4th August 2017 and details can be found on our website at [www.lsltoc.co.uk](http://www.lsltoc.co.uk)

### **Our Operations**

Some of our charter train services we are asked to operate have a midpoint stop to allow for a tour or a recreational stop. However, most services are non-stopping day-trips from point A to point B and return, with limited interim calling points. Your Rail Tour promoter or Booking Agent will generally allocate specific seating to passengers. Seats that are more accessible and close to toilet facilities are usually 'held back' for mobility-impaired passengers until the train is filling up.

### **Guidance for customers**

We encourage disabled customers to travel on our charter train services and will always do our best to provide guidance and assistance. To enable Locomotive Services (TOC) Limited to aid customers when travelling on any of our charter train services we would encourage customers to contact our Customer Services prior to travelling. Please contact [customerservice@lsltoc.co.uk](mailto:customerservice@lsltoc.co.uk) and we will do our utmost to help in preparing for your journey.

*We recommend that you do this immediately after making a booking (this can also be done via the booking agent) and at least 48 hours prior to the charter train journey. Where less than 48 hours' notice is given, we will endeavour to accommodate all your needs, but some aspects may not be fully met.*

A lot of our charter train services are bespoke train journeys using heritage carriages which may not be able to offer a fully accessible journey. We operate across several different routes and we may need to make arrangements with other organisations to make sure that any help you need is provided, and your journey is as comfortable and enjoyable as possible.

## **How we plan our services**

All our services are planned in conjunction with Network Rail using the Charter Planning Process and in liaison with Station Facility Operators. This process is designed to ensure that we have considered all aspects of operating the train service and includes:

- Route of train service
- Track, station and depot access
- Operational requirements (special instructions and resources)
- Locomotive and Rolling Stock requirements
- Interchange considerations with other main-line operators
- Staffing level requirements

Once completed, our delivery plans are reviewed by the senior management group and undergo a risk assessment and approvals process to ensure that due consideration has been given to all aspects of operating our planned services.

## Station Facilities and Access

Locomotive Services (TOC) Ltd are not directly responsible for the operation of any passenger station, each of which is usually operated by a Train Operating Company or Network Rail. We liaise with station operators at the early stages of planning a Charter Tour, to determine the level of facilities, accessibility and staffing available for people with disabilities, for example:

- Step-free access to platforms
- Assistance with getting around the station or connecting to other rail services or other forms of transport, where appropriate
- The availability of wheelchair ramps and accessible toilets

We work with Station Facility Operators to confirm arrangements for connections including access from platform to platform. We will ensure this accessibility information is made clear in all promotional material for each individual tour and when journeys are being booked.

## Customer information prior to booking

Promotional material, provided by the booking agent, for each train service will include clear details about the charter tour, the origin and destination stations, the rolling stock, contact details and also sources of advice for disabled passengers detailing what type of assistance is usually available.

Clear information about any restrictions there might be and why, in terms of accessibility or assistance at stations or on-board trains, will also be provided in relation to each train service. This guidance will also be available on our website at [www.lsltoc.co.uk](http://www.lsltoc.co.uk).

Where requested we will provide a copy of our Disabled Peoples Protection Policy document within 7 days of such a request being made through our Customer Services Department.

## **Customer information during booking**

When the Train Promoter receives a booking for any service that will be operated by Locomotive Services (TOC) Limited, we will ensure that a copy of this Policy is available to be included with tickets should it be requested. If there are any specific accessibility restrictions on a service due to the type of rolling stock available, this will be made clear to the booking agent prior to the commencement of the sales process.

*We would ask passengers to contact our Customer Service team at [customerservice@lsloc.co.uk](mailto:customerservice@lsloc.co.uk) to discuss accessibility/assistance requirements immediately after booking (this can also be done via the booking agent) or at least 48 hours prior to the specific charter train service.*

Locomotive Services (TOC) Limited advises Train Promoters and Booking Agents using our services to close booking facilities 7 days prior to the tour taking place. This enables a robust planning process for each tour and ample time to make any arrangements for Disabled Passenger assistance.

## **Disabled People's Protection Policy arrangements prior to train service Operation**

Whenever our Customer Service department is made aware of any assistance requirements for a Disabled Passenger, they will immediately advise the Locomotive Services (TOC) Service Delivery Manager. The Service Delivery Manager has the responsibility and authority to ensure that:

- The train manager for the service in question is briefed of the needs of the passenger, such as help with boarding and alighting, seating arrangements, additional assistance in terms of accessing any on-board catering, or assistance to access the catering vehicle;
- Arrangements with Station Facility Operators to arrange specific assistance requirements within the station or in making connections with other main-line operators are in place;
- Specific arrangements and briefing of staff are carried out in relation to caring for any vulnerable passengers in an emergency including waiting with them until handed over to emergency service response staff etc;
- Potential alternative transport requirements in the event of train failure including the provision of suitably adapted vehicles that would be suitable to meet the specific needs of disabled passengers, ensuring that they are transported to a location that can receive and assist with onward travel arrangements have been considered.
- On the morning of train service operation, the Locomotive Services (TOC) Limited Control Centre contact start, intermediate and destination stations to establish if there are any issues which may impact accessibility for passengers.

## **Staff awareness, training and briefing**

Our staff have received suitable formal training on disability awareness as part of their role. Regular update and refresher briefings will be provided to staff as part of our Competence Management System and will include:

- Disability and equality awareness training to ensure they are made aware of their responsibilities to disabled passengers
- How to communicate clearly with disabled people (including those with speech impairment or learning difficulties)
- The operation and use of Wheelchair Ramps (this activity will be limited to the Train Manager and Train Stewards)

*The Locomotive Services (TOC) Limited Train Manager will provide Train Stewards with a pre-job briefing prior to the commencement of each train service which will include details of any disabled customers requiring assistance, allocating responsibilities and additional guidance if required.*

## **Actions in the event of service disruption or emergency**

In the event of an emergency or the failure of any of our services, the Train Manager and his/her team will take into particular account the requirements of any disabled passengers on board the train.

Depending on the nature of the event, and if necessary, they will discretely discuss with the passenger requiring assistance, whether they have any additional needs - for example in the event of an emergency evacuation by emergency response services in non-life-threatening situations.

The Train Manager will contact the Locomotive Services (TOC) Limited Control Centre who will ensure that:

- Suitably accessible onwards transport will be available if required
- Any booked assistance for connecting services/at stations is advised and kept informed of any changes to plans



- That any emergency response teams attending are aware of potentially vulnerable passengers with disabilities on our service. Should passengers have any concerns they are encouraged to discuss these with the on-board staff who will be able to offer guidance and assistance

## **Passengers with impaired hearing**

We can arrange for on-board staff to provide some additional assistance to you if you can't hear announcements through our on-board public-address system.

## **Passengers with impaired mobility or vision**

We can arrange the following assistance if you have impaired mobility or vision:

- Arrange assistance at start and destination stations with getting on and off our trains.
- Make arrangements with Station Facility Operators to provide assistance for you to get around start and destination stations and make any connections with other train services before or after your tour with us.
- Allocate appropriate seats to you, such as seats that have a bit more room to manoeuvre or that are close to exit doors or toilet facilities. We reserve our most accessible seats for people requiring additional assistance, but these are limited in number and will be allocated on a first-come, first-served basis so we advise you to let us know as soon as possible if you have difficulty with certain types of seats and we will do our best to accommodate your requirements.

- Arrange to convey collapsible/foldable wheelchairs, together with other aids in another part of the train and return them to your carriage door at each end of the journey.
- Arrange for a wheelchair ramp to be available, if required (we carry ramps in all our brake vans). The safe working load of our ramps is 300kg.
- Although our staff are not qualified to provide assistance with physical lifting of people, they will help you to get to your seat in any other way that they can.

## **Assistance Dogs**

We welcome assistance dogs on all our services. Suitable space will be made available at your seated location to enable your assistance dog to be comfortably located with you throughout the journey.

## **Wheelchairs and other large walking aids**

Our carriages were designed and constructed in the 1950s and 1960s before disabled access legislation was introduced. This means that access to seating areas and toilets can be very restrictive. We therefore are unable to accommodate wheelchairs or other large walking aids in the main seating areas or vestibules. These will be safely stored in the Brake / Guards Vans.

Until we can offer a wheelchair space within the passenger accommodation, it may be necessary for wheelchair users who cannot transfer to a fixed seat to travel in the brake van. Specific seating provision would be made for a companion to accompany a wheelchair user in the brake/guard's van.

Any other accompanying passengers may be required to travel in the main body of the train for their comfort and safety if there is no additional seating available in the brake/guard's van. Where this is available, we will ensure that the brake/guard's van is clean, lit, heated and ventilated if necessary, and provide you with assistance in getting on and off the train. A member of staff will be regularly available to provide you with any other assistance you require during your journey. Our Customer Services will be able to advise if this is the case.

## **If you feel we have got things wrong**

The Managing Director of Locomotive Services (TOC) Limited holds overall responsibility for handling complaints. They work closely with other board members and line management to ensure robust systems are in place, providing the highest standards of service.

To this end, the following methodology is in place at Locomotive Services (TOC) Limited:

- All our customer facing staff receive training in customer service and the Complaints Handling Procedure
- All third-party service level agreements with LS (TOC) Ltd contain a clause detailing their responsibilities and how we would work with them to resolve complaints

No matter how well prepared we are, things don't always go to plan. As a company we recognise this and understand that we must have mechanisms in place to allow our customers to raise issues, concerns and complaints as well as receiving positive messages.

Whilst we sincerely hope that no customer will need to raise an issue, Locomotive Services (TOC) Limited has a Complaints Handling Procedure. A copy of this procedure is available on our website at [www.lsltoc.co.uk](http://www.lsltoc.co.uk).

A paper copy of this procedure can be requested by mail to:

Customer Services  
Locomotive Services (TOC) Limited  
2 Whiteheads Lane  
Bradford on Avon  
Wiltshire  
BA15 1JU

By phone on 01225 866205

By Email at [customerservice@lsltoc.co.uk](mailto:customerservice@lsltoc.co.uk)

A Large Print (Arial, Font Size 16) and Audio versions of this information are available on our website at [www.lsltoc.co.uk](http://www.lsltoc.co.uk)

## **Monitoring and Review**

On the completion of each train service the senior management group will review the operation including a review of performance against this Policy and the Complaints Handling Policy (CHP.) Any lessons learned will be incorporated into future planning processes.

We will also undertake a review at the periodic Management Group Meeting, chaired by the Managing Director (or his deputy) who has overall responsibility for this Policy. This review will include any feedback received via email, telephone or mail and where appropriate and necessary, staff training will be reviewed to ensure that it continues to deliver against this policy.

## **Our Customer Service Development Plan: Learning More about our Customers' Needs**

We are continually developing our Customer Service and to ensure we can do this, we have a Customer Service Development Plan. Your feedback is a key part of this development. More information on our progress can be requested at [customerservice@lsltoc.co.uk](mailto:customerservice@lsltoc.co.uk)

## **Data Protection**

We will comply with the Data Protection Act by implementing strict controls on access to the data held by Locomotive Services (TOC) Ltd, and we are committed to ensuring the privacy of the data we hold is protected.

Should we ask you to provide certain information by which you can be identified when using our website, it will be handled in accordance with our privacy policy which can be found on our website at [www.lsltoc.co.uk](http://www.lsltoc.co.uk)

## **Consumer Rights**

Locomotive Services (TOC) Ltd meets its obligations under the Consumer Rights Act a copy of which can be found at <http://bit.ly/lsltocCRA>

**For and on behalf of Locomotive Services (TOC) Limited**

**Mr Tony Bush  
Managing Director**