

**Stephanie Tobyn**  
**Deputy Director Consumers**

| [Stephanie.tobyn@orr.gsi.gov.uk](mailto:Stephanie.tobyn@orr.gsi.gov.uk)

30 March 2015

Ian McConnell  
Mobilisation Director  
ScotRail  
Abellio Group  
3rd Floor  
151-155 St Vincent Street  
Glasgow  
G2 5NW

Dear Ian

**Approval of ScotRail Complaints Handling Procedure (CHP) and Disabled People's Protection Policy (DPPP)**

Thank you for submitting your draft Complaints Handling Procedure (CHP) and Disabled People's Protection Policy (DPPP) for the ScotRail franchise.

I am writing to confirm that we have reviewed them against the relevant guidance<sup>1</sup>, and further to the discussions we have had with you, we have approved both your CHP and DPPP. However, as discussed, we will require you to review both documents in approximately six months' time in light of your experience and any changes to our policy in this area.

In respect of your CHP, as explained, we are in the process of finalising a consultation on the existing guidance on writing a complaints handling procedure, which was published by the Strategic Rail Authority in 2005. The purpose of the consultation is to seek views on whether the existing guidance remains fit for purpose and to identify areas where it can be improved. We will work with all stakeholders as part of the process of revising the guidance but will then expect all relevant licence holders to review their CHPs in light of any revised guidance that is published.

We welcome the many positive commitments to older and disabled passengers that you have made through your DPPP. For example, you have committed to:

---

<sup>1</sup> "Guidance on complaints handling procedures"  
[http://orr.gov.uk/\\_data/assets/pdf\\_file/0004/4288/sra-complaints-handling.pdf](http://orr.gov.uk/_data/assets/pdf_file/0004/4288/sra-complaints-handling.pdf) and "How to write your disabled people's protection policy: a guide for train and station operators",  
[http://orr.gov.uk/\\_data/assets/pdf\\_file/0015/5604/how-to-write-your-dppp.pdf](http://orr.gov.uk/_data/assets/pdf_file/0015/5604/how-to-write-your-dppp.pdf)

- introduce a smartphone app to allow station and on-train staff to ensure the needs of passengers are addressed at all points of their journey;
- commence the franchise with an advance notice period for booking assistance of four hours (which is already significantly less than the industry standard booking notice period of up to 24 hours), and commit to reducing this to three hours by the end of 2017, with a target of reducing this to one hour by the end of the franchise;
- provide online performance data to monitor your success in delivering passenger assistance;
- introduce rail awareness open days targeted to specific groups such as people with learning difficulties, visually impaired, hearing impaired and senior citizens.

You are aware that we are in on-going discussions with licence holders with regard to a number of issues raised in our open letter of 18 December 2014<sup>2</sup> concerning compliance and the approval process for DPPP. We held a workshop with the Association of Train Operating Companies and representatives of licence holders on 9 March and we will be working with other licence holders to review their DPPPs over the next few months. These reviews will clarify the available assistance on a national basis and may result in a requirement for some changes to your DPPP.

You have clarified the assistance that you will provide in a number of areas. For example, relating to the types of assistance you will offer from accessible and inaccessible stations, you have explained that you will define 'inaccessible stations' on the basis of the accessibility to the individual passenger rather than the station's absolute physical context. You have told us that you will review whether any adverse impacts result from this during the first six months of your franchise.

We are pleased to note your commitment to ensuring that your telephone booking service for passenger assist will be open on 26 December and we recognise this is likely to be positively received by passengers who use this service.

We have also discussed your *Guide to policies and practices* document. We agreed that there was a certain lack of detail or specificity in some parts of this important element of your DPPP. We agree with your view that there are difficulties for a new franchisee in making this document more detailed or specific, which will be overcome by practical experience of running the franchise. You informed us that it was your intention to review the DPPP as a whole within the first six months of your franchise and that this review will include the 'policies and practices' element of the policy.


---

<sup>2</sup> [http://orr.gov.uk/\\_data/assets/pdf\\_file/0006/16377/dppp-compliance-and-approval-process.pdf](http://orr.gov.uk/_data/assets/pdf_file/0006/16377/dppp-compliance-and-approval-process.pdf)

We will be in touch in the coming months to update you on developments and to discuss the timetable for reviewing your CHP and DPPP.

If you have any questions in the meantime, please feel free to contact me.

Yours sincerely

A handwritten signature in black ink that reads "Stephanie Tobyn". The signature is written in a cursive, flowing style.

**Stephanie Tobyn**



# Customer Complaints Handling Procedure

Valid from 1 April 2015

- 1. Introduction .....3
- 2. Our Customer Complaints Handling Procedure .....3
- 3. The ScotRail Promise .....3
- 4. Our Customer Relations Team.....4
- 5. How to Contact Us .....4
- 6. Customer Relations Opening Hours.....5
- 7. Response Times .....5
- 8. Meet the Manager Events .....6
- 9. A Fair Complaints Procedure .....6
- 10. Termination of Correspondence .....6
- 11. Quality of Response .....6
- 12. Confidentiality .....7
- 13. Our Commitment to All Customers.....8
- 14. Management Reports.....8
- 15. Claims for Losses, Property Damage and Personal Injury .....8
- 16. Reviewing Our Complaints Handling Procedure .....9
- 17. Contact Details.....9

## **1. Introduction**

We want you to enjoy every aspect of travelling with us, whether it's your first journey, or you're a regular customer. And when you travel with us you should expect high standards of service throughout. We recognise however, that things might sometimes go wrong. So, we have produced this Complaints Handling Procedure (CHP) to help explain what you can expect from us should you need to make a complaint. We have made it easier than ever to get in touch with us, whether for help and assistance or for compliments or complaints and you will find all the ways you can contact us at the end of this booklet.

## **2. Our Customer Complaints Handling Procedure**

A complaint can be described as “an expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy.”

We believe that having an efficient after-sales service will retain customers by giving us an opportunity to put things right. We know that a high quality Customer Complaints Handling Procedure is key to driving improved customer satisfaction and service improvements.

Our Complaint Handling Procedure will:

- Be easily accessible, well publicised and easy to use.
- Ensure efficient handling of a complaint and provide a response within publicised targets.
- Ensure full and fair investigation.
- Complement our Passenger Charter commitments
- Respect individual's right to confidentiality in line with the Data Protection Act.
- Provide information to management so that improvements can be made and the service continually improved.
- Be able to deal with insurance claims made against the company.

## **3. The ScotRail Promise**

- We will make sure that our station and on-train staff have the appropriate training and tools to help resolve your complaint on the spot.
- If your complaint requires further investigation or escalation they will put you in touch with a manager, team leader, or our customer relations team.
- If you are delayed by 30 minutes or more on one of our trains, we will make sure there is an easy mechanism to claim compensation under our Delay Repay scheme without having to make a formal complaint.
- We will make sure that Delay Repay claim forms are available on request from any of our staffed stations.
- We will embrace technology to make it easier for you to contact us if you are not happy with our service. You will be able to apply for your Delay Repay online as well as submitting complaints on line.

#### 4. Our Customer Relations Team

It is appreciated that some complaints cannot be resolved quickly, or to your satisfaction, so we have a specially trained team of Customer Relations advisors dedicated to dealing with them.

Our Customer Relations contact details are displayed on posters at stations, on each carriage of all our trains, printed within our Timetables and Passenger Charter and available on our website [ScotRail.co.uk](http://ScotRail.co.uk).

#### 5. How to Contact Us

It's usually quicker to contact us by phone or online. But we will continue to make available other methods of contact, like post, to accommodate your preferences.

- **By Telephone**

You can call us on 0344 811 0141 between 0700 and 2200, 7 days a week. If you call outside of these hours, you will be given a message to call back after 07.00 or contact us via [www.scotrail.co.uk](http://www.scotrail.co.uk). Calls are charged at local call rate from a standard fixed BT line.

- **By Email**

You can email us at [customer.relations@scotrail.co.uk](mailto:customer.relations@scotrail.co.uk).

- **Online**

You can contact us using one of our online comment forms at [www.scotrail.co.uk/contactus](http://www.scotrail.co.uk/contactus)

- **By Post**

You can write to us at:

ScotRail  
Customer Relations  
PO Box 703  
Fort William  
PH33 6WX

- **Facebook**

Find us at [www.facebook.com/scotrail](http://www.facebook.com/scotrail)

We are available between 6am and 10pm, Monday to Friday, and 10am – 10pm at weekends.

You can:

- Ask us a question about our service
- Share your experience of our services with others
- Make a suggestion about how we can improve
- Or just drop by for a chat with our friendly team.

Come and talk to us by posting to our page or to send us a private message. We will reply to as many posts as we can.

Our staff are important to us and we respect their right to privacy. Therefore, we won't deal with complaints made about staff on Facebook. Any posts identifying a ScotRail colleague will be hidden from the page.

If you wish to give us feedback on any of our staff, please email [customer.relations@scotrail.co.uk](mailto:customer.relations@scotrail.co.uk)

## **6. Customer Relations Opening Hours**

Our Customer Relations team is available between 0700 – 2200 seven days a week with the exception of Christmas Day and New Year's Day.

## **7. Response Times**

### **Complaints about Our Services**

- We will reply to your complaint as quickly as possible. In fact, we aim to reply in full to anything we have received by post, email or via our website within 7 days.
- Sometimes however, we might require further time to investigate. So if we can't reply within 7 days, we will send you a £5 rail travel voucher as an apology. We will then aim to provide a full and final response within a further 20 days.
- Our 7 day response target is 98%.
- Under exceptional circumstance - such as times of severe disruption - we may seek special dispensation from our response time commitments from Transport Scotland and The Office of Rail Regulation. If this is the case, we will let you know via our website.
- We aim to answer 75% of incoming telephone calls within 30 seconds. If we cannot immediately resolve the complaint at the time of the call we aim to respond in the same timescales as for letters and emails.
- If you have contacted Transport Focus, unhappy with the outcome of your complaint, we will fully investigate and respond to them directly within 7 days. Where appropriate, your complaint will be reviewed and investigated by a manager.

### **Complaints involving other companies**

- If your complaint or claim is about another train company, Network Rail or another agency, we will send it to them on your behalf and write to you with their details within 7 days.



- If your journey involves another train company as well as us, we will take full ownership if we are responsible for the main reasons of the complaint and respond in full within 7 days.
- If there is any dispute, we will work with the other Train Operating Company or companies to establish ownership in line with industry guidelines. We will let you know the outcome within 7 days.

## **8. Meet the Manager Events**

We will hold regular forums for our customers and shareholders as well as 'Meet the Manager' events. These events provide an opportunity for you to ask questions, raise issues or make a complaint in person with our Directors and Senior Managers. Dates and locations of these events are available via our website or from our Customer Relations team.

## **9. A Fair Complaints Procedure**

- We will give a full and fair investigation to any comments and complaints we receive. Where appropriate, we will directly involve our managers and members of the Senior Management team to ensure a consistent approach. This way we can try to avoid the same mistake happening again.
- We aim to resolve your complaint first time round and apologise when appropriate. If you are not satisfied that we have resolved your complaint, a manager will conduct a further review of your specific concerns and provide their name and position as a point of contact. They will also share with you the contact details of Transport Focus and explain the role that they can play in resolving issues.

For further escalations from this point, you can ask Transport Focus for further help and advice. Transport Focus is an independent body set up by Parliament to protect rail users' interests. They are able to review your complaint and make representation to us on your behalf. We have included their contact details at the end of this document.

## **10. Termination of Correspondence**

We reserve the right to terminate any correspondence or communication that could be construed as abusive or bullying in content, voluminous, frivolous or vexatious, and which specifically diverts resources and affects key areas of the customer relations operation. We will fully consult with the Transport Scotland as well as Transport Focus before we terminate any correspondence and we will advise in writing of the reasons behind the decision.

## **11. Quality of Response**

When you complain to us, our aim is to resolve it for you first time round. We aim to use one member of the Customer Relations Team from receipt to reply and to address each substantive point you raise.

## **Complaints about Staff Conduct**

All complaints involving staff conduct and safety related matters will be fully and fairly investigated. For reasons of confidentiality, we may not be able to divulge the outcome of any internal disciplinary procedure.

## **Compensation**

We will offer compensation when appropriate, normally in the form of National Rail Travel vouchers, as explained in our Passenger Charter. You will be able to use vouchers to buy rail tickets at any National Rail ticket office in Great Britain or other National Rail appointed travel agents. You may also exchange them for the equivalent in cash at selected ScotRail stations.

We may also consider appropriate goodwill gestures on an ex-gratia basis when we are unable to fulfil our promises to you.

## **Obtaining a copy of our Passenger Charter**

You can get a copy of our Passenger Charter via our website [www.scotrail.co.uk](http://www.scotrail.co.uk) and from any of our staffed stations or by contacting the Customer Relations team.

## **Monitoring the Quality of our Responses**

As well as addressing your complaints on an individual basis, we will carry out regular internal audits of a sample of our responses to ensure that they meet our standards for quality. In addition we monitor the quality of our service through customer satisfaction surveys, customer call backs and reviewing the information of customers who get back in touch to tell us they are not happy about the way their complaint has been handled. We share this information with Transport Scotland and use this information to improve the performance of our Customer Relations Team.

## **Alternative languages**

We will make provision for customers whose first language is not English, and make our reply in the appropriate language.

## **12. Confidentiality**

This procedure will ensure that your confidentiality is protected. Your personal details or details about your complaint will not be divulged to third parties unless we have your written consent. We may, however, divulge some or all of your details to a third party without obtaining consent where it is necessary for us to fulfil our own statutory obligations. This includes other train companies, Transport Focus, Transport Scotland, insurers, the ORR or any other such body in order to fulfil the requirement of their duties (e.g. the Police).

### **13. Our Commitment to All Customers**

We will apologise when appropriate to customers who complain by letter, comment form, telephone and email or via our website.

However, we also aim to apologise to customers who have not complained but who have also suffered serious disruption or an unpleasant experience on their journey with us. We aim to do this by posters, feedback forms or public notices, public address announcements at stations and on train when possible, via our website and on Twitter

We will make announcements on board the train about our Delay Repay scheme during disruption

### **14. Management Reports**

Customer feedback is important to us. It helps us to identify areas where we can improve the service we provide. To ensure that this feedback received through complaints helps to drive improvements:

- We will provide regular reports, every four weeks, on complaints trends to managers at all levels to enable them to identify areas in need of improvement and to take remedial action.
- We will submit reports every four weeks to Transport Scotland and the Office of Rail Regulation on our performance in handling complaints in terms of speed of response and satisfaction ratings of customers who have complained. National Rail Passenger Surveys are now being undertaken four times a year, the results of which are published on [www.scotrail.co.uk](http://www.scotrail.co.uk)
- We will make specific reports available to senior managers where we feel this will help them improve our performance and satisfy our customers.
- We will provide information in the format and at the intervals required by Transport Scotland on the number of comments and complaints we receive, and our performance in dealing with them to Transport Scotland, the Office of Rail Regulation and to Passenger Focus.

### **15. Claims for Losses, Property Damage and Personal Injury**

If you wish to make a claim against ScotRail for losses, property damage or personal injury this should be made in writing to Customer Relations and will be dealt with in accordance with the National Rail Conditions of Carriage and the ScotRail Passenger Charter. Personal injury claims will be forwarded to ScotRail's claims handlers. Your claim will then be dealt with in accordance with the Claims Allocation and Handling Agreement (CAHA).

If there are safety implications the details will be passed on to the appropriate department for immediate action.

## **16. Reviewing Our Complaints Handling Procedure**

Our Complaints Handling Procedure will be reviewed each year by the Customer Experience Delivery Group who are responsible for improving Quality in our business. This will be carried out in consultation with Passenger Focus and Transport Scotland. This Complaints Handling Procedure will not be altered without prior consultation with Passenger Focus and Transport Scotland and prior agreement from the ORR.

## **17. Contact Details**

### **ScotRail Customer Relations**

Telephone: 0344 811 0141

Textphone users: 0845 602 0346

E-mail: [customer.relations@scotrail.co.uk](mailto:customer.relations@scotrail.co.uk)

Postal address: ScotRail  
Customer Relations  
PO Box 7030  
Fort William  
PH33 6WX

Website: [www.scotrail.co.uk](http://www.scotrail.co.uk).

### **Passenger Focus**

Telephone: 0300 123 2350

Fax: 0161 2361574

E-mail: [advice@passengerfocus.org.uk](mailto:advice@passengerfocus.org.uk)

Postal address: Passenger Focus  
Freepost RRRE-ETTC-LEET  
PO Box 4257  
Manchester  
M60 3AR

Website: [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

END OF DOCUMENT.

<b>Contents</b>	<b>Page</b>
1. Welcome	1
1.1 About Abellio	1
1.2 Policy summary	1
1.3 Our Commitment	2
1.4 Planned Facilities and Service Improvements	2
2. Assistance for passengers	3
2.1 Assistance at staffed stations	3
2.2 Assistance at unstaffed and out of ticket office opening hours	3
2.3 Assistance during your journey	3
2.4 Booking assistance	4
2.5 Passenger-Assist System	4
3. Alternative accessible transport	4
3.1 Inaccessible stations	4
3.2 During disruption	5
3.3 Substitute Transport/Planned engineering works	5
3.4 Further Information about assistance	5
4. Passenger information	5
5. Tickets and fares	6
5.1 Buying a ticket	6
5.2 Disabled Persons Railcard	6
5.3 Senior Railcard	6
5.4 Wheelchair users	7
6. At the station	7
6.1 Aural and visual information	7
6.2 Information points and displays	7
6.3 Ticket machines	7
6.4 Ticket gates	7
6.5 Luggage assistance	8
6.6 Left luggage	8
6.7 Ramps	8
6.8 Facilities provided by third parties	8
7. On the train	8
7.1 Aural and visual information	8
7.2 Seats on trains	8
7.3 Wheelchairs and our trains	9
7.4 Scooter Carriage	9
7.5 Rolling stock accessibility information	9
8. Making connections	10
8.1 Connections to other train services	10
8.2 Connections with other transport providers	10
9. Disruption to facilities and services	10
9.1 Unplanned disruption	10
9.2 Disruption that affects your future plans	11
9.3 Planned improvement works	11
9.4 Disruption to station facilities	11
9.5 Failure of information systems	11
9.6 If we get it wrong	11
9.7 Emergency Procedures	12
9.8 On train	12
9.9 At stations	12
10. Contact us	12
10.1 Your feedback	12
11. Alternative formats	13
12. Station accessibility information	13

## 1. Welcome

Welcome to ScotRail. We want you to enjoy every aspect of travelling with us, whether it's your first journey with us, or you're a regular customer. We have developed this document as part of our Disabled People's Protection Policy (DPPP) to set out the procedures and policies that ScotRail has in place to help customers with restricted mobility and requiring assistance including:

- If you have visual or auditory impairments or learning disabilities;
- If you have a short- or long-term mobility impairment;
- those with hidden disabilities which may not be immediately apparent to others;
- If you are older;
- If you are travelling with disabled children in pushchairs or wheelchairs;
- If you need assistance with luggage.

In this document we are giving you information to help you understand how we plan to meet your expectations when you are using our services including travelling with us. You'll find details of the assistance and facilities we offer to those who are disabled or have reduced mobility. The information we are providing will help you plan your journey and the wider use of Scotland's rail network.

This document reflects the guidance set out in the Department for Transport (DfT) document, '**How to write your Disabled People's Protection Policy: A guide for Train and Station Operators**' (2009). Consequently this policy document should be read in conjunction with our customer document '**Making rail accessible**'. This document also sets out our approach to meeting the requirements of the DfT's current '**Accessible Train Station Design for Disabled People: A Code of Practice**', the Equality Act, 2010, the Rail Vehicle Accessibility Regulations, 1998 (RVAR), and the Persons of Reduced Mobility Technical Specification for Interoperability (PRM TSI).

### 1.1 About Abellio

You may not have heard of Abellio before; and may be wondering why we have been entrusted to run ScotRail. We are part of a wider transport group, Abellio Transport Holdings, which also operates our Greater Anglia, Northern and Merseyrail concessions, together with bus services in London and Surrey.

Our parent company is Netherlands Railways (Nederlandse Spoorwegen, or 'NS' for short) which operates the rail services, stations and facilities on much of the Dutch network, and we plan to bring real improvements to ScotRail services based on the knowledge and experience we have developed there over many years. We are delighted that Transport Scotland has entrusted us to run the ScotRail franchise for up to 10 years, from April 2015.

### 1.2 Policy Summary

We believe that when you travel with us you should expect high standards of service throughout your journey. As such, we will:

- as a priority provide you with a safe, clean, punctual and reliable train service;
- make it easier for you to buy tickets with the introduction of more facilities;
- treat you fairly when things go wrong;
- keep you informed about services, any planned changes and during disruption;
- let you know our performance and quality targets in advance, and report every four weeks how we are doing;
- listen to you and engage with you.

We are committed to working alongside our industry colleagues Transport Scotland, Network Rail, Local Authorities, Regional Transport Partnerships, Community Rail Partnerships and other stakeholder organisations, especially those representing customers, to further improve the services, products, facilities and information we provide.

We will strive towards offering you choice, control, freedom and dignity when you travel across the ScotRail network. We believe that all customers have the right to safe, comfortable, punctual and trouble-free journeys, and we will work to extend accessibility and equality on ScotRail throughout our time as the franchisee.

We are committed to maintaining and further improving current standards of accessibility to our services for you. We believe we can achieve this by continuously working and engaging with all groups representing disabled people and other stakeholders in order to anticipate your needs. We will continue to review our policies annually and

incorporate all the feedback we get from you, customer organisations and other stakeholders regarding the services we provide. This feedback will be vital in shaping our policies and making continuous improvements.

### 1.3 Our Commitment

We will increase the confidence of disabled customers and those with reduced mobility to use the rail network by working to improve our services and facilities, including:

- **Stakeholder Equality Group:** Enhancing the level of engagement with the disabled community and customers with reduced mobility by funding a consultative forum called the 'Stakeholder Equality Group' (SEG), which will encourage participation from a wide spectrum of customer groups, such as those representing senior citizens, young families, customers with learning difficulties, plus economic and socially-disadvantaged customer groups.
- **Providing funds for research and promotions:** We will provide an annual fund to undertake research and commission mystery shopping, conducted by SEG member organisations as critical friends to monitor the performance of ScotRail facilities and services. We will also undertake access audits to better understand the numbers of disabled people and those with reduced mobility using train services in Scotland and the quality of their journey experience. For example, funding will support the introduction of rail-awareness open days targeted at specific groups who may not normally travel by train
- **Passenger Assistance Conference:** we will co-fund and coordinate a joint conference/seminar entitled 'Passenger Assistance: Planning for the Future' in partnership with key customer groups and organisations.
- **Making our 'Passenger Assist' service more efficient through technology:** we will introduce smartphone technology which will enable station and on-train staff to track the progress of customers who have booked assistance in advance throughout their journeys and ensure that their needs are addressed at all points.
- **New trains:** we will invest in new and refurbished trains with improved accessibility on ScotRail
- **Blue Badge Parking:** we will review the provision of Blue Badge car parking across ScotRail and extend provision where it is warranted.
- **Training of our people:** our customer service personnel will be provided with disability and equality awareness training
- **Annual review of this guide:** As part of our DPPP, we will undertake an annual review of this guide and issue a revised version if there are any changes.

### 1.4 Planned Facilities and Service Improvements

We are determined to improve our facilities and services to make them more accessible to for you. To do so, we have committed to a Minor Works Fund to spend on small improvements. In addition, for major works which will provide lifts or access ramps at our stations, we will work with Transport Scotland and other stakeholders in order that we secure necessary funding. We will apply to the DfT's Access for All Fund, Scottish Stations Fund and Network Rail Improvement Fund to help us fund our improvement plans.

When planning and delivering these improvements we will work closely with Network Rail (who run the rail infrastructure and own the stations), Regional Transport Partnerships (RTPs), Local Authorities, rail user groups, passenger watchdogs, Mobility and Access Committee for Scotland (MACS), Local Access Panels, Scottish Accessible Transport Alliance (SATA) and other representative bodies and organisations to maximise opportunities. We will work with other train operators and the Association of Train Operating Companies (ATOC) to share best practice and develop joint initiatives. To help prioritise between schemes we will agree investment criteria which will meet and satisfy the requirements of the Equality Act and other accessibility legislation, and decisions will be informed by the research and mystery shopping that we undertake.

We will be working with Network Rail to deliver major accessibility schemes identified for implementation during the Control Period (CP5) 2014-19, which will be funded under the DfT's Access for All programme. So far the following stations have been announced for improvement: Blairhill, Elgin, Hamilton Central, Kilmarnock, Kilwinning and Westerton

Our plan is to improve facilities in the following areas under Minor Works and below is our outline list; this will be reviewed each year taking into consideration feedback we receive from stakeholders and customer groups:

- Accessible toilets
- Automatic doors
- Dropped kerbs
- Highlighted anti-slip stair edges

- Additional handrails
- Small fixed ramps at station entrances
- Accessible ticket office counters
- Wayfinding information and signage
- Additional compliant seating
- Hearing loops
- Additional portable ramps
- Providing additional Blue Badge parking spaces and providing signage
- Providing wheelchairs for use within selected stations
- Corduroy tactile paving at top and bottom of stairs
- Marking Drop-off / Pick-up locations
- Audit Stations for update on Stations Made Easy
- Replacement and improvement of visible stair nosings
- Contrasting manifestations.

## **2. Assistance for passengers**

It is our aim to provide assistance to you throughout the ScotRail network whether this has been booked in advance or not. We will always do our best to help passengers who need assistance at stations even when they have not booked in advance. We have staff on-board all of our trains who are trained to check for passengers awaiting assistance. They will assist you to board and alight between the platform and train. Some of our stations are unstaffed or only staffed for part of the day, in order that we are aware of you being at any of the stations which falls into this category, it may be better to inform us of your travel plans in advance so that our on-train staff are prepared and can look out for you.

Where your local station is unstaffed at the time you want to use it, or is inaccessible to you, we will provide you with an appropriate alternative accessible transport such as a taxi, without extra charge, to take you to the nearest or most convenient accessible station as long as you have a valid rail ticket for that journey.

You are able to book assistance at least four hours in advance for journeys on ScotRail trains or for journeys which start and finish at any Scottish station; we need this notice period so that we can communicate your travel requirements to our staff. For journeys which go beyond the ScotRail network and will involve the use of other train operator services, we ask that you book your journey 24 hours before travelling so that we can meet their notice period requirements.

### **2.1 Assistance at staffed stations**

Our trained station staff will provide assistance for you at stations including help with boarding and alighting between the platform and train, entering and leaving the station, and travelling to and from the station car park drop-off /pick – up area and Blue Badge parking spaces. Please note that our staff cannot leave the immediate station area or cross public roads.

Our staff will help you with luggage when this has been booked in advance. If you need assistance with your luggage you need to call us and explain what assistance you need so that we can work out the best way to help you complete your journey. We have provided more details for you on assistance with luggage in section 6.5.

### **2.2 Assistance at inaccessible stations, unstaffed stations and when ticket offices are closed**

If you wish to travel to or from a station that is inaccessible to you, or one that is unstaffed when you need to use it, we can still provide you with assistance to help you make your journey. We will discuss what help you need when you call us to book your assistance. There are various ways that we can make your journey possible. For example, our on-train staff will provide you with assistance with boarding if you are already on the platform before the train arrives, and they will assist you to alight at your destination. We recommend that you contact us in advance if you wish to travel to or from these stations to allow for our on-train staff to be prepared and looking out for you.

If your assistance needs require it, we could also provide alternative transport such as a taxi – at no extra cost to you – to take you to the nearest accessible or staffed station, where a member of staff will be on hand to assist you. In special circumstances, and where there is no viable alternative, we may consider sending a member of staff to assist you where it is both reasonable and practical to do so. We want to do everything that we reasonably can to help



you make confident journeys, so please contact us to discuss your individual circumstances and what assistance we can provide to support you.

### 2.3 Assistance during your journey

All ScotRail trains have a member of staff on board. Our staff will assist you during your journey, although please understand that they cannot accompany you throughout your journey or provide personal care, such as help with eating, drinking, taking medication or using the toilet.

### 2.4 Booking Assistance

You can request assistance by:-

- Completing our online booking form before your journey. It would be helpful if you can allow 24 hours for us to identify for needs, especially if other train operators are involved, and to put in place the appropriate arrangements.
- Calling ScotRail Assisted Travel on this number allowing four hours before your journey – Freephone **0800 912 2901** or Textphone: **18001 0800 912 2901** (if you are hard of hearing).
- Visiting any ScotRail staffed station.

### 2.5 Passenger Assist System

All train operators use a common booking system that allows you to book assistance for your travel to anywhere on the National Rail network. This system is capable of sending you an email confirmation of your journey if you book in advance and have provided us with an email address. We encourage you to provide us with your mobile phone number when booking so that we can contact you when disruption occurs. We will post confirmed assistance details to you if time permits and you have no email.

Passenger Assist allows you to:

- help you to plan your train journey – based on what you tell us about your needs
- book assistance in advance for alighting and boarding
- request help entering the station, getting to your platform and boarding the train, from the Blue Badge parking area, taxi rank or drop-off point
- for journeys on some of our longer express routes book seat reservations, including the booking of dedicated wheelchair spaces
- make onward travel reservations on services operated by other train companies where reservations are available
- arrange assistance to and from connecting services, whether they are reservable or not
- purchase travel tickets
- check the accessibility and facilities of our trains and our stations

When using this system, we can provide you with information on, for example:

- stations with physical constraints that may prevent you from using that station
- significant temporary work which affects station accessibility
- details of facilities like lifts and toilets which are temporarily out of order

We have produced a summary of facilities available at each station for you in section 12 **Station Accessibility Information**, covering both the stations we operate and those operated by other companies, such as Network Rail, where our trains call. The full list of all facilities available at each station can be accessed on either our website [www.scotrail.co.uk](http://www.scotrail.co.uk) or the National Rail Enquiries website [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

Please note that Network Rail is responsible for the management of Edinburgh Waverley and Glasgow Central High Level. Assistance at these stations is delivered by Network Rail staff although advance bookings can be made via the channels described within this section. Prestwick International Airport station is owned and operated by Glasgow Prestwick Airport on behalf of the Scottish Government and Dunbar station is managed by East Coast (until 30.06.15, when it is planned to become a ScotRail managed station).

## 3. Alternative accessible transport

While we make every effort to make our stations and trains accessible, you should be aware that some stations our trains stop at may have physical and navigational constraints that could make it inaccessible to you.

### **3.1 Inaccessible stations**

If you wish to use a station that is inaccessible to you (for example due to stairs, or the station being unstaffed when you need to use it) we will book you an appropriate taxi, at no extra charge, between the inaccessible station and the nearest or most convenient accessible one for your journey. Also, if your destination station is inaccessible to you, we will help you plan your journey to the nearest accessible station and provide an appropriate taxi from that station to your destination station. There is no extra charge for this service. When you speak to our Assisted Travel Service team we will discuss your individual requirements determining the most suitable accessible taxi for you. We will always make sure that you can complete as much of your journey by rail as possible. Please try to book this as soon as you can so that we can be sure of providing the right transport for you. This service will be provided at no extra charge so long as you have a valid rail ticket for the journey you want to undertake.

### **3.2 During disruption**

Where our services are disrupted, we will provide alternative accessible transport to take you and your companion to the nearest accessible station, so that you can continue with your journey. This will be provided at no extra charge if you have a valid rail ticket for the journey you want to make.

If a train has to stop short of its destination, our on-train staff will make the necessary arrangements for your assistance and onward travel including organising accessible transport.

### **3.3 Substitute Transport / Planned engineering works**

When a train service is subject to planned or unplanned engineering works, an accessible low-floor bus service is normally provided. Where it is not possible to do so, another means of accessible transport such as a taxi will be provided at no extra cost so long as you have a valid rail ticket.

### **3.4 Further information about assistance at the station**

If you have arranged assistance at a staffed station, we recommend that you go to the ticket office on arrival. At stations with no platform-to-platform access, we recommend that you go to the appropriate station entrance or platform for your train service and advise staff via the help point of your arrival.

We recommend that you arrive at your departure station in good time. As a general rule, arriving at the station 20 minutes before your train is due to leave means that we can give you the best assistance. We particularly recommend this at larger stations, whilst at smaller stations we recommend 10 minutes. The appropriate time for you to allow can be agreed when you book and we will ensure that there is enough time to help you get to the platforms before your booked departure time, and your assistance does not need to be rushed.

We also recommend that you are on the platform at least five minutes before the train is due to leave, as train doors can close 30 seconds before the departure time in order to leave on time.

Finally, we realise that you may change your plans at short notice. If you change your mind before you travel, and you've booked assistance, please let us know about your new travel plans.

If you're already travelling on a train we may be able to assist you, but you will need to tell a member of our staff, or call our Assisted Travel Team, and tell us about your new travel plans. In some cases, however, we may not be able to provide assistance immediately if you change your plans after you've boarded a train.

## **4. Passenger information**

We will take all reasonable steps to provide consistent and up to date information on both our website [www.scotrail.co.uk](http://www.scotrail.co.uk) and on the National Rail Enquiries website [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

If there is a temporary change that affects station access, our website manager will update the information on our website, together with the relevant pages on the National Rail Enquiries website. We will update these sites within 24 hours, for all changes that will last more than a day.

If you have already booked assistance and we discover that there are changes to accessibility that may affect your journey, we will contact you to agree on a plan for alternative travel.

You can also ask our station staff for current information on accessibility. We will also tell you about any planned changes through posters at our stations, on our website and when you book assistance.

This document is available in hard copy from staffed stations. You can also get it in Large Print, Audio and Easy Read versions from our Assisted Travel Team or Customer Services.

Our Access and Inclusion Manager will review it annually. If we make any major changes to our policies and practices or there are changes to legislation, we can ensure the information is correct and up to date. If there are any changes we will publish a printed edition of the updated document after the anniversary of our franchise. However, the most up to date version will always be available on our website.

## 5. Tickets and fares

### 5.1 Buying a ticket

You can buy a ticket from our website, at staffed stations, at stations with self-service ticket machines, or by contacting our Assisted Travel Team, whether you are booking assistance through them or not. In the event that you would like to have tickets posted to you, we suggest contacting our Assisted Travel Team a week in advance of your journey to make sure your tickets arrive in time. If you would prefer to collect your ticket(s) either from a self-service ticket machine or a ticket office, please advise our staff so that they sell the ticket in the format that will allow you to collect it from the station of your choice. Where this is the case, our staff will provide you with the necessary reference number.

If you are unable to purchase a ticket from a station prior to your journey due to your disability, you will be able to buy tickets on all our trains from our on-train staff or at your destination without penalty and you will still receive the appropriate fare reductions, subject to entitlement. For example, you might need to do this if a station ticket office is closed and your disability prevents you from using a self-service ticket machine.

### 5.2 Disabled Persons Railcard

We support the Disabled Persons Railcard, which offers you, and an adult companion travelling with you, up to a third off most rail fares in Great Britain. The Railcards are currently available as 12 months or three year cards and you can choose the one which best suits your needs. The Disabled Persons Railcard scheme is managed by the Association of Train Operating Companies (ATOC).

If you are eligible, you can apply for a Disabled Persons Railcard by filling in an application form which can be obtained from ScotRail ticket offices, downloaded online or obtained by phone. You will need to show proof of disability when applying for the Railcard, for example:

- Your award letter for disability-related benefits
- Your NHS hearing aid battery book
- Your exemption certificate for epilepsy medication and your prescription

The Disabled Persons Railcard website has a full list of proofs of eligibility or you can contact the Disabled Persons Railcard team for help with your application and further advice on the Railcard, or you can speak with our Assisted Travel Team. Please note that it is not possible to purchase the Disabled Persons Railcard over the ticket office counter. The Disabled Persons Railcard Office contact details are; **Helpline: 01912 188103 Textphone: 01912 690304 Email: [disability@atoc.org](mailto:disability@atoc.org) Website: [disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk)**

There are other discounted fares for people with a disability who do not have a Railcard. For example, if you are a wheelchair user or visually impaired, you can get discounts on tickets as shown below. Please note that if you are visually impaired, this will only apply if you travel on other Great Britain networks

<b>Ticket Type</b>	<b>Discount on adult fare</b>
First Class/Standard Anytime Singles or Returns	34% off
First Class/Standard Anytime Day Single	34% off
First Class/Standard Anytime Day Return	50% off

We also support Local Authority discount schemes for disabled people.

### 5.3 Senior Railcard

If you are 60 years old or over you can buy a Senior Railcard which offers up to a third off most rail fares throughout the rail network in Great Britain. Certain restrictions apply on some rail networks during the morning peak periods, so please check the relevant websites before booking. As with the Disabled Persons Railcard, the Senior Railcard is valid for 12 months or three years and you can choose the time period which best suits your circumstances. You can buy the Senior Railcard online, on the phone (**Helpline: 0345 3000 250 Website: [senior-railcard.co.uk](http://senior-railcard.co.uk)**) or at any staffed station with your passport or UK driving licence as proof of your age. At stations you can also use your birth certificate as proof of age.

### 5.4 Wheelchair users

You can buy tickets at a discount without a railcard if you remain seated in your own wheelchair for the whole rail journey. You are entitled to the discount whether you are travelling alone or with a companion. If you are with an adult companion, they can also buy a ticket at the discounted price.

Our self-service ticket machines cannot sell these discounted tickets. If the station where you start your journey does not have a staffed ticket office, you can buy a ticket on the train or at your destination and still receive the appropriate discount.

The Association of Train Operating Companies has produced a leaflet called **Rail Travel Made Easy** which you may find helpful when planning which ticket to buy.

## 6. At stations

We have operational responsibility for 347 of the 351 stations in Scotland and these are listed in the Station Accessibility Information (Section 12) of this booklet with a summary of the facilities available at each station. We have been investing in better station facilities to make our network more accessible and comfortable for you, including new lifts, ramps, escalators, suitable-height ticket counters, induction loops at ticket counters and elsewhere, toilets and accessible toilets, waiting rooms, waiting shelters and accessible seating. If you want details of all the facilities available at these stations, please visit either our website **[www.scotrail.co.uk](http://www.scotrail.co.uk)** or the National Rail Enquiries website **[www.nationalrail.co.uk](http://www.nationalrail.co.uk)**.

Our trains also call at some stations operated by other companies. We will liaise with the relevant station operators in order to provide accessible facilities and services at these stations.

We will ensure that accessible station entrances are available wherever possible. We will not permanently close an entrance if it reduces access for you to any platform or facility without consultation. We will always consider your needs if we have to temporarily close entrances, exits and ticket gates at stations. When we carry out building work we will only do so after the required consultation and application to Transport Scotland. During the work we will make sure you can move freely around the station and are able to reach the platforms.

If for any reason it becomes necessary for us to permanently alter facilities at any of our stations, leading to restricted access for you, we will consult with the Office of the Rail Regulator (ORR), Transport Scotland, Passenger Focus, the Disabled Persons Transport Advisory Committee (DPTAC), the Mobility and Access Committee for Scotland (MACS), the Scottish Accessible Transport Alliance (SATA) and local access groups before any permanent changes are undertaken.

### 6.1 Aural and visual information

At stations where we have passenger information systems, we will make sure that the information displayed is legible and conforms to the standards outlined in the Code of Practice. At times of disruption, staff will update visual information systems to keep passengers informed and we will also use aural announcements, where such facilities are available.

### 6.2 Information points and displays

Printed travel information, including timetables, is available from ticket offices. Information points, featuring travel information and train departure posters are located on each platform. In addition, help points, painted yellow and fitted with induction loops can be found at most stations and these are generally located on station platforms. All

help points are linked to our Customer Services Centre, which can provide information on train running times, provide advice during disruption, relay instances of crime or respond to emergencies. We also have telephone help points at certain rural stations.

### **6.3 Ticket machines**

We have installed self-service ticket machines at many of our stations. If you have a Disabled Persons Railcard you can buy appropriately discounted tickets for yourself and companion at these machines.

### **6.4 Ticket gates**

We have automatic ticket gates operational at a number of stations on our network - Aberdeen, Anderson, Argyle Street, Ayr, Charing Cross, Dundee, Edinburgh Park, Edinburgh Waverley, Glasgow Central High and Low Level, Glasgow Queen Street High and Low Level, Haymarket, Inverness, Perth and Stirling. All of these gate lines have at least one automatic wide aisle gate to make access easier for you. These gates are normally staffed. When a station with automatic or manual ticket gates is unstaffed, we will leave the ticket gates open.

### **6.5 Luggage assistance**

At our staffed stations we do commit to providing assistance with luggage for disabled and older passengers free of charge, within the station boundary, to and from the train, as long as it is within the allowances set out in the National Rail Conditions of Carriage. The luggage assistance we will provide is also subject to the ability of our staff to lift it safely. Please bear in mind that space for luggage on our trains is limited so please give thought to its size and weight.

This service needs to be booked in advance. When you call us we will discuss your needs and the services we can offer to meet them. Assistance will normally be provided by a member of staff, however depending on when and where you need to travel, we may need to look at other options. For example, if the station you wish to use is unstaffed at the time you want to use it, we might need to provide an appropriate taxi to transfer you to a station that can provide luggage assistance. There would be no extra cost for this service.

If you have not booked luggage assistance in advance we will try to help you, subject to the availability of staff, but cannot guarantee that this will be possible.

### **6.6 Left luggage**

We have left luggage lockers of different heights at Glasgow Queen Street, Inverness and Aberdeen stations. These facilities are staffed and if you require assistance with lockers, please ask our staff for help.

### **6.7 Ramps**

We have portable ramps at all our accessible staffed stations and on all our trains. Our staff will deploy these ramps for you to allow easy access if you require, and our on-board staff will help you on or off the train at stations without staff. Passengers who have not booked assistance should notify our on board staff on boarding any ScotRail service in order to ensure our staff know they can offer appropriate assistance.

### **6.8 Facilities provided by third parties**

Where facilities at our stations are provided by third parties, such as catering services, we will ensure that these operators are aware of your needs. It is the responsibility of third parties to make reasonable adjustments to accommodate the needs of disabled passengers and we will continue to work with them to improve the facilities and services they provide.

## **7. On the train**

### **7.1 Aural and visual information**

Most of our services will provide you with aural and visual information for your journey. The visual display shows the train's stopping pattern and other relevant journey information. We also provide on-board announcements. These will be made in sufficient time for passengers, especially those with reduced mobility, to prepare to alight.

On services without automated public announcements, Conductors and/or Drivers will make every effort to ensure that clear, informative announcements are made prior to departure as well as on the approach to and at all station

stops. Where visual information is not provided, Conductors/Ticket Examiners will also make every effort to ensure that deaf and hard-of hearing customers (of whom they have been made aware) are informed by alternative means. Will on-train staff also advise hearing-impaired passengers in the absence of visual info about this?

If you have a 'ScotRail Passenger Assistance' card you can write questions on the back of the card in the space provided and present this to a staff member on board. These cards have been developed for you to use if you are verbally-impaired and/or aurally impaired, and they can be obtained at staffed stations or you can download them from our website.

Announcements will also be made relating to any alterations to the normal service, including delays, and hearing-impaired passengers will be advised accordingly.

## 7.2 Seats on trains

Seat reservations, including the booking of dedicated wheelchair spaces, are available on some of our longer express routes. These can be reserved when purchasing tickets or requesting assistance. The location of wheelchair spaces is indicated by the wheelchair symbol on windows and on the exterior of the carriage on the doors adjacent to the wheelchair space. However, on most of our trains, seats and wheelchair spaces cannot be reserved. 'Priority' seating is provided on almost all services and is indicated by pictograms or notices on adjacent windows. (NB: at present our Class 314, 318 and Mark II trains do not have priority seating; please see section 7.5 which explains where they operate.) All our trains have staff on board so if you have not made an advance booking and you are unable to find a seat, please bring this to their attention and they will assist you to find a seat.

Our Assisted Travel team can arrange assistance and make seat reservations (where available) for your journey. However please note that we do not reserve seating for Assistance / Working Dogs, although our priority seating has extra space which allows assistance dogs to rest under the seat.

## 7.3 Wheelchairs and Our Trains

We operate nine different types of trains. Powered or manual wheelchairs not exceeding 70cm wide and 120cm long with a combined weight of passenger and wheelchair user of not more than 300kg can be carried on all of our trains; the only exceptions are two train sets (called Mark II trains) which operate on the Edinburgh Fife Circle route. These standard dimensions are in accordance with the European Union Interoperability (PRM TSI) guidelines. A brief summary about our trains and their accessibility is detailed in the Rolling Stock Accessibility Information (section 7.5).

## 7.4 Scooter carriage

Light Travel Scooters, no greater than 104cm long and 56cm wide, and with a combined weight of not more than 300kg (passenger and scooter) can be accepted on all our trains. We recommend that you book a space for your scooter if travelling on a reservable service as capacity is limited. In the event that you wish to travel with a scooter without making an advance reservation, we will do our best to assist but cannot guarantee space for your scooter. When travelling, scooter passengers are required to transfer to a seat, as you must not remain on the scooter. It is not possible to convey larger scooters because they cannot be safely accommodated on certain types of our rolling stock, which may be necessary to bring into service should disruption occur. Please speak to our Assisted Travel Team to find out whether your scooter can be conveyed on the journey you wish to make. Please note that other train companies' scooter carrying policy may differ from our policy and where this is the case, it may not be possible to accommodate your scooter for some or whole of your planned journey.

## 7.5 Rolling Stock Accessibility Information

The information in this table details the general facilities available on each of our trains including the routes they operate.

Train class	Number in service	Routes operated	Wheelchair space	Accessible toilet	Standard toilet	Boarding ramp available	Priority seating	Aural information	Visual information	On-train staff available
156	48	West Highlands, Stranraer/Glasgow Central to Dumfries to Carlisle, Newcastle Glasgow Central to Stranraer, Glasgow Central to Edinburgh via Shotts, East Kilbride, Glasgow Central to	Y	Y	Y	Y	Y	Y	Y	Y

		Kilmarnock, Glasgow Queen Street to Alloa, Glasgow Queen Street to Falkirk Grahamston, Glasgow Queen Street Anniesland								
158	48	Far North and Kyle lines, Aberdeen to Inverness, Edinburgh local services, Glasgow Queen Street local services, Edinburgh / Glasgow to Inverness /Aberdeen/Dundee, Edinburgh to Dunblane / Newcraighall, Glasgow to Stirling /Dunblane /Perth /Falkirk Grahamston / Alloa, Edinburgh via Shotts, Glasgow Queen Street High Level to Falkirk Grahamston	Y	Y	Y	Y	Y	Y	Y	Y
170	55	Edinburgh to Glasgow, Edinburgh/Glasgow to Aberdeen, Edinburgh/Glasgow to Inverness, Fife Circle, Glasgow to Stirling/Dunblane, Glasgow to Cumbernauld/Falkirk Grahamston, Glasgow to Anniesland via Maryhill, Edinburgh to Dunblane	Y	Y	Y	Y	Y	Y	Y	Y
314	16	South Glasgow routes, Services to Inverclyde, Paisley Canal	Y	X	X	Y	Y	Y	Y	Y
318	21	Glasgow North Electrics/Argyle line, Whifflet	Y	X	Y	Y	Y	Y	Y	Y
320	22	Glasgow North Electrics, Argyle, Whifflet	Y	Y	X	Y	Y	Y	Y	Y
334	40	Glasgow North Electrics and to Edinburgh, Argyle line services, Whifflet	Y	Y	X	Y	Y	Y	Y	Y
380	38	Glasgow Central to Ayrshire, Inverclyde, Cathcart, Glasgow Central to Carstairs, Lanark, Edinburgh, North Berwick and Dunbar, Paisley Canal	Y	Y	Y	Y	Y	Y	Y	Y
Mark II	2	Edinburgh – Edinburgh (Fife Circle)	n/a	n/a	Y	n/a	n/a	n/a	n/a	Y

## 8. Making connections

### 8.1 Connections to other train services

If your journey involves a change of train at one of our stations we can help you to get from one train to another. We will do this whether you are transferring between our services, or between other train operators' services.

As our staff are trained to help you change trains whether you've booked or not, it's not essential to book assistance at staffed stations. But please be aware that they will give priority to passengers who have booked assistance.

If there is a platform change at short notice, our staff will help you get to the new platform as quickly and easily as possible. If you miss your train because of a change of platform, our staff will help you rebook the assistance you need for that journey.

When you book a journey through our Assisted Travel Service that involves changing onto another operator's services, we will make the entire booking for all legs of your journey and ensure that the other operators have all the details of your booking. This includes your booking reference, date and time of travel, where you are travelling to and the assistance you require. We will tell you what assistance we've booked for you for your entire journey.

Our staff will update visual information systems and make aural announcements when there are changes to services.

Please note that some of our services do not offer seat reservations. In cases where reservations are recommended, which includes other operators, it is important that you reserve a seat or wheelchair space in advance. Our Assisted Travel Team can tell you if reservations are recommended.

## **8.2 Connections with other transport providers**

At stations where we have staff other than those in ticket offices, we can assist you connecting with buses and taxis if the interchange is within the immediate station environment.

Taxi companies who have contracts with us at our major stations have wheelchair-accessible taxis available. Private Hire owners usually have at least one accessible vehicle in their fleet, but may require advance booking. Where contracts are re-tendered for station taxis, we will make every effort to ensure that accessible taxis are provided. We will also work with bus operators to encourage them to use low-floor buses at interchange stations.

## **9. Disruption to facilities and services**

### **9.1 Unplanned disruption**

From time to time there can be disruption to our services, but we will do everything we can to make sure you are not left disadvantaged or stranded during the disruption. Our staff are given Equality Awareness training and will help you. They will also let all passengers know about delays and changes when:

- there are delays of over five minutes
- there is a change to the stations that the train is due to stop at
- the train is going to be taken out of service before it reaches its planned destination.

Each station has a unique action plan for service disruption which may include using alternative road transport and additional staff to assist you. Whether the disruption is minor or major, we will give you regular, clear and accurate information.

If you have not started your journey, we will contact you to let you know about any disruption that will affect your trip and make any necessary alternative arrangements for you. If you've booked assistance and an unplanned disruption happens during your journey, our station staff will be aware of your travel plans, and will help you plan an alternative route or new connections if necessary.

### **9.2 Disruption that affects your future plans**

If an unplanned disruption occurs when you are travelling without booked assistance, please speak to a member of staff who will help you, or if you are at an unstaffed station please use the help point to speak to our Customer Contact Centre staff or call our Assisted Travel Team (the telephone number is displayed at information posters at the entrance to platforms).

If you have booked assistance for a future journey and we discover that there will be disruption to it, we will contact you to discuss it with you and make alternative arrangements if necessary.

Sometimes during disruption it is necessary to provide substitute road transport. Our staff will try to obtain accessible substitute transport, or, if necessary, help you complete your journey by an alternative route.

### **9.3 Planned improvement works**

Network Rail is responsible for maintaining the track and signals, and some station facilities and services. Sometimes they need to close the railway to do this, usually at weekends or holiday periods.

During planned engineering works we will try to ensure accessible replacement buses or accessible alternative transport are available. If you've booked assistance, alternative transport will be there for you. If you haven't booked assistance, we will arrange this as soon as possible.

You can find details of planned improvement works on our website [www.scotrail.co.uk](http://www.scotrail.co.uk) and on the National Rail website [www.nationalrail.co.uk](http://www.nationalrail.co.uk). We also make announcements on our audio and visual information systems and display the information on posters at stations. You can also get details from the Assisted Travel Team.

### **9.4 Disruption to station facilities**

If accessible services or facilities at our stations are unavailable, we will, where possible, provide an alternative.



We will publicise these changes within 24 hours including when you can expect the service to return to normal on both our website and National Rail Enquiries website and at stations affected. Our staff can also give you information about such changes.

### **9.5 Failure of information systems**

If our information systems break down, our staff are trained to provide information and assistance to you, including giving guidance to visually or hearing impaired passengers.

If at any point during your journey you would like to contact us for help or have concerns, please call our Assisted Travel Team who will help or speak to a member of staff on the train / at the station.

### **9.6 If we get it wrong**

We want you to have confidence in our Assisted Travel Service and we will always do our best to give you the assistance you have asked for. However, occasionally we may not be able to fulfil this promise and if we do not provide assistance as booked, please contact us as soon as possible so we can investigate the reasons why.

We are committed to improving the Assisted Travel Service and getting feedback from you. We check with at least 10% of our passengers who've used the Assisted Travel Service each month to find out whether the service was satisfactory. We use the feedback to continually improve our service. You're also welcome to call in with feedback or email us.

If we haven't given you the level of booked assistance you expect, please let our Assisted Travel Service team know and we will take the necessary steps to sort out any problems and provide the appropriate redress.

### **9.7 Emergency Procedures**

Our staff are trained in emergency procedures, safety and basic First Aid to ensure that your needs are considered at all times. We carry out controlled regular emergency planning exercises and sometimes with other Emergency Agencies allowing our staff to enhance their knowledge and understanding.

### **9.8 On train**

If there is an emergency on a train, our on-train staff are trained in the procedures to advise and help you, including disabled people. There are information posters on our trains outlining what you should do in an emergency situation. In most cases it is safest to remain on the train and wait for instructions.

If there is an emergency on the train and you would find it difficult to get off without a platform or ramp and we have not already come to assist you, you should inform a member of staff or another passenger and remain on the train. If this is a life-threatening situation, our staff, in liaison with the emergency services, will advise you what to do.

If you have to leave the train between stations, the emergency services will provide the necessary equipment and help to get you off safely.

### **9.9 At stations**

Each station has its own detailed evacuation plan which takes into account the needs of disabled passengers. In an emergency, trained staff, with the assistance of the emergency services if necessary, will help you to get to a safe place.

## **10. Contact us**

### **10.1 Your feedback**

Every journey you take with ScotRail is important to us and we value the feedback you give us about our services and facilities, whether good or bad.

There are several ways you can contact us whether to provide feedback or information:

- By talking to a member of our staff at stations
- At our station help points which are connected to our Customer Contact Centre
- By filling in our feedback comment forms at stations or online
- On Twitter @ScotRail
- On Facebook at Facebook.com/ScotRail

- By talking to our Assisted Travel Team, 07:00 to 22:00 every day except Christmas and New Year's Day
  - Freephone: 0800 9122901
  - Textphone 18001 0800 9122901
  - Email: [assisted.travel@scotrail.co.uk](mailto:assisted.travel@scotrail.co.uk)
- By writing to ScotRail Customer Relations, PO Box 7030, Fort William, PH33 6WX
  - Email [customer.relations@scotrail.co.uk](mailto:customer.relations@scotrail.co.uk)
  - Telephone 0330 303 0112

You can also come to our regular Meet the Manager events which are publicised on our website and in the local media. There you can meet our customer service managers who have responsibility for accessibility and assistance, and our Accessibility and Inclusion Manager who manages accessibility on a day-to-day basis.

We consult with the following organisations and include their ideas where possible:

- Passenger Focus
- Mobility and Access Committee for Scotland (MACS)
- Disabled Person's Transport Advisory Committee (DPTAC)
- Local Access Groups
- Local councils
- Other relevant organisations
- Transport Scotland
- Scottish Accessible Transport Alliance (SATA)

If you would like us to include your group in our consultations, please contact us.

We are also pleased to hear from you with your views, suggestions and comments. If you think there is any information missing from this booklet that you would find useful, please let us know.

### **11. Alternative formats**

You can get copies of this document and our Guide to Policies and Practices document in alternative formats by contacting our Assisted Travel Team or ScotRail Customer Services on the number shown in section 11.

The alternative formats available are Large Print, Audio and Easy Read. We will provide the alternative format within seven days of your request.

### **12. Station Accessibility Information**

Information regarding station accessibility forms part of our DPPP. This is a summary of facilities available at each station, current at the time of producing this document. For more up to date information, including recently installed new facilities available at our stations, please visit our website or the National Rail Enquiries website.

<b>Contents</b>	<b>Page</b>
1. Introduction	1
1.1 About Abellio	1
1.2 Policy Summary	1
1.3 Our Commitment	2
1.4 Our Strategy	3
1.4.1 Stations	3
1.4.2 Trains	3
2. Management Arrangements	4
2.1 Executive Responsibility	4
2.1.1 Business Transformation Director	4
2.1.2 Projects management team	4
2.1.3 Access and Inclusion Manager	4
2.1.4 Awareness of our commitment among staff	4
2.1.5 Investment	4
2.1.5.1 Access for All Major Schemes	4
2.1.5.2 Access for All Small Schemes	5
2.1.5.3 Minor Works	5
3. Monitoring and Evaluation	5
3.1 How we will monitor	5
3.1.1 Call Back	5
3.1.2 Mystery Shoppers	5
3.1.3 Access Audits	5
3.1.4 Complaints	5
3.1.5 Service Quality Inspections	5
3.1.6 External rail industry surveys	5
4. Access Improvements	5
4.1 Minor Works	6
4.2 Access Improvements by Others	6
5. Working with Others	6
6. Staff Training	6
6.1 Staff suggestions	7
7. Emergency Procedures	7
8. Communications Strategy	7
8.1 Telephone	7
8.2 Website	7
8.3 Crystal Mark	7
8.4 Signage	7
9. Car parking	8

## 1. Introduction

Welcome to ScotRail. We want you to enjoy every aspect of travelling with us, whether it's your first journey with us, or you're a regular customer. We have developed this document as part of our Disabled People's Protection Policy (DPPP) to set out the procedures and policies that ScotRail has in place to help customers with restricted mobility and requiring assistance including:

- those with visual or auditory impairments or learning disabilities;
- those whose mobility is impaired through arthritis or other temporary or long-term conditions;
- those with hidden disabilities which may not be immediately apparent to others;
- older people;
- those accompanying disabled children in pushchairs;
- disabled customers requiring assistance with luggage.

In this document we are giving you information to help you understand how we plan to meet your expectations when you are using our services including travelling with us. You'll find details of the assistance and facilities we offer to those who are disabled or have reduced mobility. The information we are providing will help you to plan your journey and will assist you on the wider use of Scotland's rail network.

This document reflects the guidance set out in the Department for Transport (DfT) document, **'How to write your Disabled People's Protection Policy: A guide for Train and Station Operators' (2009)**. Consequently this policy document should be read in conjunction with our customer document **'Making rail accessible'**. This document also sets out our approach to meeting the requirements of the DfT's current **'Accessible Train Station Design for Disabled People: A Code of Practice'**, the Equality Act (2010), the Rail Vehicle Accessibility Regulations 1998 (RVAR), and the Persons of Reduced Mobility Technical Specification for Interoperability (PRM TSI).

### 1.1 About Abellio

You may not have heard of Abellio before; and may be wondering why we have been entrusted to run ScotRail. We are part of a wider transport group, Abellio Transport Holdings, which also operates our Greater Anglia, Northern and Merseyrail concessions, together with bus services in London and Surrey.

Our parent company is Netherlands Railways (Nederlandse Spoorwegen, or 'NS' for short) which operates the rail services, stations and facilities on much of the Dutch network, and we plan to bring real improvements to ScotRail services based on the knowledge and experience we have developed there over many years. We are delighted that Transport Scotland has entrusted us to run the ScotRail franchise for up to 10 years, from April 2015.

### 1.2 Policy Summary

We believe that when you travel with us you should expect high standards of service throughout your journey.

As such, we will:

- as a priority provide you with a safe, clean, punctual and reliable train service;
- make it easier for you to buy tickets with the introduction of more facilities;
- treat you fairly when things go wrong;
- keep you informed about services, any planned changes and during disruption;
- let you know our performance and quality targets in advance, and report each period how we are doing;
- listen to you and engage with you.

We are committed to working alongside our industry colleagues Transport Scotland, Network Rail, Local Authorities, Regional Transport Partnerships, Community Rail Partnerships and other stakeholder organisations, especially those representing customers, to further improve the services, products, facilities and information we provide.

We will strive towards offering you choice, control, freedom and dignity when you travel across the ScotRail network. We believe that all customers have the right to safe, comfortable, punctual and trouble-free journeys, and we will work to extend accessibility and equality on ScotRail throughout the franchise period.

We are committed to maintaining and further improving current standards of accessibility to our services for all our passengers. We believe we can achieve this by continuously working and engaging with all groups representing disabled people and other stakeholders in order to anticipate your needs. We will continue to review our policies annually and incorporate all the feedback we get from you, customer organisations and other stakeholders regarding the services we provide. This feedback will be vital in shaping our policies and making continuous improvements.

### 1.3 Our Commitment

We will increase the confidence of disabled customers and those with reduced mobility to use the rail network by working to improve our services and facilities, including:

- **Stakeholder Equality Group:** Enhancing the level of engagement with the disabled community and customers with reduced mobility by funding a consultative forum called the 'Stakeholder Equality Group' (SEG), which will encourage participation from a wide spectrum of customer groups, such as those representing senior citizens, young families, customers with learning difficulties, plus economic and socially-disadvantaged customer groups.
- **Providing funds for research and promotions:** We will provide an annual fund to undertake research and commission mystery shopping, conducted by SEG member organisations acting as critical friends to monitor the performance of ScotRail facilities and services. We will also undertake access audits to better understand the numbers of disabled people and those with reduced mobility using train services in Scotland and the quality of their journey experience. For example, funding will support the introduction of rail-awareness open days targeted at specific groups who may not normally travel by train
- **Passenger Assistance Conference:** we will co-fund and coordinate a joint conference/seminar entitled '**Passenger Assistance: Planning for the Future**' in partnership with key customer groups and organisations.
- **Making our 'Passenger Assist' service more efficient through technology:** we will introduce smartphone technology which will enable station and on-train staff to track the progress of customers who have booked assistance in advance throughout their journeys and ensure that their needs are addressed at all points.
- **New trains:** we will invest in new and refurbished trains with improved accessibility on ScotRail
- **Blue Badge Parking:** we will review the provision of Blue Badge car parking across ScotRail and extend provision where it is warranted.
- **Training of our people:** our customer service personnel will be provided with disability and equality awareness training
- **Annual review of this guide:** As part of our DPPP, we will undertake an annual review of this guide and issue a revised version if there are any changes.

We have developed this Disabled People's Protection Policy (DPPP) to set out the procedures and policies that we have in place to protect the interests of disabled passengers. Our aim is to make continuous improvements to make our services more accessible to all our disabled passengers. The improvements we will put in place under the DPPP will also be of benefit to others with mobility issues, including those travelling with small children in prams or buggies.

In Scotland, we operate 347 stations and 95% of train services in Scotland. Scotland's network presents particular accessibility challenges and as a result, we want to work closely with all stakeholders to maximise opportunities to make improvements. We aim to develop plans to address these challenges and consult with disabled groups and other stakeholders so that we invest in areas where the most benefit will be achieved.

This policy has been produced based on guidance contained in:

- How to Write Your Disabled People's Protection Policy, published in November 2009 by the DfT.

Issuing and complying with a DPPP is a condition of our passenger and station operator's licences and has to be approved by the Office of Rail Regulation (ORR). We will review the documents on an annual basis at the end of each anniversary year from the approval date. We welcome your comments and feedback, and this will be considered when the documents are reviewed. We also continually review our station accessibility information to make sure that our customers get accurate information.

This policy and our passenger document – **Making rail accessible: helping older and disabled passengers** - set out our commitment and the measures that we are taking to meet the needs of disabled people as well as the reasonable adjustments we are making to comply with the Equality Act, 2010.

#### 1.4 Our strategy

During the franchise period we will strive towards equal access to travel, based on the core principles of choice, control, freedom and dignity. We are therefore committed to making reasonable adjustments that will improve access to trains and stations but also other services we provide to benefit disabled customers. We believe that any improvements we make with regards to accessibility will also benefit other customers whom we serve.

We will work with organisations such as Transport Scotland, Passenger Focus, the Disabled Persons Transport Advisory Committee (DPTAC), the Mobility and Access Committee for Scotland (MACS), the DfT, the ORR, Regional Transport Partnerships (RTPs), the Scottish Accessible Transport Alliance (SATA), Local Access Panels (LAPs) and other focus groups such as Capability Scotland, in order to identify the requirements of our passengers, and seek external funding to deliver improvements.

We will;

- invest £350k in a new Stakeholder Equality Group (SEG) to jointly undertake research and mystery shopping, and to better prioritise investments delivered by the Minor Works Fund
- invest £2.45m in Minor Works station accessibility schemes
- introduce a Passenger Assist smartphone app to allow station and on-train employees to track customers with reduced mobility throughout their journeys and ensure that their needs are addressed at all points
- reduce the advance notice period from four to three hours by the end of 2017, with a target of only one hour by the end of the franchise
- pilot the use of real-time customer assistance technology, including the 'assist-Mi' app
- integrate our pre-bookable Cab & Go service into the wider provision of alternative transport in order to provide a more reliable service to stations for disabled customers
- provide online performance data to monitor our success in delivering the service
- introduce a 'Baby on Board' scheme for expectant mothers so they can get seats on trains
- ask for members of the SEG to complete a satisfaction report for our Board and Transport Scotland
- co-fund and coordinate a joint conference/seminar around 'Passenger Assistance based on *'Planning for the Future'* in partnership with MACS and other interested parties
- use 2015-16 funding to support the introduction of rail-awareness open days targeted at specific groups such as people with learning difficulties, visually impaired, aurally impaired and senior citizens
- hire trainers with disabilities to deliver the awareness modules of the training programme, to give valuable insight to our employees

##### 1.4.1 Stations

Our strategy is to ensure that stations are tailored on arrival, at ticket offices, in waiting areas and on platforms to meet the needs of disabled people and those with reduced mobility. This will include:

- training employees to better understand and deal with a wide variety of disabilities
- introducing new equipment and processes, such as improved tracking and monitoring of assisted journeys
- the provision of new facilities
- making sure that any planned station works will comply with all legislation, including the standards set out in the DfT's current **A Code of Practice**.
- providing alternative accessible transport at inaccessible stations

##### 1.4.2 Trains

By 2020, all rolling stock will comply with all legislative standards including European Standards set out in the Persons of Reduced Mobility Technical Specification for Interoperability (PRM TSI). We are working with Rolling Stock Companies (ROSCOs) to review all our train compliance plans and agree a programme of refurbishment. The programme will

include: fitting audible 'doors enabled' sounders, accompanied by visually lit door buttons and step lights; reconfiguring seating to give extra wheelchair spaces and fitting 'call for aid' devices at wheelchair locations; extending and repositioning doorway grab rails; improving and installing visual information systems; remodelling toilets into accessible ones; and improving signage.

## **2. Management Arrangements**

The management arrangements detailed below are designed to ensure that your needs are integrated into our business planning processes and to ensure that the company's progress against its accessibility goals is measured, reported and appropriately adjusted over time.

### **2.1 Executive responsibility**

Equality issues are an integral part of our business activity. Our Commercial Director has responsibility for our DPPP and will ensure that the policy is integrated into business plans at the planning stages of all projects and procedures. The Commercial Director will ensure the requirements of disabled people are represented at ScotRail Board level. The Commercial Director is accountable for overall responsibility for monitoring the commitments in this guide, and making sure we deliver on these promises. All managers in all parts of our business have responsibility for implementing and delivery of the day to day elements of customer service, including this policy.

#### **2.1.1 Business Transformation Director**

Our Business Transformation Director has executive responsibility for staff training in customer service which includes equality awareness. The Business Transformation Director will ensure that in our recruitment and selection process we seek to identify staff committed to the principles of customer service.

#### **2.1.2 Projects management team**

As part of our standard procedure we consider accessibility issues in any changes we make. We have a projects team which uses robust project management processes, and will involve all relevant managers in the planning and implementation of schemes. The projects team will make sure that all designs meet the Code of Practice.

#### **2.1.3 Access and Inclusion Manager**

Our Access and Inclusion Manager has responsibility for advising the projects management team on accessibility issues. It is the Access and Inclusion Manager's responsibility to ensure that any work fulfils our DPPP requirements including the DfT's **'A Code of Practice'** and our legal obligations. The Access and Inclusion Manager will attend project planning meetings at the planning, development and sign-off stages of projects involving station and train facilities to ensure that nothing in the plans compromises accessibility. Any concerns will be escalated to the Commercial Director for decision by the executive team and ScotRail's Board. Our Access and Inclusion Manager is responsible for the day-to-day aspects of these policies and for producing briefings for communication throughout the organisation.

#### **2.1.4 Awareness of our commitment among staff**

Our Access and Inclusion Manager is responsible for ensuring that staff are aware of our policies, commitments and their individual responsibilities. Our induction programme, which will be attended by all new employees whatever their role, includes a training module covering disability awareness and accessibility. Our management arrangements include regular assisted travel briefings as well as providing guidance for customer-facing staff which contain set procedures and advice on how to help passengers who require assistance.

#### **2.1.5 Investment**

##### **2.1.5.1 Access for All major schemes**

We will be working with Network Rail to deliver major accessibility schemes identified for implementation during the Control Period (CP5) 2014-19, which will be funded under the DfT's Access for All programme. So far the following stations have been announced for improvement: Blairhill, Elgin, Hamilton Central, Kilmarnock, Kilwinning and Westerton. Network Rail is carrying out feasibility study to establish best options for each location.

### 2.1.5.2 Access for All Small Schemes

We will deliver a programme of access improvements should the DfT confirm this fund will continue throughout our franchise.

### 2.1.5.3 Minor Works

We plan to invest £2.45m in Minor Works improvements during the franchise period. The annual scope and programme of works will be in consultation with Network Rail to ensure that our proposals will complement other planned works. Each annual programme will also be developed in consultation with key disabled and reduced mobility stakeholder groups represented by MACS, SATA, SRAF and Passenger Focus.

## 3. Monitoring and Evaluation

We will monitor the commitments we have promised together with our services in a number of ways and use the outcomes to review our plans, objectives, procedures and processes in order that we meet the desired aims.

### 3.1 How we will monitor

Our Commercial Director will use the methods detailed below to monitor our services and facilities. Our Stakeholder Equality Group will consider the feedback and help develop plans to improve our services and facilities.

#### 3.1.1 Call back

We will call back up to 10% of passengers who use the Assisted Travel Service and evaluate their feedback to measure our performance. If the feedback results in a complaint, we will record it through normal channels, get it investigated and take actions to prevent it happening again and most of all, make sure we resolve it satisfactorily with the customer.

#### 3.1.2 Mystery Shoppers

Our Stakeholder Equality Group will undertake research and commission mystery shopping through Disabled People's Organisations (DPOs) to monitor performance of our facilities and services we offer disabled customers.

#### 3.1.3 Access audits

We will undertake access audits to better understand the numbers of disabled and elderly people using train services on our network and the quality of their journey experience.

#### 3.1.4 Complaints

All comments and complaints that we receive are categorised so that we can evaluate our performance against each type of complaint. The relevant manager investigates all incidents involving disabled passengers, and we take the necessary action to prevent it happening again.

#### 3.1.5 Service Quality Inspections

We have a team of service quality auditors who carry out regular audits of customer facilities and service on stations and trains. Our inspection covers on-train and station cleanliness, safety and repairs among other things.

#### 3.1.6 External rail industry surveys

We will also use information from the National Rail Passenger Survey (NRPS) to evaluate our performance on accessibility issues. We are increasing the number of NRPS surveys from two waves a year to four, delivering additional waves in the summer and winter.

## 4. Access Improvements

We will follow the standards and guidance applicable to our operations such as;

- Railways Act 1993
- The current version of the DfT's '**Accessible Station Design for Disabled People: A Code of Practice**'
- ATOC Good Practice Guide on disabled passengers
- Rail Vehicle Accessibility (Non-interoperable Rail System) Regulation 2010 (RVAR)



- PRM TSI 2008
- Equality Act 2010

We will always seek to comply with the relevant standards, and only where we cannot comply will we seek derogation against the PRM TSI. We will work with Transport Scotland on future procurement of new trains to make sure that any new rolling stock procured is compliant with The Railways (Interoperability) Regulations and the PRM TSI.

#### **4.1 Minor works**

Our plan is to improve facilities in the following areas under Minor Works:

- Accessible toilets
- Automatic doors
- Dropped kerbs
- Highlighted anti-slip stair edges
- Additional handrails
- Small fixed ramps at station entrances
- Accessible ticket office counters
- Wayfinding information and signage
- Additional compliant seating
- Hearing loops
- Additional portable ramps
- Providing additional Blue Badge parking spaces and providing signage
- Providing wheelchairs for use within selected stations
- Corduroy tactile paving at the top and bottom of stairs
- Marking Drop-off / Pick-up locations
- Audit Stations for update on Stations Made Easy
- Replacement and improvement of visible stair nosings
- Contrasting manifestations

The focus of the programme will be reviewed each year taking into consideration feedback and the recommendations of the Stakeholder Equality Group.

#### **4.2 Access Improvements by Others**

Most of the planned improvements which will be carried out by Network Rail are currently in planning stages and we will provide more details on progress of these schemes in the next review.

### **5. Working with Others**

We recognise the importance of working in partnership in order to make continuous improvements to the accessibility of our stations and trains. We also aim to remove as many barriers as possible which confront people with disabilities when they want to use the rail network.

As a result, we will consult with organisations such as Transport Scotland, Passenger Focus, DPTAC, MACS, Local Authorities, RTPs, SATA, other disabled people's representative organisations such as RNIB Scotland, and the Parliamentary Cross Party Committee on Disability. We will also work with other transport service providers to make sure that your needs are incorporated into any jointly-planned integrated transport initiatives.

### **6. Staff Training**

Through your feedback and communication with stakeholders we will aim to continually improve employee awareness of interacting with disabled customers. Staff training will extend to understanding how to deal with a wide variety of disabilities including, learning or mental health impairments and those experiencing a range of sensory losses.

We will arrange disability awareness training, refresher training and appropriate briefings for employees at all levels who deal with customers face-to-face, by telephone or at ticket windows and those who direct or manage the upgrade of customer facilities and services. We want to equip our staff with the skills that help them identify customers who

need assistance and to offer appropriate assistance. Specific training will also be given, for example, helping wheelchair users, visually-impaired passengers and the use of portable ramps.

We will also build on the current practice of hiring trainers with disabilities to deliver the awareness modules of the training programme, to give valuable insight to our employees.

The number of staff who will receive training during the year will be reported to the ORR.

### **6.1 Staff suggestions**

The feedback we receive through staff surveys, staff suggestions, regular scheduled briefing sessions and any other means will help us to identify further training requirements relating to aspects of Equality Awareness. We will produce staff briefings on aspects of accessibility or changes to legislation in order to keep our staff informed in order that they provide the best possible service for you.

## **7. Emergency Procedures**

Our staff are trained in evacuation, safety and basic First Aid procedures to ensure that your needs are considered at all times and particularly at times of emergencies. Our policy is not to evacuate customers before the emergency services arrive, unless they are in a life threatening position. Our policy applies to both our station and train environments.

## **8. Communications Strategy**

We will make copies of our passenger document available to local access panels and groups across Scotland. The documents are also on our website for download, and a hard copy can be obtained from staffed stations or by writing to us at ScotRail Customer Relations, PO Box 7030, Fort William, PH33 6WX.

These documents can be made available in other formats such as Large Print and Audio on request within seven working days from the date we receive the request.

### **8.1 Telephone**

We provide Freephone and Textphone numbers for you so that we can be contacted to arrange your travel, including making requests for assistance in advance. You can use these numbers to give us feedback, buy travel tickets, make enquiries on accessibility of stations and trains, make reservations or arrange onward travel with other train operators or to obtain copies of our policy and customer DPPP documents.

During times when our Assisted Travel Team is busy or the office is closed, automated recorded information will be activated informing you what is happening, including when the office will be open again.

### **8.2 Website**

As part of our ongoing strategy, we will ensure that our website continues to meet industry recognised W3C standards. You can email or fill in comment forms on our website.

### **8.3 Crystal Mark**

We will make sure that all our passenger-facing documents including the Passenger Charter, Customer Complaints Handling Procedure and Disabled People's Protection Policy comply with the Crystal Mark standard (or equivalent) by the third year of our franchise.

### **8.4 Signage**

We commit to working with local authorities through our Transport Integration forums to make sure that stations within their areas are clearly signposted and that they provide dropped kerbs at access points into the station or bus stops.

## 9. Car Parking

Parking in the Blue Badge spaces will be free at ScotRail managed car parks if you display a recognised Blue Badge Holder's permit in the car windscreen. We will ensure that parking for Blue Badge holders is in accessible locations close to the station entrances and that spaces are of the correct size. We will increase Blue Badge spaces to 5% as outlined in the Code of Practice at stations where there is greater demand.

If designated parking spaces are unavailable for any reason and you display a recognised Blue Badge holders permit, you may park for free in our pay and display car parks. Our car parks within the station lease areas are managed and monitored by station management and staff on a daily basis to ensure that motorists who do not hold disabled parking badges are not using designated disabled parking bays.

We monitor the use of these spaces and produce a report with details of the weekly average usage of Blue Badge spaces at all our car parks which is sent to the ORR and Transport Scotland every six months. If we find that the spaces assigned are not sufficient to meet demand, we will increase the numbers.

Most of our car parks have closed circuit television (CCTV), linked to our Customer Services Centres at Dunfermline or Paisley Gilmour Street. These are monitored 24 hours a day, seven days a week.

We will consult with other stakeholders who own car parks close to our stations to encourage them to provide appropriate spaces for Blue Badge holders.

The provision of drop-off and pick-up points for cars and taxis will be reviewed to ensure these are as close to our station entrances as reasonably practicable.