



Marcus Clements

Head of Consumer Policy
Rail Markets and Economics

01 April 2020

Graham Kelly
Caledonian Sleeper
By Email

Dear Graham,

Approval of Serco Caledonian Sleeper's Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting your draft Accessible Travel Policy (ATP) for approval.

I confirm that we have reviewed the ATP against the 2019 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). As part of our review process we also sought views on the draft ATP from Disabled Persons Transport Advisory Committee, Transport Focus and the Mobility Access Committee for Scotland (MACS) and had several exchanges with you to clarify its commitments.

I can confirm that Caledonian Sleeper's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

During the course of our exchanges we discussed Caledonian Sleeper's implementation of the reduced notice period for booking assistance to enable passenger to book up to 10pm the night before travel. We agreed that due to the unique nature of its services, as indicated in the approved policy, Caledonian Sleeper will until 31 March 2021 accept assistance bookings up to 10pm for the following evening's service, but is not obliged to take bookings at 10pm for services departing the same evening or in the early hours the following morning. As part of this, Caledonian Sleeper has committed to extending its Passenger Assist helpline to 10pm. As required by the guidance, Caledonian Sleeper has committed to the reductions in the notice period to 6 and then 2 hours, from 1 April 2021 and 1 April 2022 respectively.

I highlight the following initiatives to which Caledonian Sleeper have committed. I shall be grateful to Caledonian Sleeper to provide updates on these until completion.

- A tool for guests with non-visible impairments to signal to your hosts that they may need assistance by October 2020.
- A trial of vibrating pillow pads to alert Deaf guests in the event of an emergency alarm.
- A personal emergency evacuation plan that will ensure you identify each guest's individual needs by 1 July 2020.

A copy of the approved ATP is attached to this letter, and will be published on our website along with a copy of this letter. Please provide a branded version by 1 May 2020.

By 31 July 2020 Caledonian Sleeper is required to provide a report to ORR setting out its progress against delivery of its staff training commitments and complete delivery of those commitments by 31 July 2021.

Please note that ORR has now concluded the consultation on changes to the guidance with respect to the provision of accessible rail replacement services. Whilst your ATP meets the requirements of the current iteration of the guidance, on publication of any revised guidance we will set out the timescales for submitting a revised policy document for approval, if one is required.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'M. Clements', written in a cursive style.

Marcus Clements