

Marcus Clements

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05 September 2018

Cath Bellamy
Managing Director
Vintage Trains Limited
(by email)

Dear Cath

Approval of Vintage Trains Limited's Disabled People's Protection Policy (Condition 5 of the GB Passenger Statement of National Regulatory Provisions)

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

We note that, as a charter operator, Vintage Trains differs from a franchised operator in the following areas:

- Vintage Trains will not participate in Passenger Assist as it will be running charter services, predominantly pre-booked with assigned seating, and will instead deal with station operators directly in order to request the required assistance;
- Vintage Trains will not accept Disabled Persons Railcards; and
- Vintage Trains will use heritage carriages which were built in the 1950s and 1960s.

I confirm that we have reviewed your DPPP against the key areas of the 2009 Guidance "How to write your Disabled People's Protection Policy: A guide for Train and Station Operators" (the guidance) which we identified as being relevant to Vintage Trains' operations, given the differences set out above.

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

We welcome the following, which we believe are likely to be positive for passengers:

- Ticket concessions: you offer a 50% concession on tickets for companions;
- Assistance bookings: you will brief on-board staff on specific assistance requirements prior to the commencement of each charter service which will include any specific arrangements in event of an emergency;
- Mobility aids: you are able to accommodate onboard a limited number of Size 2 and smaller Size 3 mobility scooters within specific dimensions;
- Station accessibility: you will contact all relevant station stops 24 hours prior to operation of the service, to establish if there are any issues which may impact accessibility for passengers, and discuss alternative arrangements with any affected passengers; and

- Monitoring and evaluation: your senior management will review performance against the DPPP commitments upon completion of each charter operation, and any lessons learned will be incorporated into future planning processes.

During the approval process, you have clarified the following:

- Notice period for booking assistance: you have clarified that passengers can book assistance by contacting your booking office 24 hours prior to travel;
- Wheelchairs: you have clarified the dimensions of wheelchairs you are able to carry onboard;
- Rolling stock information: you have committed to provide this to passengers on request to your ticket booking offices and have included some information in your DPPP documentation;
- Accessible toilets: you have acknowledged that the lack of accessible toilets onboard your heritage services is not desirable. You have committed to rectifying this as soon as is practicably possible and have also committed to ensure that passengers are made aware in marketing material and on websites of the situation regarding accessible toilets; and
- Station accessibility information: you will be using the private platform at Tyseley Warwick Road station for some of your services, details of which do not feature on the National Rail website station pages. You have committed to create a webpage on your website that details the facilities available at Tyseley Warwick Road in a similar format to that on the National Rail website.

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

Yours sincerely



Marcus Clements

VT-L3-CUS-702a

Making Rail Accessible

Helping Older & Disabled Passengers on Vintage Trains Operated Charter Trains

This Document forms part of Vintage Trains
Ltd's DPPP (Disabled Persons Protection Policy)

Issue 4a Valid from September

With Integrity - With Determination - With Respect





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1 Policy Statement

Vintage Trains Ltd (Vintage Trains) acknowledges that it has an anticipatory and a moral duty to seek to continuously improve its services for people with both visible and less visible disabilities on its leisure & charter train Operations.

Vintage Trains supports the ORR's objective to:

***Empower confident use of the railway by disabled passengers
and promote awareness of the advice and help available.***

As our population grows older, the need to ensure greater equality of opportunity and a better quality of life for people in the UK will become increasingly important. The increasingly popular heritage sector of the mainline railway industry presents particular accessibility challenges, since much of the Network Rail infrastructure and the heritage rolling stock used today dates from a time when the needs of mobility impaired passengers were scarcely taken into account.

We need to ensure that mobility impaired passengers receive the same choices in travel and excellent quality of services, whilst being provided with consistent, reliable and accurate information. We have developed this policy to strike the correct balance between being deliverable and achievable, whilst meeting the needs of disabled and aging passengers.

Vintage Trains will actively liaise with station operators, other mainline Train Operating Companies, Network Rail and any 3rd parties involved in delivering the trains to ensure that the needs of passengers with disabilities are met and that appropriate access can be gained to our trains. We will actively support this with appropriately trained personnel and equipment.

When sourcing rolling stock for use in our charter services, wherever possible, we will use rolling stock that is compliant with disabled persons needs and are committed to meeting full accessibility on all our services as soon as is practicably possible.

We will ensure that up to date information on the disabled capabilities of the stock is clearly available throughout the promotion and sales process. We will display clearly and in plain English any accessibility restrictions and what alternatives we can offer.

Vintage Trains is committed to consistently improve, making its services more accessible and delivering fair chances for all, improving the confidence of disabled passengers when travelling on the railway.

A Shooter
Chairman

2 Assistance for Passengers

2.1 Types of Assistance that can be provided by Vintage Trains

Vintage Trains is committed to continuously improve its services for people with both visible and less visible disabilities on its leisure & charter train operations. We will do our utmost to provide assistance whenever required.

In order to ensure appropriate assistance can be arranged in advance we request passengers inform us of any disabilities, or if assistance is required, by contacting the Vintage Trains booking office no later than 24 hours before the day of travel.

2.2 Pre-Booked Tickets

When booking tickets on Vintage Trains, part of the booking process affords the person making the booking (online or via telephone) the opportunity to enter any 'Other Information or Requirements'. This is where we ask the passengers to note if assistance is required.

The information entered in 'Other Information or Requirements' is included in the confirmation email sent to the passenger upon completion of booking.

A ticket wallet will arrive via post prior to travel. In addition to containing the individual tickets and confirmed times for the train, passengers requiring assistance will be provided with instructions on where to meet the Vintage Trains steward to assist with boarding the train.

If passengers have not informed us of any disabilities or that assistance is required, we request that the passengers contact the booking office no later than 24 hours before the day of travel.

2.3 Walk-Up Tickets

Only '*The Shakespeare Express*' steam train service regularly accepts walk-up passengers. Vintage Trains on board stewards (1 provided per carriage) will offer assistance to anyone requiring it and every reasonably practical accommodation will be made. Wheelchair spaces are limited and preference must be given to those who pre-book.

Every effort will be made to accommodate walk up passengers but, in the unlikely event that there are no spaces available to accommodate a non-booked wheelchair user or an alternate travel arrangement cannot be found, Vintage Trains will attempt

to book the passenger(s) on a later train or an alternate date. We strongly recommend that all passengers, those requiring assistance or otherwise, pre-book to avoid disappointment.

2.4 For Mobility Impaired Passengers

The heritage carriages used by Vintage Trains Ltd were built in the 1950s & 1960s and were not originally designed to accommodate wheelchair users. Access to the public seating area in the buffet/guards vehicle has been adapted with wider access doors and reconfigurable seating to accommodate up to three European standard-sized wheelchairs simultaneously.

Wheelchair access to the vehicle from the platform is via the standard wheelchair access ramp found on many Network Rail station platforms. We also carry our own ramps on board every Vintage Trains railtour.

There are no accessible toilet facilities onboard our heritage trains due to the design and construction of the vehicles. Passengers who are able to walk a short distance can be assisted by their companion and/or Vintage Trains stewards.

Alternatively, the passenger can be assisted to an accessible toilet at the next available scheduled passenger stop.

Where a passenger prefers to transfer from their wheelchair into a carriage seat, wheelchairs will be stored in the guard's van and made ready for use when the train reaches its destination

Assistance will be provided for wheelchair users to get on and off trains; wheelchair ramps are carried in the guard's van and a ramp can be requested when booking a ticket.

For passengers with other mobility impairments, priority seats near a door can be requested through the Vintage Trains booking office.

Booking office staff will be able assist with queries about station accessibility.

2.5 For Passengers with a Loss of Vision

For passengers with a loss of vision, stewards are available to assist in guiding you on/off the train, to/from the seat and will notify you of station stops before arrival. If you did not tell us during the booking process, please advise your steward on joining the train.

Assistance dogs are welcome with no prior notice on all Vintage Trains services.

If you require assistance prior to arrival at the station, please inform the Vintage Trains booking office during the booking process and Vintage Trains will make the necessary arrangements with the appropriate station operator.

2.6 For Passengers with Hearing Loss

For passengers with hearing loss, stewards are available to assist in notifying passengers of station stops before arrival. If you did not tell us during the booking process, please advise your steward on joining the train.

3 Alternative Accessible Transport

Unfortunately, some stations that Vintage Trains stop at may not be fully accessible. All passengers will be advised in advance of travelling, which stations are not fully accessible. In this case, Vintage Trains will offer alternative transport to the passenger to an alternative accessible station.

In the event of a disruption or change in service, we will ensure that suitable accessible onwards transport is provided to passengers with disabilities at no additional charge to the passenger.

4 Passenger Information

The majority of carriages used in the charter train market, including those used by Vintage Trains, do not have passenger information screens fitted. All Vintage Trains charter trains have on-board PA systems and announcements are made to provide customers with any information required as to the running of the train and approximate times of arrival. In addition, every carriage is staffed by a steward who can inform passengers with hearing difficulties.

Charter tours are generally operated from Point A to Point B and return, therefore there are rarely requirements for passengers to be made aware of intermediate station stops. On-board staff will be advised if any passengers may need assistance in receiving this type of information and will ensure that those passengers are kept similarly informed.

This Policy Document '*Making Rail Accessible: Helping Older & Disabled Passengers on Vintage Trains Operated Charter Trains*' combined with the Passenger Document '*Making Rail Accessible: Helping Older & Disabled Passengers*' together form Vintage Trains' DPPP. Both documents will be reviewed and updated annually. If the review deems that a revision to either document is required the document will be printed and distributed, along with being uploaded to the Vintage Trains website within two weeks of finalisation.

5 Tickets & Fares

There are no ticket concessions for disabled passengers.

Vintage Trains do offer a 50% concession for companions. Please contact the Vintage Trains booking office during the ticket booking process. There are no charges made for assistance dogs.

6 At the Station

Vintage Trains Ltd charter services call at stations run by a variety of Train Operators with significant variations in facilities for disabled persons between locations.

6.1 Tyseley Warwick Road Station

Vintage Trains Ltd does not manage any public stations directly but regularly uses the private platform facility at Tyseley Warwick Road for departures of some services.

There are disabled parking spaces immediately next to the entrance gates and the main passenger access to the platform is via a ramp that is suitable for wheelchairs. Future developments will be targeted at improving accessibility.

6.2 Joining the Train

Vintage Trains on board stewards (minimum 1 per carriage) will assist all passengers on/off the trains

Vintage Trains will liaise with station operators to determine the facilities that are available for people with disabilities, e.g. step free access to platforms, availability of wheelchair ramps and accessible toilets. Where appropriate, we will arrange for assistance to be provided to other forms of transport if that is required, such as to a taxi or coach.

6.3 Designated Meeting Point

Vintage Trains will identify a designated meeting point on each station where a Vintage Trains steward or member of the local station staff will be located and available to assist any passengers that require assistance. The location of the meeting point will be provided to the passengers in a notice accompanying their tickets.

Passengers who have not booked in advance will be directed to the designated meeting point by local station staff.

Vintage Trains will ensure that the designated meeting point is a logical, safe and convenient location on the station.

6.4 Leaving the Train

At the final destination, Vintage Trains will help any passengers requiring assistance off the train as quickly as possible and within 5 minutes, wherever reasonably practicable.

6.5 Additional Information

Detailed station access information is available from Network Rail's Station Journey Planner (Stations Made Easy) or via links from the Vintage Trains website.

7 Onboard the Train

7.1 Luggage

The majority of luggage carried on board charter trains will fit in the overhead luggage racks. If you bring larger luggage on board, please notify your steward who will assist with the loading, unloading and storage of luggage in an on board secure location.

If you require assistance transporting luggage to/from the train, Vintage Trains will contact the local station operator and request assistance. Please note, this service is not available at most stations.

7.2 Aural and Visual Information

Vintage Trains stock does not have passenger information screens fitted. All Vintage Trains charter trains have on board PA systems and announcements to provide customers with any information required as to the running of the train and approximate times of arrival.

For passengers with hearing loss or loss of vision, stewards are available to assist in guiding to/from the seat and will notify passengers of station stops before arrival. If you did not tell us during the booking process, please advise your steward on joining the train.

7.3 Seats on Trains

It is the policy of Vintage Trains Ltd that all passengers are assigned a seat during the advance booking process. As such, we will ensure that the most appropriate seat is made available according to the personal requirements. Once on board, if the seat you have been allocated is not acceptable, please notify your steward or any other on board member of staff and we will rectify the situation immediately to the best of our ability.

7.4 Scooter Carriage

Vintage Trains Ltd can accommodate a limited number of mobility scooters on board our services. Some larger scooters will be carried in the Guard's area. We can accommodate Size 2 scooters and smaller Size 3 vehicles with dimensions up to

700mm x 1200mm and a maximum weight of 300kg. If you intend to bring a mobility scooter with you onboard, we request that you notify the booking office at least 24 hours prior to travel to discuss the arrangements.

7.5 Rolling Stock Information

Vintage Trains uses a set of heritage Mk1 & Mk2 coaches.

Accessible Toilet	Announcements	Assistance Dogs Allowed	At Seat Service	Buffet Car	Mobility Scooters	Steward Assistance	Wheelchairs Allowed
No	Yes	Yes	Yes (Premium Dining & Club Classes Only)	Yes	Yes (700mm x 1200mm 300kg Max)	Yes	Yes (700mm x 1200mm 300kg Max)

The Vintage Trains booking office will be able to provide any additional details of the type of rolling stock that is rostered for each service.

7.6 Refreshments

Many classes of travel on Vintage Trains include at-seat refreshment services. If you require any additional refreshment items or souvenirs, your steward or any other member of Vintage Trains staff will be able to assist you.

8 Disruption to Services & Emergency Procedures

Vintage Trains Ltd trains have a steward allocated to each carriage. This individual is trained to be able to assist passengers getting on and off the train and to help with locating suitable seats.

In the event of a service disruption or an emergency, passengers with disabilities will be contacted individually by their designated steward who will wait with the passenger throughout the emergency.

In the event of a service failure or change in station stops we will ensure that suitable accessible onwards transport is available, if required, by passengers with mobility impairments at no additional charge to the passenger. We will ensure that clear aural and visual information is provided to direct passengers to alternative transport.

9 Contact Us

Vintage Trains booking office staff will assist with queries from passengers with disabilities or special assistance needs. The Vintage Trains booking office is staffed from 09:00 to 17:00 Monday - Friday, except recognised Bank Holidays.

Outside of opening hours, all telephone calls will be answered by an automated messaging system. The caller will be given the choice to leave a message and receive a response the next business day or be given instruction on how to contact the booking office via email.

The Booking Office telephone number is: **0121 708 4960**

Booking Office emails can be sent to: tickets@VintageTrains.co.uk

Vintage Trains Ltd currently utilises the NGT Lite (Next Generation Text Application) from British Telecom which allows text communication with passengers who use this service. This service can be accessed from a standard textphone or via a text relay assistant. This service is offered at no charge to the passenger.

Passengers are encouraged to provide feedback, positive or negative, in order to help us improve our services. A feedback form is available online from the www.VintageTrains.co.uk website or onboard from any member of Vintage Trains staff. Alternatively, feedback can be left via email or telephone to our booking office, or in person from any member of Vintage Trains staff.

10 Alternative Formats

This document can be made available in easy to read large print and downloadable audio formats.

This document is also available for review and download in both MS Word and PDF format at all times from the website: www.VintageTrains.co.uk or upon request by return of post, at no additional charge, from the Vintage Trains booking office.

Links and instructions on how to access the documents will be clearly identified on www.VintageTrains.co.uk and will be included in all marketing materials.

11 Station Accessibility Information

Detailed station access information is available from Network Rail's Station Journey Planner (Stations Made Easy):

http://www.nationalrail.co.uk/stations_destinations/default.aspx.

Vintage Trains will also provide online links from the Vintage Trains website for each station the charter trains stop at to pickup or set down passengers.

Alternatively, Vintage Trains booking office staff will be happy to provide the same information via telephone or by post upon request at no charge.

Some stations that Vintage Trains stop at might not be fully accessible. In this case, Vintage Trains will make every effort to notify the passenger of alternative, more accessible stations.

Disabled Persons Protection Policy



VT-L2-CUS-702

VT-L2-CUS-702

Making Rail Accessible (DPPP): Guide to Policies & Practices

Synopsis

This Document forms part of Vintage Trains Ltd's DPPP (Disabled Persons Protection Policy)

Authorisation

Owned by:

Ben Mason – Commercial Director

Authorised by:

A Shooter (Chairman)

Version	Date of Issue	Comment
4	August 2018	Revised BM

**Our mission: To operate high quality, safe and reliable charter
train services**



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1 Vintage Trains Ltd Policy Statement

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Vintage Trains support the ORR's objective to:

***Empower confident use of the railway by disabled passengers
and promote awareness of the advice and help available.***

As our population grows older, the need to ensure greater equality of opportunity and a better quality of life for people in the UK will become increasingly important. The increasingly popular heritage sector of the mainline railway industry presents particular accessibility challenges, since much of the Network Rail infrastructure and the heritage rolling stock used today dates from a time when the needs of mobility impaired passengers were scarcely taken into account.

We need to ensure that mobility impaired passengers receive the same choices in travel and excellent quality of services whilst being provided with consistent, reliable and accurate information. We have developed this policy to strike the correct balance between being deliverable and achievable whilst meeting the needs of disabled and aging passengers.

Vintage Trains will actively liaise with station operators, other mainline Train Operating Companies, Network Rail and any 3rd parties involved in delivering the trains to ensure that the needs of passengers with disabilities are met and that appropriate access can be gained to our trains. We will actively support this with appropriately trained personnel and equipment.

When sourcing rolling stock for use in our charter services, wherever possible, we will use rolling stock that is compliant with disabled persons needs and are committed to meeting full accessibility on all our services as soon as is practicably possible.

We will ensure that up to date information on the disabled capabilities of the stock is clearly available throughout the promotion and sales process. We will display clearly and in plain English any accessibility restrictions and what alternatives we can offer.

Vintage Trains is committed to consistently improve, making its services more accessible and delivering fair chances for all, improving the confidence of disabled passengers when travelling on the railway.

A Shooter
Chairman



2 Management of Charter Services

2.1 Background to Operations

Vintage Trains is applying for [*has been granted*] a licence by the Office of Rail & Road (ORR) for the operation of steam and diesel hauled Passenger Charter Services over Network Rail controlled infrastructure. Vintage Trains have promoted, using our own locomotives and rolling stock, passenger charter services for over 25 years.

The passenger charters Vintage Trains operate are day trips picking up passengers at a limited number of pre-determined stations in the West Midlands area, then transporting the passengers to a single destination where they alight. After several hours to explore the destination, Vintage Trains transport them back to their originating station.

Vintage Trains processes all the booking and ticketing procedures in-house from its headquarters located at Tyseley Locomotive Works, Tyseley, Birmingham.

Vintage Trains charter services offer only pre-booked and assigned seating with details provided to passengers in advance on the passenger tickets.

The Shakespeare Express steam train service that operates on summer Sundays between Birmingham and Stratford-upon Avon, allows a limited number of passengers to purchase tickets on the day.

People with varying levels of disabilities are always welcomed onto our train services.

Wherever possible, Vintage Trains ask for advance notification so that we can cater appropriately for a disability and ensure that the correct assistance will be provided.

Vintage Trains will liaise with station operators and Network Rail to ensure that the needs of passengers with disabilities are met and that appropriate access can be gained to our train services for all advance bookings.

Vintage Trains acknowledges that it has an anticipatory duty to seek to improve services for people with disabilities and are committed to meeting accessibility on all our services as soon as is practicably possible.

Where there are limitations in terms of access for disabled passengers, Vintage Trains will ensure that information is clearly available to passengers on any promotional material or websites for the tour.



2.2 How we plan a Charter train

All Vintage Trains services are planned using our internal train planning process. This process is designed to ensure that our train planners have considered all aspects of operating the train service and includes:

- Locomotive and Rolling Stock requirements (including accessibility considerations)
- Route of Tour
- Station Access (including accessibility considerations)
- Staffing level requirements

The plan is then reviewed by high-level Managers and undergoes a review, risk assessment and approvals process to ensure that due consideration has been given to all aspects of operating that particular service.

At the stations where we anticipate picking up or dropping off large numbers of passengers, we typically request up to 10 minutes dwell time when planning the railtour. Standard station dwell time is 4 minutes.

2.3 Passenger Information prior to booking

Vintage Trains processes all booking requests and ticketing procedures in-house from its headquarters located at Tyseley Locomotive Works, Tyseley, Birmingham.

When communicating with passengers prior to booking, Vintage Trains will take into account the needs of disabled passengers when designing their promotional and booking materials for their tour. Links to the Passenger Document '*Making Rail Accessible: Helping Older & Disabled Passengers*' will be included on websites and all printed booking materials.

2.4 Passenger Information during booking

During the booking process, the person making the booking, either the passenger or someone acting on their behalf, are afforded the opportunity to enter any 'Other Information or Requirements'. This is where we ask the passengers to note if any special assistance is required. The process is the same for online, telephone or postal bookings.

The information entered in 'Other Information or Requirements' is included in the confirmation email sent to the passenger upon completion of booking.

When we receive a booking for any Vintage Trains operated services a copy of our Passenger Document '*Making Rail Accessible: Helping Older & Disabled*



Passengers' will be included in the ticket packet and forwarded to the passenger via post prior to their journey. If there are any specific restrictions on that particular Charter due to the type of rolling stock available, this will also be included.

The Passenger Document '*Making Rail Accessible: Helping Older & Disabled Passengers*' advises passengers, if they have not already done so during booking, to contact the Vintage Trains Booking Office to discuss accessibility/assistance requirements at least 24 hours prior to departure. This is due to the nature of Charter Operations which, unlike timetabled services, must give station operators 24 hours' notice to pre-arrange assistance.

Bookings for all passengers on our Charters will normally close 7 days prior to the tour taking place. This enables a robust planning process for each tour and ample time to make any arrangements for Disabled Passenger assistance with station operators and on-board staff. In the unlikely event that this cut-off date is not imposed, this will be clearly indicated on promotional material and we will arrange with our booking agents to man/monitor their booking facilities over the weekend prior to the tour in order to promptly communicate any additional requirements to us.

2.5 Finalising DPPP arrangements prior to Charter Train Operation

During the booking process, any assistance requirements for any mobility impaired passengers are noted on the reservation. Vintage Trains will take each individual passenger's needs into account when finalising Charter Arrangements, such as:

- liaison with Station Operators to arrange any special assistance requirements within the station or in making connections with other mainline operators.
- Arranging additional On-Board Staff if necessary
- Briefing on-board staff in regard to specific assistance arrangements, such as help with Boarding and alighting, seating arrangements, additional assistance in terms of accessing any on-board catering (whether that be providing a 'fetch and carry' service, or assistance to access the catering vehicle)
- Specific arrangements and briefing of staff in relation to caring for any vulnerable passengers in an emergency etc.
- Understanding possible alternative transport requirements in the event of train failure

24 hours prior to the operation of any Vintage Trains Charter Tour, Vintage Trains Operations will contact all station stops to establish if there are any issues which



may impact accessibility for passengers. If problems such as lift breakdown are reported, Vintage Trains and station operators will establish whether alternative arrangements are available and advise any affected passengers of agreed arrangements or, if necessary the need to modify, move or cancel their booking.

3 Monitoring & Evaluation

Vintage Trains is committed to continuous improvement. Upon the completion of each charter, senior management will review the operation as part of the standard review process. Performance against this DPPP and the Vintage Trains Complaints Handling Policy will form part of this review and any lessons learned will be incorporated into future planning processes. This will be undertaken around 10-20 days following the charter, to allow time for customer feedback to be received and reviewed.

Data will be collected and performance evaluated against the ORR's core data indicators for CHP & DPPP as developed at the ORR's Code Data Workshop, 29th June 2015.

Pre-planned customer service review meetings will take place at regular intervals and any complaints, comments or general feedback from onboard staff and charter passengers – whether disabled or not – will be reviewed as a regular agenda item, along with any associated investigations and responses.

Performance of the Vintage Trains DPPP and any issues arising will be reported to the Vintage Trains Safety & Performance Review Group, attended by the Commercial Director, who has overall responsibility for the Vintage Trains CHP & DPPP.

4 Access Improvements

4.1 Stations

Vintage Trains does not own or manage any public stations directly. Station access for our charter train services is arranged with the appropriate station operator or Network Rail during the planning stages of organising each charter tour through our train planning process.

This planning process prompts the managers planning the tour to have specific consideration for the needs of disabled passengers when determining origin and destination stations or interim calling points, particularly station access facilities and assistance available at all calling points.



4.2 Rolling Stock

The heritage carriages used by Vintage Trains Ltd were built in the 1950s & 1960s and were not originally designed to accommodate wheelchair users. Access to the public seating area in the buffet/guards vehicle has been adapted with wider access doors and reconfigurable seating to accommodate up to three European standard-sized wheelchairs simultaneously.

Wheelchair access to the vehicle from the platform is via the standard wheelchair access ramp found on many Network Rail station platforms. We also carry our own ramps on board every Vintage Trains railtour.

There are no accessible toilet facilities onboard our heritage trains due to the design and construction of the vehicles. Passengers who are able to walk a short distance can be assisted by their companion and/or Vintage Trains stewards.

Alternatively, the passenger can be assisted to an accessible toilet at the next available scheduled passenger stop.

Where a passenger prefers to transfer from their wheelchair into a carriage seat, wheelchairs will be stored in the guard's van and made ready for use when the train reaches its destination

Assistance will be provided for wheelchair users to get on and off trains; wheelchair ramps are carried in the guard's van and a ramp can be requested when booking a ticket.

For passengers with other mobility impairments, priority seats near a door can be requested through the Vintage Trains booking office.

Booking office staff will be able assist with queries about station accessibility.

As with the majority of carriages used in the charter train market, Vintage Trains stock does not have passenger information screens fitted, however all Vintage Trains charter trains have on-board PA systems, providing announcements to customers with any information required as to the running of the train and approximate times of arrival. Charter tours are generally operated from Point A to Point B and return, therefore there are rarely requirements for passengers to be made aware of intermediate station stops. On-board staff will be advised in advance of any passengers that may need assistance in receiving this type of information and will ensure that those passengers are kept similarly informed.

5 Staff Training

Vintage Trains shall ensure that customer service staff who work on our trains will receive mandatory disability awareness and communication skills training. This training shall be provided by a leading disability charity.



Refresher briefings will be provided to Vintage Trains staff every two years or more frequently as required.

Specific training for individual roles will also be provided to Vintage Trains employees, including but not limited to:

- Management and Planning Staff – disability and equality awareness training to ensure they are made aware of their responsibilities to disabled passengers.
- Booking /Customer facing staff - how to communicate clearly with disabled people (including those with speech impairment or learning difficulties)
- On-Board staff - the operation and use of wheelchair ramps

In addition, on-board staff will receive a pre-job briefing prior to the commencement of each charter which will include details of any disabled passengers requiring assistance, allocating responsibilities and additional guidance if required.

6 Disruption to Services & Emergency Procedures

In the event of an emergency or service disruption to any of our services, on-board staff will take into particular account the requirements of any disabled passengers on board the train, having been fully briefed on these arrangements prior to the charter.

Depending on the nature of the event, on board staff will discreetly discuss with the person whether they have any additional needs, for example in the event of an emergency evacuation.

Vintage Trains on-board staff will make contact with Vintage Trains duty manager who will ensure:

- suitably accessible onward transport will be available if required.
- any booked assistance for connecting services/at stations is advised and kept informed of any changes to plans.
- that any emergency response teams attending are aware of potentially vulnerable passengers with disabilities on our service.

Should passengers have any concerns they are encouraged to discuss these with the on-board staff who will be able to offer guidance and assistance.

Vintage Trains Ltd trains have a steward allocated to each carriage. This individual is trained to be able to assist passengers getting on and off the train and to help with locating suitable seats. In addition, a train manager is available on every charter service. It is their primary responsibility to ensure every



passenger has a comfortable and enjoyable journey and that the quality of service and passenger care delivered by on board staff is excellent.

In the event of a service disruption or an emergency, passengers with disabilities will be contacted individually by their designated steward who will wait with the passenger throughout the emergency.

In the event of a service failure or change in station stops we will ensure that suitable accessible onwards transport is available, if required, by passengers with disabilities at no additional charge to the passenger. We will ensure that clear aural and visual information is provided to direct passengers to suitable transport.

7 Communications Strategy

This policy document and the associated Passenger Document '*Making Rail Accessible: Helping Older & Disabled Passengers*' are collectively referred to as the DPPP.

These two documents are available for review and download in both MS Word and PDF format at all times from the website: www.VintageTrains.co.uk or upon request by return of post at no additional charge in A4 hard copy from the Vintage Trains booking office.

Additionally, the Passenger Document '*Making Rail Accessible: Helping Older & Disabled Passengers*' will be printed on a DL-sized leaflet and will be made available to all passengers by including the leaflet in the passenger ticket wallet, delivered by post prior to departure.

Links and instructions on how to access the documents will be clearly identified on www.VintageTrains.co.uk and will be included in all marketing materials.

These documents are available in large print and downloadable audio formats. Please contact the Vintage Trains booking office for details.

Vintage Trains Ltd currently utilises the NGT Lite (Next Generation Text Application) from British Telecom which allows text communication with passengers who use this service. This service can be accessed from a standard textphone or via a text relay assistant. This service is offered at no charge to the passenger.

All recorded information provided to the passenger will be clear and will provide and option to be connected to a human operator during business hours, or the ability to leave a request by message outside of business hours to receive a return telephone call.

This document combined with the Passenger Document '*Making Rail Accessible: Helping Older & Disabled Passengers*' together form Vintage Trains' DPPP. Both



documents will be reviewed and updated annually. If the review deems that a revision to either document is required the document will be printed and distributed, along with being uploaded to the Vintage Trains website within two weeks of finalisation.



Appendix A – References

Railways for All Team

Department of Transport
4/23 Great Minster House
76 Marsham Street
London SW1P 4DR

UKAAF (UK Association for Accessible Formats)

Creating clear print & large print documents
www.rnib.org.uk

ORR Disabled People's Protection Policies – A Regulatory Statement July 2014

ORR Core Data Update & Forward Workplan – September 2015