



**Marcus Clements**

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03 August 2017

Bob Allen  
Managing Director  
Locomotive Services (TOC) Limited  
(by email)

Dear Bob

**Approval of Locomotive Services (TOC) 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, Locomotive Services (TOC) Limited (LS TOC Ltd) differs from a franchised operator in the following areas:

- LS TOC Ltd will not be selling tickets or advertising tours directly, this will be done via a booking agent, who will be the main passenger interface for both the booking of tours and booking any required assistance;
- The passenger-facing website will be that of the booking agent and not LS TOC Ltd's own website;
- You have confirmed that when the booking agent is appointed contract/service level agreements will reflect the need to fully adhere to and implement the DPPP policy;
- LS TOC Ltd will not participate in Passenger Assist as it will be running only pre-booked charter services and will instead deal with station operators directly in order to request the required assistance;
- LS TOC Ltd will not accept railcards; and
- The rolling stock used by LS TOC Ltd will vary from tour to tour.

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 LS TOC Ltd's operations, given the differences set out above.

I can confirm that 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:

- Your decision to review performance against the commitments of your DPPP after the completion of each charter operation, with a view to identifying and making relevant improvements in the service you provide to disabled passengers;
- Your commitment for the Train Manager to provide Train Stewards with a pre-job briefing prior to the commencement of each train service which will include details of any disabled customers requiring assistance, allocating responsibilities and additional guidance if required.

You have confirmed that the website of your booking agent will include clear information on your DPPP for passengers. Please update us when the website is completed.

As you are aware, ORR is currently undertaking a wider review of policy with regard to charter and heritage operators and following this review there may be a need to revisit your policy. We will be in touch with more detail in the coming months.

Yours sincerely

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

**Marcus Clements**

# Locomotive Services (TOC) Ltd - Disabled People's Protection Policy

We acknowledge our statutory and moral duties to seek to improve services for people with disabilities on our charter train services.

We are committed to maintaining and, where practicable, improving the accessibility for people with disabilities on any of our charter train services that we operate.

The company will actively liaise with Station Facility Operators, other main-line Train Operating Companies, Network Rail and Ticket retailers/Booking Agents to ensure that the needs of our passengers with disabilities are met and that appropriate access can be gained to our train services. We support this with Train Stewards who are fully conversant with procedures and equipment, such as wheelchair ramps.

All our carriages were built before 1999 and so do not have all of the modern compliant facilities for passengers with reduced mobility. Nevertheless, we plan to introduce facilities to better accommodate passengers with reduced mobility on all of our trains by 2020 including adequate width platform access door, accessible toilet and wheelchair / companion locations. Unfortunately, at this present time we can only accommodate folding and non-folding wheelchairs. We do not currently have space to accommodate motorised wheelchairs or scooters.

We do not operate any stations but will work with 'Station Facility Operators' to provide the most appropriate assistance at each location where our passengers board or alight.

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

Where fully compliant stock is not available, we will ensure that information is clearly available at the point of ticket sales explaining clearly what the accessibility restrictions are and why we are unable to meet all needs.

Bob Allen

Managing Director

Locomotive Services (TOC) Limited

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

## **Background to Operations**

Locomotive Services (TOC) Limited has a main-line charter train operating licence granted by the Office of Rail & Road (ORR) for the operation of charter services over Network Rail controlled infrastructure. Some of our charter train services have a midpoint stop to allow for a tour or a recreational stop. However, the majority of our services are non-stopping day-trips from point A to point B and return, with limited interim calling points.

We generally allocate specific seating to passengers. Seats that are more accessible and close to toilet facilities are 'held back' for mobility-impaired passengers until the train is filling up.

## ***Guidance for customers***

We encourage disabled customers to travel on our charter train services and will always do our best to provide guidance and assistance.

To enable Locomotive Services (TOC) Limited to provide assistance when travelling on any of our charter train services we would encourage customers to contact our Customer Services (details on page 7) to confirm in advance the assistance they require so that we can ensure that any help you need is provided. We recommend that you do this when making the booking and at least 48 hours prior to the charter train journey. Where less than 48 hours notice is given, we will endeavour to accommodate all of your needs, but some aspects may not be fully met.

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

## **Operational planning of our services**

All our services are planned in conjunction with Network Rail using the Charter Planning Process and in liaison with Station Facility Operators.

This process is designed to ensure that we have considered all aspects of operating the train service and includes:

1. Route of train service;
2. Track, station and depot access;
3. Operational requirements (special instructions and resources)
4. Locomotive and Rolling Stock requirements;
5. Interchange considerations with other main-line operators; and

## 6. Staffing level requirements

The plan is reviewed by the senior management group and undergoes a review, risk assessment and approvals process to ensure that due consideration has been given to all aspects of operating our planned services.

### **Station Facilities and Access**

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

1. Step-free access to platforms;
2. assistance with getting around the station or connecting to other rail services or other forms of transport, where appropriate; and
3. the availability of wheelchair ramps and accessible toilets.

We will work with Station Facility Operators to confirm arrangements for connections including access from platform to platform.

We will ensure this accessibility information is made clear in all promotional material for each individual tour and when journeys are being booked.

### **Customer information prior to booking**

Promotional material for each train service will provide clear details about the charter tour, the origin and destination stations, the rolling stock, contact details and also sources of advice for disabled passengers detailing what type of assistance is usually available. Clear information about any restrictions there might be and why, in terms of accessibility or assistance at stations or on-board trains, will also be provided in relation to each train service.

This guidance will also be available on our website.

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

### **Customer information during booking**

When our Customer Services receive a booking for any of our planned services we will ensure that our services will be accessible for them and a copy of our DPPP will be included with tickets and forwarded to the passenger prior to their journey. If there are any specific restrictions on that particular service due to the type of rolling stock available, this will also be included and explained before the booking is confirmed.

We would ask passengers to contact our Customer Services to discuss accessibility/assistance requirements at least 48 hours prior to the specific charter train service. This is due to the nature of charter train operations which, unlike timetabled services, have charter train specific multiple interfaces with other organisations, many of whom require 24-hour notice to book assistance.

Bookings for all passengers on our charter train services 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 train stewards.

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 staff /monitor their booking facilities over the weekend prior to the tour in order to promptly communicate any additional requirements to us.

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

Whenever our Customer Service department is made aware of any assistance requirements for a Disabled Passenger, they will immediately advise the Locomotive Services (TOC) Train Manager by email/phone and the Train Manager will take individual passengers needs into account such as:

1. liaison with Station Facility Operators to arrange specific assistance requirements within the station or in making connections with other main-line operators;
2. briefing the on-board Train Manager 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);
3. specific arrangements and briefing of staff in relation to caring for any vulnerable passengers in an emergency including waiting with them until handed over to emergency service response staff etc; and
4. Understanding possible alternative transport requirements in the event of train failure including the provision of suitably adapted vehicles that would be suitable to meet the specific needs of disabled passengers, ensuring that they are transported to a location that can receive and assist with onward travel arrangements.

On the morning of train service operation, the Locomotive Services (TOC) Limited Control Centre will contact start, intermediate and destination stations to establish if

there are any issues which may impact accessibility for passengers. If problems such as lift breakdown are reported, our Control Centre and Train Manager will establish what alternative arrangements are available including transporting by taxi to another accessible station where they can board the train and advise any affected passengers of agreed alternate arrangements or, if necessary the need to cancel their booking with a full refund via the booking agents.

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

We will ensure that all staff involved in operating our train service have received suitable formal training on disability awareness as part of their Induction Training with the company using tuition materials provided by Disability representation groups. Regular update and refresher briefings will be provided to staff as part of the Competence Management System and will include:

1. disability and equality awareness training to ensure they are made aware of their responsibilities to disabled passengers;
2. how to communicate clearly with disabled people (including those with speech impairment or learning difficulties); and
3. the operation and use of Wheelchair Ramps (this activity will be limited to the Train Manager and Train Stewards).

In addition, the Train Manager will provide Train Stewards with a pre-job briefing prior to the commencement of each train service which will include details of any disabled customers requiring assistance, allocating responsibilities and additional guidance if required.

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

In the event of an emergency or the failure of any of our services, the Train Manager and his/her team will take into particular account the requirements of any disabled passengers on board the train, having been fully briefed on these arrangements prior to the commencement of train service. Depending on the nature of the event, if necessary they will discretely discuss with the person whether they have any additional needs, for example in the event of an emergency evacuation by emergency response services in non life-threatening situations.

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

1. suitably accessible onwards transport will be available if required;
2. any booked assistance for connecting services/at stations is advised and kept informed of any changes to plans; and

3. that any emergency response teams attending are aware of potentially vulnerable passengers with disabilities on our service.

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

### **Passengers with impaired hearing**

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

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

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

1. Arrange assistance at start and destination stations with getting on and off our trains;
2. Make arrangements with Station Facility Operators to provide assistance for you to get around start and destination stations and make any connections with other train services before or after your tour with us;
3. Allocate appropriate seats to you, such as seats that have a bit more room to manoeuvre or that are close to exit doors or toilet facilities. We reserve our most accessible seats for people requiring additional assistance, but these are limited in number and will be allocated on a first-come, first-served basis so we advise you to let us know as soon as possible if you have difficulty with certain types of seats, we will do our best to accommodate your requirements;
4. Arrange to convey collapsible/foldable wheelchairs, together with other aids in another part of the train and return them to your carriage door at each end of the journey;
5. Arrange for a wheelchair ramp to be available, if required (we carry ramps in all our brake vans). The safe working load of our ramps is 300kg; and
6. Although our staff are not qualified to provide assistance with physical lifting of people, they will help you to get to your seat in any other way that they can.

### **Assistance Dogs**

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

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

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



Our ability to accommodate wheelchairs will be clearly advised in promotional material or on our website for each individual tour so we would advise you to check carefully before booking.

Other important things to check with our Customer Services before booking are:

1. Our ramps are designed to accommodate weights up to 300Kg, so you need to ensure that the combined weight of both chair and occupant does not exceed this limit;
2. There are size restrictions, particularly width, depending on the type of carriages used. Please have the dimensions of your chair available when you talk to our Customer Services; and
3. Until we can offer a wheelchair space within the passenger accommodation, it may be necessary for wheelchair users who cannot transfer to a fixed seat to travel in the brake van. Specific seating provision would be made for a companion to accompany a wheelchair user in the brake/guards van. Any other accompanying passengers may be required to travel in the main body of the train for their comfort and safety if there is no additional seating available in the brake/guard's van. Where this is available, we will ensure that the brake/guard's van is clean, lit, heated and ventilated if necessary, and provide you with assistance in getting on and off the train. A member of staff will be regularly available to provide you with any other assistance you require during your journey. Our Customer Services will be able to advise if this is the case.

### **Monitoring and Review**

On the completion of each train service the senior management group will review the operation including a review of performance against this DPPP and the Complaints Handling Policy (CHP) and any lessons learned will be incorporated into future planning processes. This will be undertaken around the following day to train service operation.

We will also undertake a review at the periodic Management Group Meeting, chaired by the Managing Director (or his deputy the Chief Operating Officer Operations) who has overall responsibility for the Locomotive Services (TOC) Limited DPPP. This review will include any feedback received via email, telephone or Royal Mail and where appropriate and necessary, staff training will be reviewed to ensure that it continues to deliver against the policy

If you are concerned that you may encounter problems, we recommend you call our Customer Services to discuss your concerns and they will be happy to advise you further.

### **Customer Services:**

General telephone and help-line is available by calling 01225 866205 on weekdays, between 09 00 and 16 00 with an answerphone available outside these hours

Email: [office@lsltoc.co.uk](mailto:office@lsltoc.co.uk)

Website [www.locomotiveservices\(toc\).co.uk](http://www.locomotiveservices(toc).co.uk)

### **Communication of Complaints**

Where you believe you have a complaint about our service or have any issues around accessibility, you can use our Complaints Procedure.

A copy of this procedure is available on our website. Copies can also be requested by mail to: Customer Services, Locomotive Services (TOC) Limited, 2 Whiteheads Lane, Bradford on Avon, Wiltshire, BA15 1JU. or via Email: [office@lsltoc.co.uk](mailto:office@lsltoc.co.uk) or by telephone on 01225 866205

A Large Print (.16 Arial) and Audio versions of this information is available on request.

