

# ScotRail Trains Limited Accessible Travel Policy

1 April 2024





# Table of Contents

A.	Our commitment to providing assistance	P4
1.	Turn Up and Go	P5
2.	Book in advance	P5
A2.	Passenger information and assisted travel	P6
A2.1	Accessible Travel Policy	P7
A2.2	Stations and trains – accessibility information	P7
A2.3	Passenger journey information	P10
A2.4	Information points, help points and contact centres	P11
A2.5	Website	P11
A3	Tickets and fares	P12
A4	Alternative accessible transport	P13
A5	Mobility scooters and mobility aids	P13
A6	Delays, disruption to services, and emergencies	P14
A7	Station facilities	P15
A7.1	Left luggage	P16
A7.2	Disabled parking	P16
A7.3	Facilities provided by third parties	P16
A7.4	Replacement facilities	P16
A7.5	Station entrances	P16
A8	Compensation	P17
B	Management strategy	P19
B2	Management arrangements	P20
B3	Monitoring and evaluation	P21
B4	Access improvements	P22
B5	Working with disabled passengers, local communities and local authorities	P23
B6	Staff training	P24



# A. Our commitment to providing assistance

We are committed to helping you with your journey, whether you have booked help in advance or not.

Our improvement programme allows us to continually monitor and evaluate our promise to provide help. This means that, at our busiest stations, we will make sure there are enough staff to help. We will also update information on the National Rail Enquiries website, including giving details of times when help is available.

When you arrive at the station you are travelling to, we'll make sure you get off the train safely. We'll also make sure a member of our team is there to help you to the next part of your journey (if this applies). We aim to help you within five minutes of your arrival at a terminus station.

We are committed to taking part in the Office of Rail and Road (ORR) handover arrangements for station-to-station passenger assistance. Under this procedure, our staff will call ahead to the station you are travelling to, making sure that someone meets and helps you.

At each staffed station, a member of staff will be responsible for receiving these calls. Staff at our customer service centre will update visual information systems (information screens) and make loudspeaker announcements when there are changes to services.

At stations where we have platform staff, we can help you connect with buses and taxis if the interchange is at the station.

Our staff work hard to provide good customer service and make sure that, if you have asked for help in advance, we are able to keep our promise to provide this. However, if we fail to provide assistance or do not meet your expectations, please speak to a member of staff so that they can try and sort out the issue right away. If you are still not happy, you can apply for compensation.

To do this, you will need to provide a copy of your train ticket (or tickets), your Passenger Assistance (PA) reference number if you booked and details of the train service you were on. You can find the reference number on your confirmation email. There is more information about compensation on page 17 of this document and in our passenger leaflet 'Making rail accessible – helping older and disabled passengers'.

If you have a wheelchair or mobility scooter, we will have portable ramps available at staffed accessible stations and on all trains to help you on and off the train, whether you have booked help or not. Our staff are trained in using these at all stations.



In special circumstances and if there is no realistic alternative, we may send a member of staff to help you on or off the train if it is reasonable and practical to do so. For example, we will send someone if a member of our staff on the train can only carry out light duties. We want to do everything we reasonably can to make sure you are confident about travelling with us, so please contact us to discuss your needs.

Most taxi companies who have contracts with us and work from our major stations have wheelchair- accessible taxis. Also, private-hire firms usually have at least one wheelchair-accessible vehicle, but you may need to book in advance. Taxi companies who renew their contracts with us must provide accessible vehicles. We will continue to work with bus operators to make sure that accessible buses and coaches are used at interchange stations

## **A1 Our assistance**

We take part in Passenger Assist, where we work with the Rail Delivery Group (RDG) and other train operators to make sure we have the right technology and processes in place to track your progress if you have booked assistance. It also helps us improve how we communicate with front-line staff (those who deal directly with passengers).

**If you need help with your journey, you have two options.**

### **1. Turn Up and Go**

If you don't book assisted travel in advance, you can turn up and ask for help from staff on the train or at the station (if the station is staffed). Staff are trained to look out for customers who need help on platforms, and they check the platform before the train leaves the station. We plan to have meeting points at all stations and aim to put up signs for these as soon as possible. Our staff will quickly check the meeting points to make sure that everyone who needs help gets it in time before the train leaves. If you are using an unstaffed station, you can contact our customer service centre through a help point who will inform the on-train staff to look out for you. All stations have help points fitted with induction loops. At stations which are not terminals (where a train ends its journey), there is a help point on each platform or at entrances into the station.

If your journey starts or ends at a station that you cannot access, we will provide alternative accessible transport to take you to or from the nearest accessible station at no extra cost to you. However, this may take time to arrange and there may be delays to your journey as a result.

### **2. Book in advance**

You can ask for assisted travel up to one hour before you travel anywhere on our services. Our staff will be ready to welcome you when you arrive at the station.





If you need help planning your journey, you can contact our Assisted travel team who will be happy to help. They can give you practical advice on travelling by train, including help with buying a ticket. You can book assistance 24 hours a day, seven days a week and includes Christmas and New Year.

You can book online or at a station, email us, on Passenger Assist App, or call our Assisted travel team on 0800 0461634 or textphone 18001 08000461634 (for deaf or hard-of-hearing customers).

If you are travelling with ScotRail and contact us at least an hour before you travel, we'll be able to organise assistance for you. If you are going to interchange or travelling with another train operator such as LNER, Cross Country, Transpennine Express or Avanti West Coast, you will need to give a minimum of two hours' notice before your journey.

If you arrive by car or taxi at a staffed station, we can help you into the station from the car park drop-off area or a Blue Badge parking space in the station car park. We cannot help you if you are outside the station area. We can also carry your luggage on and off the train. This service is free. We recommend you have no more than two items of luggage, each weighing up to 23 kilograms. Please book help with your luggage beforehand if possible. There is more information about help with luggage in the National Rail Conditions of Travel at <https://assets.nationalrail.co.uk/>

When the train arrives, we'll help get you and your luggage on to the train and make sure you are in an appropriate seat or wheelchair space.

Our staff are trained to help passengers with both visible and non-visible disabilities.

You can use an appropriate railcard or local authority travel card to buy discounted tickets. If you're travelling with a companion (another adult), they can also buy a ticket at the discounted price, but must do so as part of your purchase. You can find more information about discounts at <https://www.nationalrail.co.uk/tickets-railcards-and-offers/buying-a-ticket/buy-your-ticket.aspx>. Our assisted travel team cannot sell you tickets when you book assistance, but they can transfer you to our sales team. Not all local authorities offer a discount for companions, so please check with them first.

## A2. Passenger information and assisted travel

Our website has lots of information about train times, train types and routes and station facilities, including a summary of how accessible each station in Scotland is. This information will help you plan your journey. To find similar information for stations across the Great Britain, visit the National Rail Enquiries website at



<https://www.nationalrail.co.uk/>.

To help you plan your journey, we will make sure that the information on the station pages on the National Rail Enquiries website is up to date, easy to understand and accurate. We will make sure that information about the accessibility of stations and the times when staff are available to help is correct.

## **A2.1 Accessible Travel Policy**

Our passenger leaflet 'Making rail accessible – helping older and disabled passengers' forms part of our overall policy. It will be available at staffed ticket offices on our network. If you want a leaflet and there are none on the racks, please speak to a member of staff so they can provide you with a hard copy or print one for you.

The leaflet is also available on our website and we can provide it in alternative formats, including audio, large print or Braille, within seven working days of you asking us. Write to customer relations at PO Box 27129, Glasgow, G2 9LH to ask for a copy. Or call us on 0344 811 0141.

We also give copies of our policy to several organisations with an interest in accessibility, our stakeholder equality group, local access panels, regional transport partnerships, NHS transport planning teams and VisitScotland.

At all our stations, there are posters providing useful information, including how to get a copy of our passenger leaflet and this policy document. These posters are at accessible heights.

## **A2.2 Stations and trains – accessibility information**

Our website has information about train types, routes and station facilities. The types of trains and their routes are included in the rolling stock accessibility information document and the summary for stations is in the station accessibility information document. We will regularly update this information. If you would like it in another format (for example, large print or Braille) we can supply it within seven working days of you asking. You can easily find all of these documents, in accessible formats, on the Assisted Travel pages of our website.

You can reserve seats and book wheelchair spaces on the following routes.

- Glasgow to Oban, Fort William and Mallaig
- Edinburgh and Glasgow to Aberdeen
- Edinburgh and Glasgow to Inverness
- Inverness to Kyle of Lochalsh, Thurso and Wick



You can reserve seats on these routes when buying tickets or booking assistance. You can book up to 8 - 12 weeks before you travel, at one of our ticket offices or by calling our Assisted travel team. You may not be able to reserve seats and book wheelchair spaces 8 - 12 weeks in advance when major engineering work is affecting these routes.

Wheelchair spaces are clearly marked with the accessibility symbol on windows and on the outside of the carriage doors nearest the wheelchair space. The designated accessible carriage is marked by an accessibility symbol making it more visible. However, on most of our trains, you cannot reserve seats and wheelchair spaces – you can only book assistance. Our staff will do all they can to help you find a seat. If there are more wheelchair users than we have room for on the train, we will discuss your options with you. These may include travelling on the next available service or using appropriate accessible transport (provided by us) to take you to your destination. Our staff will discuss with you the most suitable way of completing your journey. There is priority seating on all services, which is shown by the accessibility symbol or notices on windows or on top of the seat backrest. Staff on the train will try their best to help you find you a seat.

However, it is difficult for staff at stations along the route to help you to a seat as there is not enough time for them to do so before the train leaves.

Wheelchair space on our trains is only available in Standard Class carriages. The carriages can only take wheelchairs up to 70cm wide and 120cm long and mobility scooters no bigger than 104cm (41ins) long and 56cm (22ins) wide.

For safety reasons, the ramps we use will not allow a combined weight (you and your wheelchair) of more than 300 kilograms.

We do not reserve seating for assistance or working dogs, although our priority seating has extra space under the seat for assistance dogs.

## Trains

We have new trains and refurbished ones. These trains are accessible, and we have set out the facilities available on each type in our rolling stock accessibility information document, which forms part of this Accessible Travel Policy. There is also more information about our trains on the Assisted Travel pages of our website. Most of our trains have space for a standard wheelchair/compliant mobility scooter, an accessible toilet, a standard toilet, a boarding ramp, priority seating, and loudspeakers and information screens.

The only difference is that one of the older trains, Class 158, has a smaller accessible toilet, which larger wheelchairs cannot fit into. If you are booking assistance, the adviser will point this out. These trains run on the following routes.

Far North and Kyle lines, Aberdeen to Inverness, Edinburgh to Tweedbank, Glasgow Queen Street to Anniesland via Maryhill, Edinburgh and Glasgow to Perth, Dundee, Inverness and Aberdeen.





If you want to check the types of trains that run in your area or on the journey you want to take, see our website. Or, we can send you the information in other formats (Braille, large print and so on) within seven working days of you asking us.

## Stations

To help you plan your journey successfully, the information on the station pages on our website will be up to date, easy to understand and accurate. We will make sure that information about the accessibility of the station and the times when staff are available to help is correct.

All front-line staff are issued with smartphones. They will use these to check the accessibility of our stations as well as all other stations on the UK network. This means they can give up-to-date information when you ask. Scotland's rail network does have some accessibility challenges, so staff will check the station you are travelling to or from to make sure that it is accessible to you. If it isn't, our staff will discuss your options for your journey with you. If a taxi is the most appropriate form of transport, they will arrange one for you.

The station accessibility information document has been produced using the same information headings as the ORR Accessible Travel Policy guidance, as follows.

- Staffing (times when tickets are sold and help is available).
- Step-free access (stations are classed A to C in line with the definitions in appendix B of the ORR Accessible Travel Policy guidance).
- Blue Badge Holders spaces (whether designated Blue Badge holders parking spaces are available at the station).
- Seating (whether any seating at the station meets the Design Standards for Accessible Railway Stations, a joint Code of Practice by the Department for Transport and Transport Scotland. The code of practice has details of seating standards at stations, including how accessible seating should be if the standards are met in full).
- Toilets (whether standard or accessible toilets are available, their opening times, and whether passengers will need a Radar Key).
- Ticket sales facilities (whether the station has ticket machines, smart ticket readers and ticket office counters).
- Passenger Assist meeting point
- Customer information systems (whether this includes information screens or loudspeakers, or both).
- Catering (the range and type of facilities available).

All of our staffed stations have an induction loop at the ticket office and all help points are fitted with induction loops.



## A2.3 Passenger journey information

At stations with customer information screens and public address systems, we provide clear and consistent information about departures and arrivals on platforms or at station entrances, including during disruptions. If loudspeaker announcements are not available, you can speak to our staff through one of the help points. On the train, announcements are made in time for you to prepare to get off at your station.

If during your journey you have to travel on a train belonging to another operator, we will let the next station know. If you have booked assistance in advance and the service you are travelling on is disrupted and no longer suitable for you to travel on, our staff will contact you (if you provided a phone number or email address when booking). If necessary, we will arrange alternative accessible transport for you. If you prefer, you can rebook your journey.

Most of our stations are clearly signposted and have signs to help you find facilities and so on. We are committed to working with local authorities and regional transport partnerships to make sure that redevelopments in areas close to stations have signs directing you to the station.

We will make announcements on all trains, telling you about any delays or changes to stopping patterns. Our staff can write this information down for you if you are deaf or hard of hearing and have told us that you will be on a particular train.

We will clearly direct you to replacement transport, if this applies. If you have booked assistance and due to a disruption you have to travel on a different train to the one you were originally booked on, we will contact the staff at the station where you will change transport or end your journey to make sure they are ready to help when you arrive. If a train has to end its journey during its route, our staff on the train will contact the station or our control centre and tell them the help you need. Our staff are trained on the importance of providing prompt and accurate information when helping older and disabled customers during disruptions.

Our staff regularly check that our facilities are safe and clean, and make sure they report any that are out of order (for example, accessible toilets) and that the matter is quickly dealt with. However, if you spot any facilities that are out of order, please let us know so we can fix them as soon as possible and warn customers who might be relying on them. You can do this by:

- telling a member of staff;
- emailing customer relations;
- contacting us through social media; or
- calling us on 0800 0461634 or textphone 18001 08000461634 (for deaf or hard-of-hearing customers).



If any of our main accessible facilities are out of order, for example toilets and lifts, we will put an alert on the station page of the National Rail Enquiries website and on customer information screens at stations. We usually do this if the facility is expected to be out of order for longer than 24 hours. If we know how long the repairs will take, we will provide this information too. Our Passenger Assist team can see these alerts and discuss this with you when you book assistance. Our customer relations team also have access to this information to help them when answering enquiries. We will also put up notices at the station, as appropriate. We sometimes use social media and customer information screens to tell you about changes or provide updates. We recommend that you follow us on X at [X.com/ScotRail](https://x.com/ScotRail)

## **A2.4 Information points, help points and contact centres**

If you are familiar with the station you want to use and you know it is accessible to you, you can turn up and ask for help from a member of staff on the train or at the station (if staffed). Or, you can contact our customer service centre and speak to a member of staff through a help point. All stations have help points. At stations which are not terminals, there is a help point on each platform, usually at the platform entrance.

At all our stations there are information points providing useful advice, including how to get copies of this Accessible Travel Policy and the passenger leaflet. The posters at these stations are at accessible heights and usually at the station entrance.

At our step-free stations (stations where you can get to all platforms from at least one entrance without having to use steps) we normally use the ticket office as a meeting point. If you have booked assistance, please go to the ticket office to let staff know you have arrived. At stations which do not have staff on duty, please wait on the platform where your train will arrive at, and our staff on the train will help you.

We are committed to providing meeting points at all stations. Staff on our trains will check these meeting points to see if anyone needs help before the train leaves.

## **A2.5 Website**

We are committed to making sure that our website is as accessible to as many people as possible. Our ongoing work on the website aims to provide the best possible user experience for disabled customers, while also meeting accessibility legislation which will, as a minimum, require us to keep to Web Content Accessibility Guidelines (WCAG 2.1 AA) standards. These guidelines explain how to make web content, applications and other digital content more accessible to people with disabilities.



Our website is designed to work with screen readers, magnifiers, voiceover software and in-browser accessibility functions. You can find more information at <https://www.scotrail.co.uk/website-accessibility> (This link is included at the bottom of all pages on our website.)

We will also make sure that, on the home page of our website, we have a link to the accessible travel page which provides further information and is easy to follow even for first-time users. The accessible travel page is written in plain English. You will be able to find useful contact information, including the UK national passenger assistance booking telephone line, this Accessible Travel Policy, our passenger leaflet and information about our trains.

There are also sections on restrictions on the use of wheelchairs, powered wheelchairs and mobility scooters, and information about other services that are available, such as SignVideo (an app that gives access to an online interpreter for deaf BSL users).

## A3 Tickets and fares

We expect all customers to have a valid ticket or travel pass before starting their journey. However, if there is anything preventing you from buying a ticket at the station before your journey, you will be able to buy a ticket either on the train or when you get to your destination. You will be able to buy the same ticket that you would have bought at the station. If you are eligible for a discount, for example you have a Disabled Persons Railcard or local authority travel card, you can still use this.

Our ticket machines at stations can issue discounted tickets to you and a companion if you have a Disabled Persons Railcard. Most of these machines are accessible.

We have automatic ticket gates at several stations on our network. There will be at least one wide-aisle gate to make access easier. These gates are usually staffed. When a station with automatic ticket gates is unstaffed, we will leave the gates open. If you need help at the ticket gates, please speak to a member of our staff.

We will warn you if you will not be able to use the ticket you want to buy. For example, we will warn you not to buy a First Class ticket if you are a wheelchair or mobility scooter user as we do not have enough space in First Class if you cannot transfer to a seat or need to use your wheelchair during the journey. We cannot control the practices or advice given by other ticket sellers. However, we trust them not to mis-sell our products. If you are in any doubt, please contact us direct.



## A4 Alternative accessible transport

While we make every effort to make our stations and trains accessible, some stations our trains stop at may have restrictions that could make them less accessible to you. This means that some platforms may not be accessible to many people.

In these circumstances, we will provide appropriate alternative accessible transport, such as a taxi, at no extra cost to you and take you to the nearest most convenient accessible station. We sometimes use local accessible buses if these are available and the quickest way for you to travel. Our staff will discuss with you the options available and agree the best solution for you. We may send a member of staff to help you if it's practical to do so. All you need is a valid rail ticket for the journey you want to make.

If our services are disrupted, we will provide accessible transport to take you and your companion (if appropriate) to the nearest accessible station so that you can continue your journey.

If there is planned or unplanned engineering work on your train route, we will usually provide an accessible bus or coach. If you cannot access this, we will provide an accessible taxi at no extra charge.

Our policy is to first find coaches or buses that meet the Public Service Vehicle Accessibility Regulation. If we fail to do this, we will make sure that alternative accessible transport is available so that you don't have to wait longer than necessary.

We make sure that we put information on the accessibility of our rail replacement services on the National Rail website so that you can plan your journey. We are also working to include this information on the journey planner on our website. We also review the rail replacement bus and coach contract every year.

## A5 Mobility scooters and mobility aids

We accept light, travel mobility scooters on all our trains. They must be no bigger than 104cm (41ins) long and 56cm (22ins) wide. You and the scooter together must weigh no more than 300 kilograms (660 pounds). These are the only models that can be safely and efficiently manoeuvred into the designated accessible spaces on the train.

If you can transfer to the seat, we would encourage you to do so rather than sitting on your scooter as this may be safer and more comfortable for you.

We always recommend that customers check and follow the guidance stated in





their specific manufacturer's manual.

The scooter must be parked and immobilised with the key taken out or battery switched off.

Scooters must not have a canopy or a rear basket as these may make the scooter too large for the available space.

The scooter must be a class 2 vehicle with a maximum speed of 4mph.

It must have anti-tip wheels fitted to the rear of the scooter.

When booking, we will ask you to confirm that your scooter meets our standards. Please read your owner's manual for the scooter's measurements.

We accept walking aids, such as frames, designed to help people with mobility difficulties. However, space for these on trains is limited, and we recommend that you use fold-down ones which can be stored as luggage.

## **Travelling in a motorised / manual adapted wheelchair**

ScotRail welcomes customers travelling with an adaptation to their wheelchair (motorised or manual attachment). If you are travelling on one of our older trains, adaptations need to be detached because there is limited space to manoeuvre. However, if you are travelling on the newer trains, adaptations may not need to be removed.

If you are not able to remove or stow the adaptation / attachment yourself, we will consider it as luggage and where possible our station and on-train staff will assist you to safely stowing the equipment on train.

We recommend that wheelchairs with adaptations are secured by stabilizers to avoid tipping backwards.

## **A6 Delays, disruption to services, and emergencies**

Disruption to facilities and services can significantly affect the accessibility of rail services for disabled people and others who may not be regular travellers. Depending on the incident, it can badly affect people's confidence in rail travel (disabled people in particular).

We are committed to doing everything possible to make sure that passengers can continue with their journey and are not left stranded when there is a disruption. We will provide appropriate buses or coaches, or taxis where available.

When a train service is affected by engineering work, we will provide suitable



buses or coaches. If there are none available or there is limited supply, we will provide another method of accessible transport, such as an appropriate taxi, at no extra cost.

Information about the accessibility of rail replacement services will be available on the National Rail Enquiries website journey planner.

At times we are forced to alter platforms. 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 discuss with you the best options for completing your journey, including rebooking the assistance you need for that journey.

When you book a journey through our Assisted Travel service and your journey involves changing to another operator's services, we will make the whole booking for all parts of your journey and make sure that the other operator has all the details of your booking. This includes your name, booking reference, the date and time of travel, where you are travelling to, the reason you have requested help and the assistance you need. We will tell you what help we've booked for you for your whole journey.

Our staff are trained in procedures for evacuation, safety and basic first aid. This means they know how to help people with disabilities during an emergency. Our policy is to not evacuate customers before the emergency services arrive, and we would only do this in a life-threatening situation. This policy applies in stations and on trains.

## A7 Station facilities

We plan to improve station areas, ticket offices, waiting areas and platforms to meet the needs of all customers, including disabled people and those with reduced mobility. This will include:

- training staff to be better at operating any new equipment, mobility related aids at stations such as induction loops, portable ramps, lifts and so on so that they can deliver and deal with a wide variety of disabilities;
- introducing new equipment and processes, such as improved ways to track and monitor assisted journeys;
- making sure planned work at stations meets all legislation, including the Design Standards for Accessible Railway Stations, a joint Code of Practice by the Department for Transport and Transport Scotland.



## **A7.1 Left luggage**

We have self-service left-luggage lockers of different heights at Fort William, staffed left-luggage lockers at Inverness and a staffed left-luggage facility at Glasgow Queen Street. If you need help with lockers at Fort William, please ask staff at the ticket office.

There are also left-luggage facilities, run by Excess Baggage Company, at both Edinburgh Waverley and Glasgow Central stations. You can contact them on 0800 077 4250 or visit their <https://www.excess-baggage.com/rail-station-stores.php>

## **A7.2 Disabled parking**

Our car parks provide free parking for Blue Badge holders who display a valid permit clearly. Parking for Blue Badge holders is provided in accessible locations close to station entrances. Our car parks will have Scotland Railways branding, mostly on lighting columns.

At stations where there is greater demand, we will monitor use of the car park and add more spaces if necessary.

Most of our car parks have CCTV, linked to one of our customer service centres. These cameras are monitored at all times for safety, and we can view recorded images.

## **A7.3 Facilities provided by third parties**

As much as we can, we aim to remove anything that stops disabled people using the rail network. We know that working in partnership with others is an important part of making sure we achieve this.

Where third parties, for example retailers and coffee kiosks, provide facilities at our stations, we will make sure that their contract with us includes the requirement to meet their duties under the Equality Act 2010. We will make sure that the location of these facilities does not affect the accessibility of the station.

When working with other transport service providers, we will make sure accessibility is built into any joint transport initiatives.

## **A7.4 Replacement facilities**

We will replace facilities, such as accessible toilets, if their accessibility is affected and we expect this to be long term.

## **A7.5 Station entrances**

We will not permanently close station entrances or gates if this will affect access



for disabled people to any platform or facility at any of our stations. If for any reason we have to permanently alter facilities at any of our stations, leading to restricted access for anyone, we will consult the Office of Rail and Road, the Department for Transport (DfT), Transport Scotland, Transport Focus and Mobility and Access Committee for Scotland, and local access panels close to that station.

If we have no alternative but to permanently close an entrance or gate, we will apply to the DfT for a minor modification under sections 34 and 35 of the Railways Act 2005.

## A8 Compensation

If we have not been able to provide assistance you have booked, we'd like you to tell us about it. This helps us to understand the situation and find ways to put things right.

Please speak to a member of our staff, either on the train or at the station, and tell them that you have not received the assistance you have booked. They will arrange to get you to your destination.

We understand that, even if our staff successfully do this, you may still want to make a formal complaint or want compensation.

To make a complaint or apply for compensation, you must contact our customer relations. We will fully investigate the matter and contact you with a full explanation, including why it happened and what we aim to do as a result. You will be entitled to compensation under the Consumer Rights Act. Under this act, we have to fully assess your complaint and award appropriate compensation if we have fallen significantly short of our standards.

The compensation you receive will depend on the circumstances of your complaint. It could be one or more of the following.

- A full or partial refund of the cost of your ticket by:
  - a refund onto the debit or credit card
  - you used to pay for the ticket;
  - rail travel vouchers (which can be
  - exchanged for cash); -a refund into a PayPal account; -bank transfer (we will need your bank details); or
  - cheque.
- Delay Repay compensation if you didn't receive assistance due to a disruption of 30 minutes or more.



- Compensation if you've had to pay for something as a direct result of us failing to provide assistance.
- Compensation due to how us failing to provide assistance has directly affected you.

When we have completed our investigation, we will write to you with the outcome. If we find that the assistance you received fell below an acceptable standard, or failed completely, we will discuss compensation with you based on the circumstances of your complaint. We decide the amount of compensation we will pay. We will tell you how much compensation you will be awarded and how we will pay this, and then close your complaint.

If you have travelled with another train operator or on more than one train during your journey, we are happy to help you with your claim as much as we can. We will fully investigate it, and contact you with a full explanation, including why we failed to give you help and what we aim to do as a result. We will co-ordinate the response between all operators involved, including if you used more than one train. At times, you may get a faster response if you make your complaint to the train operator you were travelling with when the incident happened. If we receive a complaint about a journey that involved more than one train, we will do our best to investigate for you and give you a full response. However, depending on how complicated your complaint is and the involvement of the other operator, we may decide that it's in your best interest if that operator handles your complaint. If so, we will ask you if we can forward the complaint to them on your behalf.

We are a member of the Rail Ombudsman scheme. You can ask them to take up your complaint if you are not happy with our final response. You can learn more about the Rail Ombudsman scheme on their website at [www.railombudsman.org/](http://www.railombudsman.org/)

Or you can contact them by:

- **phone on 0330 094 0362;**
- **textphone on 0330 094 0363;**
- **email at [info@railombudsman.org](mailto:info@railombudsman.org);**
- **[X @RailOmbudsman](#);**
- **or post. Write to FREEPOST – RAIL OMBUDSMAN.**

There are some complaints that the Rail Ombudsman will not be able to look into, for example, complaints about the way one of our services has been designed, industry policy, or a complaint they do not have the power to deal with. If that is the case, they will let you know.





## B Management strategy

Our ambition is to provide equal access to travel, so that all customers can use the rail network with confidence. We're committed to making reasonable adjustments that will improve access to trains, stations and the other services we provide. We believe these improvements will also benefit other customers.

We work with several organisations to see where we need to make improvements and leverage external funding for these improvements. These organisations include the following.

- Department for Transport
- Disabled Persons Transport Advisory Committee
- Local access panels
- Mobility and Access Committee for Scotland
- Office of Rail and Road
- Regional transport partnerships
- Scottish Accessible Transport Alliance
- Transport Focus
- Transport Scotland
- Network Rail
- Other groups with an interest in accessibility

We will do the following.

- Invest in an Accessible Travel Programme, which will remove small restrictions to accessibility and increase the number of disabled people using rail travel.
- Strengthen our stakeholder equality group drawing more members to raise awareness of assisted travel as well as help us gain valuable insights of the wider disabled community.
- Invest in technology and help deliver a robust passenger assist system.
- Hold meetings with Local Access Panels so people can learn about how we help passengers and build confidence in rail travel.

To give further, valuable insight to our employees, we continue to make sure we use the first-hand experience and expertise of people with a range of disabilities when developing and delivering our disability equality training course.

All our managers are responsible for making staff aware of our policies and commitments and their responsibilities. Our induction programme, which all new employees have to complete, includes training on disability awareness and



accessibility. Managers give regular briefings on assisted travel and guidance for front-line staff on helping passengers who need assistance.

Our passenger leaflet is available to local access panels and groups across Scotland. It is also on our website. You can also ask for a printed copy from staffed stations or by writing to us at ScotRail customer relations, **PO Box 27129, Glasgow, G2 9LH**.

This document and our passenger leaflet (a simplified version of this document) are available in other formats, such as large print and audio. If you ask, we can send you these within seven working days.

You can use our Freephone and textphone numbers to arrange travel and ask for assistance in advance. You can also use these phone numbers to give feedback, buy travel tickets, ask about accessibility at stations and on trains, reserve or arrange onward travel with other train operators, or ask for copies of our Assisted Travel Policy and passenger leaflet. When our Assisted travel team are not available, our automated service provides information on what is happening and when the office will reopen.

We will make sure all our passenger documents, including the Passenger Charter and our Complaints Procedure, meet the standard of Plain English Campaign's Crystal Mark. We work with local authorities to make sure the stations in their areas are clearly signposted and that they provide dropped kerbs at access points into the station and at bus stops.

## B2 Management arrangements

Our management structure is designed to build inclusion and accessibility into our everyday business planning. It also helps us measure, report on and improve our progress against accessibility goals. All our managers are responsible for putting our policy in place and providing the day-to-day customer service it covers.

Our Safety and Sustainability Director is the co-chair of our stakeholder equality group and is responsible for reporting accessibility at Board Level.

Our Commercial Director is responsible for this Accessible Travel Policy. The Commercial Director has responsibility for monitoring our commitments in this guide to make sure we deliver on our promises. This also includes making sure the policy is incorporated into all ScotRail delivered projects at the planning stage, and that the needs of disabled people are represented on all levels across the business.



Our Human Resources Director has responsibility for delivery of equality and disability training. Our recruitment process ensures that all customer facing staff and relevant managers understand their obligation to deliver high quality customer service.

We consider accessibility in all changes we make as part of our standard procedure.

Our Projects team make sure all project managers will apply The Four Pillars of Accessibility framework (to the station, at the station, platform to platform and platform to seat) as a priority when planning and putting schemes in place. The Projects team will make sure all designs meet the Design Standards for Accessible Railway Stations and check that our work meets the requirements of this policy, the National Technical Specification Notices (NTSN) January 2021 including amendments, and the Design Standards for Accessible Railway Stations, while keeping to our legal duties.

Our Access and Inclusion Manager is responsible for advising on policy changes that affect accessibility and for supporting business teams on their work ensuring that any changes being introduced do not create barriers for disabled people and are in line with our grant agreement.

## B3 Monitoring and evaluation

We monitor our commitments and services in several ways. We use the results of this monitoring to shape our plans, objectives, procedures and processes. We also work with our stakeholder equality group to gather feedback and develop plans to improve our services and facilities.

We will use the findings of the ORR Passenger Assist satisfaction survey to evaluate and measure our performance. And we will develop plans to improve any shortcomings the survey highlights.

We are committed to providing the ORR with certain data, as agreed (currently 15 days after each period end). This information will include complaint categories, number of complaints and response times, alternative transport, assisted travel journeys, disability and equality awareness training, and compensation if we fail to provide assistance that someone has booked. This will allow the ORR to monitor our performance but will also make these statistics available as part of the rail industry's transparency agreement. You can find this information by visiting <https://dataportal.orr.gov.uk/>.

We categorise all comments and complaints and use them to evaluate our performance. Incidents involving disabled passengers are thoroughly investigated, and we take action to prevent incidents from happening again.



We will carry out audits to better understand where we can make the stations on our network more accessible. These audits will help guide our continuous improvement programme. We will use the auditors' reports of customer facilities and services at stations and on trains to see where we can best use investment. Our audits cover cleanliness, safety, repairs and so on.

Feedback from staff surveys and suggestions, regular planned briefing sessions and other projects helps us spot where we need further training on equality awareness. Most importantly, feedback from our staff allows us to see which areas we can improve. We also brief staff on accessibility and changes to legislation to keep them informed, so they can provide the best possible service.

## B4 Access improvements

We follow the standards and guidance that apply to our services, such as:

- the Railways Act 1993;
- the Design Standards for Accessible Railway Stations, a joint Code of Practice by the Department for Transport and Transport Scotland;
- Rail Vehicle Accessibility (Non- interoperable Rail System) Regulation 2010 (RVAR);
- National Technical Specification Notices (NTSN) 2021; and the Equality Act 2010.

We only ask to be exempt from the National Technical Specification Notices (PRM-NTSN) where meeting the standards really isn't possible. We work with Transport Scotland on buying new trains, making sure they keep to the Railways (Interoperability) Regulations 2011 and the NTSN.

Under our Accessible Travel Programme, we will consider to add and renew the following facilities.

- Accessible toilets
- Automatic doors
- Dropped kerbs
- Additional handrails
- Accessible ticket office counters
- Additional priority seating
- Hearing loops
- Additional portable ramps
- Providing extra Blue Badge parking spaces and signs



- Textured paving at the top and bottom of stairs
- Marked drop-off and pick-up points

We review our Accessible Travel Programme each year and consider feedback and recommendations from our stakeholder equality group.

We will develop each annual programme by consulting the following disability stakeholder groups.

- Mobility and Access Committee for Scotland
- Scottish Accessible Transport Alliance
- Disability Equality Scotland (representing Local Access Panels)
- Transport Focus
- Transport Scotland

We will work with Network Rail during Rail Period Control Period 6 (April 2020 to the end of March 2024) to deliver major accessibility schemes at the stations identified for improvements. This will be funded under the DfT's Access for All programme and managed by Transport Scotland.

We will carry out most of the improvements in partnership with Network Rail as part of the ScotRail Alliance, so that we are unlikely to miss any opportunities to improve access.

## **B5 Working with disabled passengers, local communities and local authorities**

We will work with groups representing disabled people and other stakeholders to improve accessibility and equality on all of our services, so that everyone can have an enjoyable journey.

We will work with industry colleagues to further improve the services and facilities we offer, as well as the information we provide. By working with the organisations listed below, we will help disabled people to be more confident about rail travel.

- Transport Scotland
- Network Rail
- Local authorities
- Regional transport partnerships
- Rail Delivery Group





- Office of Rail and Road
- Transport Focus

As requested by the ORR we will review our policies each year and include the feedback we get from passengers, representative organisations and other stakeholders.

## **B6 Staff training**

Accessible Travel Training (Disability Awareness Training) has successfully been incorporated as mandatory in the ScotRail Induction Programme for all new starts.

From January 2024, all 9 learning outcomes will be covered in the Safety Briefing cycles and will be delivered both in classrooms and via Microsoft Teams to maximise attendance. For those who are unable to attend one of these sessions, access to the eLearning course will be provided. The eLearning course covers the same 9 learning outcomes and provides knowledge checks and a final assessment. Attendance of either the Briefing or completion of the eLearning will be made mandatory. Additionally, a copy of the 'Engage Newsletter' briefing will be made available via our Learning Management system. Further all HQ staff have been automatically scheduled to take the eLearning refresher course on a set 2-year expiry date. Dates for refreshers begin mid to late December 2023 with completion by the end of June 2024.

To supplement this, as part of our intranet offering, we have developed a series of podcasts on subjects of interest to our staff. Since launching these in May this year, there have been podcasts covering 'Disability Pride Month' and 'International Day of Persons with Disabilities'. Both featured members of staff living with a disability, talking on their experiences working at ScotRail and the support they receive.





**ScotRail website**  
[www.scotrail.co.uk](http://www.scotrail.co.uk)



**National Rail Enquiries**  
**03457 48 49 50**  
*Please note calls to this number may be recorded*



**Customer Relations**  
[customer.relations@scotrail.co.uk](mailto:customer.relations@scotrail.co.uk)  
**0344 811 0141**  
ScotRail Customer Relations  
PO Box 27129  
Glasgow, G2 9LH



**Assisted Travel**  
**0800 0461634**



**Textphone**  
**18001 08000461634**  
*(deaf and customers who are hard of hearing)*



**Social media**  
 [X.com/scotrail](https://x.com/scotrail)  
 [facebook.com/scotrail](https://facebook.com/scotrail)

