



Hanson & Hall Rail Services Solutions Ltd



Accessible Travel Policy

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2. SCOPE AND CONTEXT

2.1 INTRODUCTION TO HANSON & HALL

Hanson & Hall Rail Services Solutions (H&H) is a train operating company that operates Charter train services through commercial partners and Promoters. Charter train services are pre-planned train services which do not appear in the published national railway timetable.

2.2 HOW A CHARTER SERVICE WORKS

Most Charter Promoters will have their own website, or they will appear on summary sites that list services provided by different companies. Promoters will advertise the tours and provide details on how to purchase a ticket and book assistance through the relevant Booking Agent. Promoters will usually provide the staff working on our trains. For the purposes of this document, we refer to them as our staff.

Booking Agent

The Booking Agent will provide you with the information you need to plan-ahead and will take account of your individual accessibility needs. You can do this by contacting the Booking Agent through their website. However, we recommend you discuss your requirements and obtain all the information you need during the point at which you book and purchase your tickets.

We are not directly responsible for the operation of any rail stations we call at; these are usually operated by a train operating company or Network Rail but we will provide you with accessibility information on request about the stations our services call at as part of assistance provision.

Our aim is to ensure rail travel is as accessible to disabled and older rail passengers as it is for non-disabled passengers; we want to encourage and promote that rail travel is accessible for all. Therefore, our objective is to provide assured confidence for every person at every stage of their journey with us.

The format and content of this policy has been based on the Accessible Travel Policy (ATP) and Guidance for Train and Station Operators issued by the Office of Rail and Road (ORR). Alongside this policy we also provide on request a shorter passenger leaflet which explains what assistance we can offer.

3. COMMITMENTS TO PROVIDING ASSISTANCE

3.1 BOOKING AND PROVIDING ASSISTANCE TO PASSENGERS

We recognise the broad range of customers who might require assistance and we will do our best to ensure your needs are met. This may include:

- Visual or auditory impairments
- Impaired mobility, either temporarily or longer term
- Mental health conditions
- Anxiety
- Personality disorders

- Autism and Asperger syndrome
- Sensory processing difficulties
- Cognitive impairment for example dementia, traumatic brain injury and learning disabilities
- Non-visible physical health conditions for example chronic pain, respiratory and heart conditions, diabetes and cancer; or
- If you are an older person

3.2 BOOKING ASSISTANCE FOR OUR CHARTER SERVICES

Here at Hanson & Hall Rail Services Solutions we want you to have a pleasant journey experience on all our train services. The majority of the Charter train services we operate use fully compliant accessible rolling stock, meaning they fully meet current rail accessibility legislation. On occasion we may operate older non-compliant rolling stock that does not meet these standards, and where this is the case we shall be explicit in respect of the limitations. Therefore, we advise you to contact us to ask for further information regarding the level of accessibility and the assistance available before you book your journey.

Charter train ticket sales and assistance booking is managed by designated Booking Agents. Please inform the Booking Agent of any assistance you require at the time of purchasing your ticket(s). This will enable us to best meet your needs.

All Charter Train services operated by us will have a Train Manager and a team of dedicated on-board staff. At the departure station there will also be staff waiting to meet and greet you when the train arrives. All of these individuals receive accessibility training to help you on your journey.

You can book assistance for the Charter train service with the respective Booking Agent up to 48 hours before you travel. You will need to contact the Booking Agent that is facilitating your Charter train service. Contact details for the Booking Agent will be published by the Promoter for each service. We recommend that you inform the Booking Agent of any accessibility requirements that might impact your ability to travel, such as needing to remain in a wheelchair during the journey. If we aren't advised of your additional needs in advance, you may not be able to travel and your rights to a refund might be impacted. Sometimes Hanson & Hall are the Charter train Promoter. In order to purchase tickets on our Charter train services our website will signpost you to the Booking Agent where you can purchase tickets and also book your assistance in the same way as outlined above.

On the day of travel, our staff on the train can provide the following assistance:

- Assistance with boarding and alighting from our trains.
- Help with your personal belongings onto and off the train.
- Where practical, at terminus stations, help with finding further assistance to help you move around the station and transfer between onward trains or other types of transport.
- Deploying a portable ramp for boarding or alighting our train services. (all of our vehicles carry ramps that are fit for purpose).



We will also take appropriate steps to inform relevant staff at connecting stations about accessibility needs for any passengers.

We are committed to working with all our Promoters and Booking Agents to continually improve the assistance passengers receive. Our disability awareness and equality training program will be extended to all staff from autumn 2023 to ensure we provide a reliable and progressive service that is monitored robustly.

3.3 BOOKING ASSISTANCE FOR OTHER TRAIN COMPANIES

If you are reaching us or continuing your journey via train services operated as part of the National Rail network you can book assistance by using the National Passenger Assist system. You can do this by contacting the following:

National freephone number: 0800 0223720 (available 24 hours) – this service enables you to request assistance or will put you through to the appropriate train company to book with them.

National textphone: 60083

National telephone/Minicom: 0845 60 50 600.

You can also use the Passenger Assistance app or website:

<https://booking.passengerassistance.com/>

This information will also be available on the Assisted Travel page of our website.

Alternatively, you can contact the train company directly. Information on how to do this is available on their website and located on their assisted travel page. Additionally, at all staffed stations, each train company will have a passenger facing document titled *Making Rail Accessible: Helping older and disabled passengers*. This leaflet contains all their information on assistance and how to obtain it.

The current notice period for booking assistance on the National Rail network is 2 hours. If you are making a multi operator journey you only need to make one telephone call or app booking to book assistance for both legs of the National Rail journey. You also do not have to pre-book assistance as all train companies on the National Rail network provide a 'turn up and go' service. However, we encourage you to check the details of how their assistance works in their respective Accessible Travel Policy before you travel. If the station is not staffed you may be required to wait for assistance.

Ramps

All our Charter trains carry a portable ramp that our staff are trained to use should you need additional help getting on and off the train.



Help with personal belongings.

We can assist you with your personal belongings when boarding, alighting or on-board the train – just ask one of the on-board staff who will be happy to help you.

3.4 INFORMATION PROVISION

We work with our Charter train service Promoters and liaise with station operators at the early stages of planning a Charter train. This is to determine the level of facilities, accessibility and staffing available for people with disabilities, specifically:

- the accessibility of toilets and if available changing places facilities
- step-free access to platforms
- assistance with getting around the station
- connecting to other rail services or other forms of transport; and
- the availability of ramps

We require our Charter train Promoters to make clear the accessibility of each service. As a minimum we expect promotional material to include how to book your ticket, have clear details about the origin, destination and stations the train will call at, the type of train and carriages used, the Promoters contact details and how assistance is provided on the service.

The Charter Promoters will also provide a link to our Accessible Travel Policy and passenger leaflet on request.

We want you to be informed and confident that the information we give you is accurate and consistent. This is particularly important if a journey involves changing trains between ours and the National Rail network. The Booking Agent will be able to advise on the station accessibility when you are booking your ticket and our on-board staff will assist you with any onward journey information on the day of your journey.

Alternatively, you can access station accessibility information on the National Rail Enquiries station pages. Train companies are required to keep these pages up to date and accurate and, where there are any limitations to access, train companies are required to ensure this information is updated within 24 hours of notification of any changes. You can access this information via:

National Rail Enquiries:

www.nationalrail.co.uk

0845 60 50 600

You can also find a link to National Rail Enquiries on the Assisted Travel page of our website.

4. ACCESSIBLE TRAVEL POLICY DOCUMENTATION INCLUDING ALTERNATIVE FORMATS

A copy of our policy document and passenger leaflet is available on our website as a PDF that is accessible using screen readers or other software with accessibility features.



They can also be provided in alternative formats such as braille, larger text and audio, on request, within seven working days without charge. We do not provide documentation in alternative languages.

Please contact us directly for a copy of our Policy and how to request a different format –

info@hansonhallrail.co.uk

Additionally, our staff on-board the train will provide details on how to obtain a copy of our Accessible Travel Policy and those of the other train companies.

4.1 STATIONS AND TRAIN ACCESSIBILITY INFORMATION

The Promoter for each Charter tour will publish on their website where and how you can find details about the stations the Charter tour will call at. These stations are either operated by Network Rail or a train company. If you require more detail regarding that station and its facilities the Booking Agent will either supply you with the details you need at the point of booking your ticket or will direct you to that train company's website. As a minimum both Network Rail and train companies provide information on the following for their stations:

- Staffing
- Step free access
- Designated parking
- Seating
- Toilets
- Ticket sales facilities
- Assistance meeting point
- Customer information systems
- Secure station accreditation
- Catering

More information can be found about specific stations on National Rail's web site:

www.nationalrail.co.uk/on-the-train/accessible-train-travel-and-facilities/

The trains and individual carriages used on the Charter tour can on occasion vary in age and type although most will utilise rolling stock that is fully compliant with accessibility requirements. The Promoters will always detail the accessibility of the carriages to be used on their website no less than 6 weeks in advance. This will also be made available at the point of ticket sales via the Booking Agent who will provide information on any accessibility restrictions. We will work with Promoters and Booking Agents to provide this information in alternative accessible formats upon request.

The Promoters and Booking Agents will provide information on whether the carriages have:



- Wheelchair space
- Scooter mobility aid acceptance
- Accessible toilet
- Standard toilet
- Boarding ramp
- Priority seating
- Audio information
- Visual information

All seating is allocated so if you require a specific space then please make the Booking Agent aware. On the day if there is an issue the on-train staff will provide assistance if required.

Charter services by their nature involve long periods on-board, assistance dogs are welcome, we highly recommend that you check timings of stops to accommodate the comfort of your dog.

5. PASSENGER JOURNEY INFORMATION (ONLINE, AT STATIONS, ON TRAINS)

Most Charter Promoters will have their own website, or they will appear on summary sites that list services provided by different companies.

We are committed to ensuring prompt Charter train departure and we work with the companies responsible for running the stations we call at to ensure arrival time information is clear when it's displayed at stations; this can be visual on customer information screens and/or through station announcements where available. Should you notify us of your requirement for assistance, we will ensure that staff at departure stations are made aware of your intention to travel with us so that upon arrival at their station you will have a single source point of information. Departure and arrival information will also be displayed in advance on the Promoter's website and relayed through audible announcements on the train during the charter.

5.1 ONWARD CONNECTIONS WITH OTHER FORMS OF TRANSPORT

When purchasing your tickets, the Booking Agent will direct you to websites that contain information about the use of other modes of accessible transport in the station area we serve; for example, where rail connects with trams, buses and other modes of public transport. The on-board staff may also be able to assist you but please note they may have limited information available to them.

The National Rail Enquiries website provides information about taxis and buses from all stations on the rest of the National Rail network.

www.nationalrail.co.uk/stations_destinations

When at a terminus station and alighting our Charter train, our staff will be happy to find a member of station staff to provide you with any onward assistance you may need. Just ask and we'll be happy to help. Alternatively, you can book the assistance – a benefit of doing



this in advance will mean that staff for your onward travel will know that you are coming. You will be assisted both on and off the train as quickly as possible, where practical we aim to achieve this within a maximum of five minutes. This also allows for all relevant staff at all stations to be briefed regarding your assistance needs.

If your journey involves making an onward rail journey using one of the train companies, please refer to their website for any restrictions (e.g. station restrictions and wheelchair and scooter restrictions) or details on their train services. Again, the National Rail Enquiries website above will also help and direct you to the respective train company.

5.2 DELAYS, DIVERSIONS AND DISRUPTION TO CHARTER SERVICES

We recognise that disruption to facilities and services can have a significant impact on your journey and on your confidence to travel. If any of our train services or facilities are disrupted, staff are trained to look out for passengers who may need assistance, or provide information about how any booked assistance will be impacted. Where available, the station customer information screens will detail our train departure times, platform number and whether the service is experiencing any delay.

Whether the disruption is minor or severe we are committed to providing you with regular, clear, and accurate information. Prior to departure, a member of staff will advise customers of any disruption to the train service, on-board facilities and, where known, at any of the stations we call at during the journey. During the journey, information will also be made available via the on-board public announcement system or face-to-face via on-board staff. In the unfortunate circumstance where the train has been cancelled the day before, the Promoter shall contact you to discuss the tour and the options available to you; this will include rebooking tickets and assistance or ticket refund arrangements.

If any facilities are out of order and this has an impact on you, where the Promoter is aware of the restriction before the day of travel, the Promoter will contact you in advance and notify you within 24 hrs of you travelling with us. If you experience facilities that are not as they should be or are broken, please notify one of the staff who will make alternate arrangements for you.

If any of the facilities are or will not be available for a period during your journey, they will make every effort to provide alternative arrangements.

5.3 MEETING POINTS

At each station there will be a designated platform where the train is due to depart where the staff will 'meet and greet you' when the train arrives and provide you with the information you require about the train service and facilities on-board. There will also be availability to assist you getting to the platform.

5.4 WEBSITES

Our website contains information on our assistance services including copies of our ATP policy document and passenger leaflet. Our Promoters' websites contain contact information for Booking Agents and details on how to book assistance. They will also signpost National Rail Enquiries website where customers can find details on the accessibility of the stations we call at and the facilities provided. They will also provide further details regarding passenger assistance for their services.

We monitor the Promoters' websites and our own website to make improvements which includes making them more inclusive and accessible to everyone. This includes ensuring our website is designed and developed in line with industry-recognised standards (Web Content Accessibility Guidelines (WCAG)) so that people with disabilities can use it easily, examples include:

- allowing the user to change the size of the text
- ensuring the site works equally well on different devices
- providing clear navigation; and
- presenting readable and understandable content.

6. TICKETING AND FARES

6.1 BUYING TICKETS ON OUR CHARTER SERVICES

In most circumstances we operate the service on behalf of a Promoter who will sell the tickets via a dedicated Booking Agent. In the cases where we are the Charter train Promoter, to purchase tickets on our Charter train services we'll advise of the Booking Agent we will use through our website at:

www.hansonhallrail.co.uk

All Charters trains are private operations and require valid tickets to be purchased in advance of travel (generally no less than 24 hours in advance). Tickets for Charter services cannot be purchased on the day. Tickets purchased for Charter services cannot be used to travel on national train company journeys.

6.2 DISABLED PERSONS RAILCARD AND CONCESSIONARY FARES

The Disabled Person Railcard and any concessionary fares are not valid on any Charter train services which are private operations as they are not part of the National Rail network.

6.3 ALTERNATE ACCESSIBLE TRANSPORT

In the unlikely event that we have to cancel a Charter train service mid-journey, we shall use every effort to use alternative transport that meets the modern accessibility standard (known as the Public Service Vehicle Accessibility Regulations (PSVAR)). On a rare occasion where we are unable to source a PSVAR-compliant transport, we will ensure that Accessible Alternative Transport, likely to be a wheelchair accessible taxi, will be made available.

so you do not have to wait any longer than you would for a rail replacement accessible bus. Replacement transport provided will always have the space to accommodate the person accompanying you on your journey.

7. SCOOTERS AND MOBILITY AIDS

7.1 HERITAGE TRAINS

Our default rolling stock consists of fully compliant Mk3 coaches which can accommodate scooters and mobility aids at dedicated seating positions but on occasion we may operate



older heritage stock which is not fully compliant. These heritage carriages were designed and constructed in the 1950s and 1960s before accessibility legislation was introduced. Whilst we will try and make your journey as comfortable as possible, older trains may offer fewer facilities for passengers who are wheelchair users or have restricted mobility.

Heritage carriages often have narrow walkways which can make it challenging to navigate to other parts of the train.

Unfortunately, we are unable to accommodate wheelchairs or other large mobility aids such as scooters in the main seating areas or vestibules on heritage carriages. If you are able to, you can transfer to a seat which we can reserve for you and we will store your wheelchair or other mobility aid in the carriage allocated for luggage.

Therefore, we kindly ask that if you are planning to travel on one of our services that is using heritage carriages, please contact the Booking Agent to discuss what the arrangements are in advance.

7.2 MORE MODERN TRAINS

The majority of our train services use more modern carriages which may have designated wheelchair spaces; again, please speak with the Booking Agent who can answer any of your questions. They will be able to explain whether there are any restrictions on the carriage for wheelchairs and mobility scooters such as maximum dimensions, if you can remain seated on your wheelchair or scooter and why these restrictions are in place.

8. EMERGENCY PROCEDURES

We have plans for evacuating our all our train services in an emergency. Our staff take specific responsibilities for identifying and helping disabled customers evacuate to a point of safety. Our evacuation arrangements comply with the relevant fire certificate as well as providing accessible refuge places.

Should you wish to understand arrangements for emergencies at stations then these plans are available from the relevant station operator's website.

9. REDRESS

We work closely with all our partners, Promoters and the respective Booking Agents to make sure things go to plan; however, no matter how well prepared we are, things can sometimes go wrong.

If you have booked assistance for travel on our Charter train service and this assistance failed we will review all relevant factors and, if deemed appropriate to do so, either the Booking Agent or us will provide appropriate compensation to you. We will explain to you why the assistance was not provided and what steps we are taking with the Promoter to ensure the failure does not reoccur.

We'll always comply with the Consumer Rights Act 2015 and, in line with National Rail Conditions of Travel, on behalf of the Booking Agent we'll consider all additional compensation claims for any losses or extra cost caused by a service failure. This doesn't affect your legal right to make claims under the Consumer Rights Act 2015, although you



must not seek to recover the same money twice (for example, from both our complaints process and the Consumer Rights Act 2015).

To claim redress, initially please contact the Booking Agent with whom you booked your tickets and assistance. They can be contactable by email and these details can be found on the Promoter's website.

If the assistance failure took place when you were travelling on or due to travel on a national train company's service, please contact the relevant train company who will have their own redress policy. Details of this process can be found in their Accessible Travel Policy.

10. STRATEGY

10.1 MANAGEMENT ARRANGEMENTS

We aim to provide a high standard of customer support as set out in this document and, as such, integrate this document fully into our day-to-day activities.

Our Managing Director has the overall accountability to ensure we deliver our Accessible Travel Policy commitments. We integrate our Accessible Travel Policy's objectives into our business plans and service planning activities and improvements and updates are discussed monthly at our operations and commercial meeting which has functional leaders in attendance; this meeting is chaired by our Managing Director. This ensures that this Policy is up to date and meets the needs of our disabled and older travellers.

10.2 MONITORING AND EVALUATION AND WORKING WITH DISABLED PASSENGERS

How we deliver services and facilities to our customers is continuously monitored and evaluated to make sure we meet the standards outlined and our commitment to constant improvement is maintained. To monitor our performance and our accessibility provisions we'll continually work with local Disability user groups, Promoters and the train providers to evaluate our expected standards; this will also include checking any changes in customer service quality and standards prior to implementation. We provide the ORR with details of any key actions which have been identified to improve performance as part of our Accessible Travel Policy review process.

We encourage you to provide feedback on your personal experience of our facilities and services. It is important to us to provide an effective means of communicating and resolving any problems as quickly as possible. It is also important to us that we are aware of good service provided. This can be done through our own website.

We are committed to providing the ORR with performance data to demonstrate that we are complying with the obligations to passengers in relation to our Accessible Travel Policy.

11. STAFF TRAINING

All our staff, passenger facing and non-passenger facing, receive specific disability awareness training including on how to support customers with visible and non-visible disabilities.



The training is delivered in either a classroom environment or through e-learning. Both methods of training are provided by a leading disability charity, which includes lived experience from people with a range of disabilities.

Training is also provided as a mandatory part of the company's induction for new staff and refresher briefings are provided to all staff every two years or more frequently as required.

All frontline H&H staff will have received relevant training by the end of December 2023. The training focuses on the nine core areas promoted by us and those required by the ORR:

- Understanding disabled people and their everyday challenges.
- Equality Legislation (Equality Act 2010 – Reasonable adjustments)
- Defining disability
- Recognising passengers who need assistance
- Railway Regulatory Framework (Non-visible Disabilities)
- Passenger Assist
- Communications
- Accessibility in stations
- Providing safe assistance

We have in place arrangements with our Promoters and Booking Agents to ensure they are meeting the relevant ATP commitments we have outlined in this policy, this includes the training of their staff who are passenger facing and who provide the assistance. We audit each Promoter's processes to ensure the training they provide to their staff meets the requirements of the ATP guidance. In the event we establish that a Promoter or a Booking Agent fails to meet our standards we provide feedback to the organisation and we will work with them to ensure immediate action and improvements are made.

12. CONTACTING US

Our Customer Service team can be contacted via the following email address, please provide your contact details and the nature of your complaint and a member of the team will contact you to discuss the details.

info@hansonhallrail.co.uk

If you are not happy with the way the complaint is dealt with, please contact the Rail Ombudsman on:

Website: www.railombudsman.org

Email: info@railombudsman.org

Phone: 0330 094 0363

Post: Freepost – RAIL OMBUDSMAN