

**DISABLED PEOPLE'S PROTECTION POLICY FOR
WEST COAST TRAINS LTD
TRADING AS 'VIRGIN TRAINS'**

FEBRUARY 2009

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INTRODUCTION

West Coast Trains Limited, trading as Virgin Trains, is a wholly owned subsidiary of Virgin Rail Group Limited.

West Coast routes link London Euston with the West Midlands, North Wales, Manchester, Liverpool, and Glasgow, and also the West Midlands with the North West, Glasgow and Edinburgh.

Our route provides for a range of long distance journeys by direct, through trains which are a significant benefit to people with disabilities. We welcome such customers to our trains and will do everything we can to make each journey relaxing and enjoyable.

This Disabled People's Protection Policy sets out our current arrangements for meeting the needs of passengers who are disabled, or whose mobility is impaired. It also details our plans for further improving accessibility and on-board service which will benefit all customers who choose to travel with us.

We look forward to enhancing the welcome extended by Virgin Trains to our customers with disabilities as our plans to further improve accessibility and service are implemented.

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1. VIRGIN TRAINS ROUTES AND SERVICES

1.1 West Coast routes link London with the West Midlands, North Wales, the North West, and Glasgow, and also the West Midlands with the North West, Glasgow and Edinburgh.

1.2 West Coast Trains Ltd manages the following 17 stations :

Carlisle, Penrith, Oxenholme Lake District, Lancaster, Preston, Wigan North Western, Warrington Bank Quay, Runcorn, Crewe, Stockport, Macclesfield, Stoke-on-Trent, Stafford, Wolverhampton, Birmingham International, Coventry, Rugby.

Other stations at which Virgin trains call are managed by other Train Operating Companies and Network Rail.

1.3 In addition, we operate the Ticket Offices/Travel Centres at London Euston, Birmingham New Street, Manchester Piccadilly and Glasgow Central. We also provide customer service teams at London Euston, Milton Keynes Central, Birmingham New Street, Manchester Piccadilly, Liverpool Lime Street, and Glasgow Central.

1.4 Virgin Trains' fleet of trains consists primarily of Super Voyager and Pendolino trains which entered service during 2001-2004. These trains comply with the Rail Vehicle Accessibility Regulations.

- 2. POLICY STATEMENT FOR WEST COAST TRAINS LTD, TRADING AS 'VIRGIN TRAINS'**
- 2.1 Virgin Trains will maintain, and improve, current standards of accessibility to its services for people with disabilities or whose mobility is impaired. We will continually strive to deliver a high standard of care to all our customers. We will prioritise implementation of plans and policies to improve accessibility according to value for money in terms of customer service benefits to all passengers.
- 2.2 Virgin Trains will adopt the services, standards and guidance which the Department for Transport has set out in its Code of Practice entitled "Accessible Train and Station Design for Disabled People"(July 2008), with regard to activities within its direct control and also take account of provisions within the Disability Discrimination Act 1995. We will work with other rail industry partners to do so where complementary activities (such as station services) are supplied under contract. This Policy will be reviewed in the light of updates to the Code of Practice made by the Department for Transport (DfT).
- 2.3 Where dispensation from the Code is required in relation to applicable rolling stock refurbishment, or new, renewed or enhanced facilities and services on trains or at stations, this will be sought at an early stage in the design process, but only after every effort has been made to meet the standards in the Code.
- 2.4 Virgin Trains is committed to adherence to the National Rail Good Practice Guide on "Access and Travel Arrangements for Passengers with Disabilities". Where there is a higher standard in the DfT's Code, this will always be followed.
- 2.5 The Disabled Person's Railcard will continue to be valid for purchasing reduced price travel for the holder and an accompanying adult on all Virgin trains. Reservations, on board arrangements and any necessary mobility assistance will continue to be arranged using the Assisted Passenger Reservation System.
- 2.6 Each Virgin Super Voyager and Pendolino train provides accommodation for customers whose mobility is impaired, including a wheelchair space located within a passenger saloon adjacent to an entrance door and near to an accessible toilet and the on-board customer service staff. On these trains at least two wheelchair spaces (of which at least one is in First Class and at least one is in Standard) are provided.
- 2.7 Virgin Trains aims to provide easy access, together with excellence in customer service, for all customers. We regularly review our arrangements and service provision, and will continue to introduce improvements as quickly as is reasonably practical. We recognise that sometimes small changes, such as clear signs or clarity and audibility of announcements can make a significant improvement to the journey of all passengers, and especially those with disabilities. Major improvements in accessibility have been incorporated within our rolling stock. We have also made substantial improvements to accessibility at stations managed by West Coast Trains Ltd. The facilities and arrangements currently provided for customers who are disabled are detailed in Section 3 of this document. Our plans for future improvement are outlined in Section 4.

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- 2.8 Costs and affordability of proposed projects to enhance our trains will continue to be appraised in the normal way. Relevant appraisals will include evaluation of potential accessibility or other improvements to meet the standards recommended in the Code. Such benefits will be specifically highlighted in investment proposals and appraisals to enable further consideration to be given in the event that normal financial criteria cannot be met. We will seek dispensation from the Code of Practice at an early stage in the design process where it has not been possible to meet these standards.
- 2.9 Many of our customers start or finish their journeys on train services provided by other Train Operating Companies. Virgin Trains will liaise with other train and station operators to review, and where practical improve, interchange arrangements for all customers.
- 2.10 Virgin Trains includes disability awareness in customer service training programmes for its staff. This includes appreciation of the widest definition of "disability" including, for example, those temporarily disabled through illness, injury or surgery, sufferers from epilepsy, ME, arthritis, or cerebral palsy and people with learning difficulties, impaired vision or speech impediments, in addition to wheelchair users. Other staff including management are also given briefings to improve disability awareness. We seek to continuously improve the quality of our training programmes through consultation with specialist bodies. Details of our staff training, including the numbers of people trained, will be provided to the DfT annually or as otherwise requested.
- 2.11 Virgin Trains welcomes the comments of customers and will take these into consideration in reviewing and implementing this Policy.
- 2.12 Virgin Trains has consulted with the Disabled People's Transport Advisory Committee, Passenger Focus and London TravelWatch, and undertakes to further consult with these and other national organisations representing disabled people and the DfT when proposing future material alterations to the Policy. It is a living document which will be reviewed and updated as necessary. It will be submitted to the DfT annually from the date of approval. No alteration will be made without the agreement of the DfT. Contact details for Passenger Focus and London TravelWatch are as below

Passenger Focus PO Box 4257 Manchester M60 3AR Tel: 08453 022 022	London TravelWatch 6 Middle Street London EC1A 7JA Tel: 0207 505 9000
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3. FACILITIES AND ARRANGEMENTS FOR CUSTOMERS WITH DISABILITIES OR IMPAIRED MOBILITY, WHEN TRAVELLING WITH VIRGIN TRAINS

3.1 Arranging a journey

Information

- 3.1.1 Information about Virgin Trains services, (including details of changed arrangements in consequence of essential engineering work), and the services available at the stations at which they call, can be obtained from the Virgin Trains JourneyCare Reservation Service on 08457 443366 (or 08457 443367 textphone) between 0800 and 2200 daily (except Christmas Day and Boxing Day). In a single telephone call to this number it is possible to obtain travel information and advice about the most convenient station to use, arrange any assistance which may be necessary, and using a debit or charge card, purchase the ticket for the journey. A minimum of 24 hours' notice is recommended to arrange assistance at stations. See paragraph 3.1.10 for details of arrangements where advance notice is not possible.
- 3.1.2 Alternatively, there are local contact points for arranging travel assistance which are operated and advertised by other Train Operating Companies. These are also able to provide information, reserve seats or wheelchair accommodation and arrange assistance for any rail journey.
- 3.1.3 In addition to our 17 managed stations, Virgin trains call at 26 other stations. Levels of accessibility and assistance available vary considerably. In conjunction with other industry parties, Virgin Trains has supported the creation of a national database containing details of accessibility of stations and helpline numbers for disabled passengers. It is a live database, updated by the Virgin Trains Sales Support Manager to reflect changes to accessibility, temporary or otherwise within 24 hours of notification (see also paragraph 3.1.9). This database is accessible through National Rail Enquiries, JourneyCare, our own website, rail travel telesales centres, travel assistance contact points and stations.
- 3.1.4 Customers who will require assistance at stations are strongly advised to plan their journeys using those stations at which staff are available to help. Details of times when assistance can be provided at stations will be shown on the Assisted Passenger Reservation System. At unstaffed stations Virgin Trains on-board staff will be pleased to provide assistance to transfer between train and platform. Virgin Trains will convey wheelchair users from or to such stations provided that :
- i. the wheelchair user is travelling on a Super Voyager or Pendolino train, as these services carry their own portable ramps, and
 - ii. wheelchair access/egress between the platform and station entrance is possible and
 - iii. the wheelchair user has arranged his/her own assistance to/from the platform or can move around the station unaided

3.1.5 Where wheelchair customers wish to travel on our trains to/from stations which are not accessible, or are unable to gain access to or from a station operated by West Coast Trains Ltd, they will be advised of appropriate alternative stations which they can use. Where an acceptable alternative station cannot be found, the station operator of the inaccessible station will provide, where it is reasonable to do so, an alternative means of transport (such as an accessible taxi) to allow the passenger to travel to or from the nearest accessible station that will enable that person to continue or complete their journey. This would be provided at no additional cost to the customer as long as a valid rail ticket is held for the journey. All necessary help should be pre-arranged using the Virgin Trains JourneyCare Reservation System.

Booking Assistance

- 3.1.6 A reservation can be made on all Virgin trains, (and many connecting services run by other Train Operating Companies), by means of the railway's national Assisted Passenger Reservation System. In addition to reserving seats and wheelchair spaces on trains, this is also the means by which any assistance required on the journey is pre-arranged. The Virgin Trains JourneyCare Reservation Service - on 08457 443366 (or 08457 443367 textphone) between 0800 and 2200 daily (except Christmas Day and Boxing Day) - and all principal stations, can access the Assisted Passenger Reservation System.
- 3.1.7 Seat reservations are strongly recommended for all journeys by Virgin Trains, and are arranged free of charge provided the customer obtains or is in possession of a ticket for the journey. We aim to make it possible for customers to make seat reservations from approximately three calendar months prior to the date of travel until two hours before the train commences its journey (or the previous evening in the case of trains leaving their starting station early in the morning).
- 3.1.8 It is strongly recommended that wheelchair accommodation or priority seating and assistance on train or at stations is also booked in advance. Arrangements can normally be made 12 weeks before the date of travel until 24 hours prior to commencing the journey.
- 3.1.9 In the event that facilities such as lifts and toilets are out of use at a station managed by West Coast Trains Ltd, we will ensure that the Assisted Passenger Reservation System is updated to reflect this, within 24 hours (as detailed in paragraph 3.1.3). We will also use other means, such as posters, to publicise the temporary lack of such facilities to people using the railway, and indicate how long the facilities are expected to be unavailable. When lifts are out of use alternative arrangements will be made for mobility impaired customers to access trains, as described in paragraph 3.2.4.
- 3.1.10 Virgin Trains understands that occasionally journeys for which assistance will be required have to be made at very short notice. In these circumstances, everything possible will be done to provide the appropriate accommodation and all necessary assistance but this cannot be assured. Customers travelling on Virgin trains who will need assistance to alight but who have not pre-arranged this should advise the Train Manager who will arrange the required help.

- 3.1.11 By means of the Assisted Passenger Reservation System the Train Manager of each Virgin train has details of all customers who have reserved accommodation or pre-arranged mobility assistance. This information is also available in the Virgin Trains Control where it can be referred to in the event that changes have to be made to the train's itinerary in response to operational contingencies, or should there be any emergency involving the train.
- 3.1.12 The Assisted Passenger Reservation System contains provision for stations to make available to ticket sales staff details regarding station accessibility, including times when assistance is available, and the reception procedure for customers who have pre-arranged assistance. Virgin Trains regularly reviews this information with Station Managers at those stations where its trains call to ensure the best possible pre-travel advice can be made available to customers.
- 3.1.13 Customers whose hearing, vision or mobility is impaired should advise the Train Manager at the earliest opportunity - for example when tickets are checked - if assistance will be required to have access to the train's facilities, or if particular help would be necessary in any emergency. In addition, this information can be provided to us in advance by telephoning the Virgin Trains JourneyCare Reservation Service on 08457 443366 (or 08457 443367 textphone) between 0800 and 2200 daily (except Christmas Day and Boxing Day).

Disabled Person's Railcard

- 3.1.14 The Disabled Person's Railcard is welcomed for purchasing reduced price travel on all Virgin trains. This Railcard entitles holders to discounts on a wide range of ticket types available for travel by Virgin Trains.
- 3.1.15 Self service 'FastTicket' machines installed by Virgin Trains have been programmed to issue tickets for use in conjunction with the Disabled Person's Railcard. Where new self-service ticket machines are procured, Virgin Trains will ensure that it is done in accordance with the standards set out in the DfT's Code of Practice (July 2008).
- 3.1.16 In training provided to on train staff, they are advised to use their discretion with disabled customers who, due to their disability, have been unable to buy a ticket before boarding the train, to allow them to use their Railcard.

3.2 Stations

- 3.2.1 The ease of access, also the facilities and assistance available at stations varies considerably. Most stations were built in the 19th Century when consideration of the requirements for access by people with disabilities was often paid little regard. Considerable improvements have been made at many of our stations and Virgin Trains actively supports other station operators in upgrading facilities where this can be achieved cost effectively.

3.2.2 West Coast Trains Ltd is the operator at 17 stations on the West Coast Main Line. Details of the accessibility of each of these can be found in Appendix B. At other stations we have Station Access Agreements which Virgin Trains has negotiated with other station operators. These require them to arrange mobility assistance at stations where staffing is provided. We regularly review the effectiveness of these arrangements with the other operators. Such assistance includes use of suitable ramps which have been provided by Virgin Trains to allow wheelchair users to safely gain access to Pendolino and Super Voyager trains. At some stations assistance is only available at certain times, and Virgin Trains JourneyCare will be able to advise regarding alternative travel arrangements. Where such help will be required it needs to be pre-arranged by using the Assisted Passenger Reservation System (see paragraphs 3.1.5 and 3.1.7). A wheelchair is available at most stations, for use on or around the station.

Stations managed by West Coast Trains Ltd

- 3.2.3 At our stations we will carry luggage within reasonable weight limits for disabled passengers free of charge. It is recommended that this assistance is pre-arranged. We will also pay particular attention to giving sufficient notice aurally and visually to disabled passengers when trains are re-platformed at short notice, providing whatever assistance is necessary, such as escorting a blind person, or providing mobility assistance.
- 3.2.4 In circumstances where access to or within one of our stations is affected by temporary lack of a facility such as a lift, alternative arrangements will be put in place, such as provision of an accessible taxi, to take disabled passengers to an alternative accessible entrance or the nearest appropriate accessible station, at no extra charge. We will also publicise the loss of the facility on notices at the station, at others on the line of route and through the Assisted Passenger Reservation System, and indicate how long the facilities are expected to be unavailable (as described in paragraphs 3.1.3 and 3.1.9).
- 3.2.5 Where services or facilities for disabled passengers at our stations are altered or removed we will provide reasonable replacement services or facilities that are accessible.
- 3.2.6 We will not close any entrance at our stations if this will lead to a reduction in accessibility for disabled passengers to any platform or facility, without having first consulted Passenger Focus, London TravelWatch (as applicable) and disability groups, and obtained the consent of the DfT. At any stations managed by West Coast Trains Ltd with automatic ticket gates, they and associated manual gates will be retained in the open position if no staff are available to supervise these exits.
- 3.2.7 At our stations the level of legitimate usage of 'blue badge' holder car parking spaces will be monitored regularly as well as the level of usage by motorists who do not hold these badges, and results reported every six months to the DfT. Where misuse of blue badge spaces is discovered, a suitable notice will be placed on the vehicle advising of the relevant byelaw being contravened. We undertake to review requirements and if legitimate demand regularly exceeds the available 'blue badge' spaces we will provide additional spaces if possible. Any new disabled parking spaces will be compliant with the DfT's Code of Practice (July 2008).

3.2.8 Where required, we will provide assistance to disabled people who are transferring at our stations between trains or other modes of transport operating to or from the station.

Other Operators' Stations

3.2.9 Virgin Trains undertakes joint contract audits with other station operators to review provision of services and facilities. Review of the facilities and services provided for customers with disabilities, or whose mobility is impaired, forms an important feature of these audits.

Interchange with Other Modes

3.2.10 Our specifications for contracts with taxi and bus companies ensure that provisions are made for disabled customers whenever practicable. When negotiating such contracts priority will be given to companies with accessible vehicles. Staff at our stations will offer assistance to disabled customers seeking to arrange their own accessible taxi, where necessary. We also have information posters at our stations which give details of other transport operators which serve the station.

3.2.11 If for whatever reason our trains are replaced by buses, we will endeavour to provide accessible vehicles to enable disabled passengers to be accommodated. However, if these are not available, alternative arrangements will be made (eg provision of an accessible taxi) at no additional cost to the customer.

3.2.12 Where trains are replaced by other transport, we will give aural and visual information to enable disabled people to find the substitute transport.

3.3 Trains

Accommodation

3.3.1 A list of the different types of rolling stock used by Virgin Trains and the routes they normally run over can be found in Appendix A.

3.3.2 All Virgin trains are planned to provide a wheelchair space (including a small table) within a Standard saloon. All Virgin trains also provide a wheelchair space in First Class. All of this accommodation can be reserved by means of the Assisted Passenger Reservation System. Pendolino and Super Voyager trains are accessible by wheelchairs having a maximum width of 700 millimetres.

3.3.3 Customers wishing to reserve a Standard wheelchair space are provided with a complimentary upgrade to First Class, (subject to availability), if all Standard spaces have already been booked. This upgrade facility is also available for one travelling companion. Customers wishing to specify travel in First Class are charged the appropriate First Class fare, including "Virgin First" Upgrade when applicable.

- 3.3.4 The location of wheelchair spaces is clearly indicated on the exterior of the train by the wheelchair users' logo by the appropriate door. Ramps are available at all stations managed by West Coast Trains Ltd to assist wheelchair users to board or alight from a train, and help with luggage will also be provided. Such assistance is also available at other staffed stations served by Virgin trains. In the case of assistance having been booked at a station managed by West Coast Trains Ltd, we will provide assistance off the train when the train arrives. At terminal stations we seek to ensure that such assistance is provided within 10 minutes of the train's arrival.
- 3.3.5 Wheelchair accessible toilets are provided on all Super Voyager and Pendolino trains.
- 3.3.6 All vehicles have powered interior doors.
- 3.3.7 Unfortunately many of the larger outdoor runabout powered scooters cannot be conveyed on Virgin trains due to problems with their weight, dimensions and manoeuvrability. However, users of models with dimensions within the limits of 700mm wide x 1200mm long with a triangular footprint, or which are capable of being folded and carried as luggage, may seek further advice from Virgin Trains JourneyCare Reservation service (see paragraph 3.1.6 for contact details).
- 3.3.8 Super Voyager and Pendolino trains have a number of 'priority' seats available for customers who require additional leg room, which may include those with an assistance dog. Reservation of these seats is controlled in the same way as for wheelchair spaces (ie through the Assisted Passenger Reservation System), and are only made generally available when all other reservable seats are booked.

On-board service

- 3.3.9 All Virgin on-board staff are briefed to look out for customers with specific needs and to offer appropriate assistance when necessary, including help to alight from the train.
- 3.3.10 All Virgin trains have public address equipment. Super Voyager and Pendolino trains also have a visual display in each coach showing the train's destination, and the next stop. Train Managers make clear announcements when delays occur, and prior to each station stop sufficiently in advance to enable customers to be ready to alight. Customers who may have difficulty hearing such announcements should advise the Train Manager at the earliest opportunity.
- 3.3.11 Most trains include an on board Shop which is open throughout the journey. Guide dogs are allowed access to all vehicles where food is served. Our on-board staff will be happy to serve refreshments at seat to disabled customers unable to visit the Shop.
- 3.3.12 All on-board staff are encouraged to provide the highest levels of customer service and are empowered to resolve appropriate issues 'on the spot'. In addition, all Virgin Trains customer service teams are empowered to make arrangements for individual customers at times of severe service disruption, in liaison with the Customer Service Support Managers located in our Control offices.

3.3.13 In the event of serious delay particular regard is paid to the requirements of customers with disabilities and those having impaired mobility. Anyone requiring help or advice, who has not booked assistance in advance, is encouraged to make themselves known to the on-board staff.

Communication

3.3.14 All Virgin trains have mobile telephones available for crew use. In addition, the Customer Service Support Managers in our Control offices are in constant touch with all Train Managers through mobile communication devices. These communication links enable customer messages to be passed on in the event of travel plans being changed for any reason and, if necessary also facilitate the arranging of additional help during the course of a journey.

3.3.15 In the event that facilities on trains which materially affect disabled passengers are out of use (eg. accessible toilets), we will endeavour to ensure that passengers are advised of this before joining the train.

3.4 Evacuation Arrangements

3.4.1 We recognise that disabled passengers may need extra assistance at times of train or station evacuation.

3.4.2 We have written procedures for our station and on board staff to follow in such circumstances which deal specifically with the arrangements for dealing with disabled passengers.

3.5 After sales service

3.5.1 We welcome comments on any aspect of our service, including information about facilities which are not working. Comments may be made by contacting any member of our station or on-board team, by telephone, or in writing by letter or fax to:

Customer Relations Manager, Virgin Trains
Meridian
85 Smallbrook Queensway, Birmingham B5 4HA

Telephone: 0845 000 8000 (Answerphone outside normal office hours)

Textphone: 0121 654 7528 (available during normal office hours)

Fax: 0121 654 7487

e-mail customer.relations@virgintrains.co.uk

3.5.2 Normally the Virgin Trains Customer Relations team will respond to customers in writing, and if requested to do so will reply in large print or Braille, by telephone, or on audio tape.

3.5.3 Copies of this Disabled People's Protection Policy are obtainable free of charge from the Virgin Trains Customer Relations Manager at the above address. The Policy can be obtained in alternative formats on request such as large print, audio tape and braille. A copy is also available through the website www.virgintrains.com.

4. ARRANGEMENTS TO IMPROVE ACCESSIBILITY AND SERVICE

- 4.1 Virgin Trains has developed a programme of Minor Works which will deliver improvements in accessibility at all the stations it manages. This program covers areas such as improved signage, accessible toilet modifications, improving handrails, and removal of bollards and alterations to station furniture where these may cause an obstruction for visually impaired people.
- 4.2 Virgin Trains will continue to explore with DfT opportunities to make further improvements at its stations through the Railways for All fund.
- 4.3 The present position regarding access at our own stations can be found in Appendix B of this document. Where improvements are needed we will assess the costs and customer service benefits of them to all passengers.
- 4.4 Virgin Trains will monitor and keep under review the demand for, and use of the wheelchair spaces on our trains, and will consider increasing provision if the level of take-up justifies such action.

5. MANAGEMENT ARRANGEMENTS

- 5.1 Virgin Trains has produced this Disabled People's Protection Policy in compliance with the Passenger Operator's and Station Operator's Licences held by West Coast Trains Ltd. It has been approved by the Executive group of Virgin Rail Group Ltd, and will be formally reviewed by this group annually.
- 5.2 The Executive group of Virgin Rail Group Ltd is responsible for setting this policy, and the Managing Director of West Coast Trains Ltd is accountable for its implementation.
- 5.3 Compliance with the provisions of this Policy will be monitored by the Franchise Manager for West Coast Trains Ltd, through internal checks and regular review of feedback received from disabled customers. We will consult with the DfT when we believe that commitments contained in this Policy are not being met.
- 5.4 The requirements of this Policy are integrated into our Business Plan, and into the planning stage of station and rolling stock projects. This is achieved through briefings and provision of the Code of Practice and this Policy to our designers, architects and Project Managers.
- 5.5 All managers and staff are made aware of their responsibilities to disabled passengers through training and briefing. Details of the training and the number of people receiving it will be reported each year, or as otherwise requested, to the DfT.
- 5.6 Virgin Trains will provide a report to the DfT each year, outlining progress towards meeting the objectives within this Policy. Details of any problems experienced with different aspects of the Policy will be raised with the DfT as they arise.

VIRGIN TRAINS : DISABLED PEOPLE'S PROTECTION POLICY

APPENDIX A

ROLLING STOCK USED BY VIRGIN TRAINS

	Routes	Space for Wheelchair	Wheelchair Accessible Toilet	Fully RVAR Compliant
Pendolino	All routes except Birmingham – Glasgow/Edinburgh	Yes	Yes	Yes
SuperVoyager	Primarily used on London – North Wales and Birmingham – Glasgow/Edinburgh services	Yes	Yes	Yes
Mark III	London – Preston (1 x Friday only service)	Yes	Yes	

Pendolino and SuperVoyager trains are planned to operate all of our timetabled services, except one Fridays only service from London – Preston which is operated by a Mark III train set. Trains brought in to cover any which have been damaged, are generally operated by older rolling stock.

APPENDIX B : STATION FACILITIES AT STATIONS MANAGED BY WEST COAST TRAINS LIMITED

Station	Number of waiting rooms	Wheelchair Accessible Toilet	Step Free Access	Step Free Access Note	Hearing Loop	Public Address	Customer Information Screens	Impaired Mobility Setdown	Car Park	Car Park Spaces	Disabled Car Park Spaces	Taxi Rank
Birmingham International	3	On concourse	Full	Lifts to all platforms	Yes	Yes	Yes	Yes	Yes	2225	24	Yes
Carlisle	2	Platforms 4/6	Part	Ramped footbridge. Staff available to assist	Yes	Yes	Yes	Yes	Yes	194	11	Yes
Coventry	2	Platform 1	Full	Lifts to platforms 2/3 & 4	Yes	Yes	Yes	Yes	Yes	798	18	Yes
Crewe	2	Platforms 5/6	Full	Lifts to platforms	Yes	Yes	Yes	Yes	Yes	865	13	Yes
Lancaster	2	Platforms 3&4	Full	Lifts to platforms	Yes	Yes	Yes	Yes	Yes	147	6	Yes
Macclesfield	2	Platform 1	Full	Lifts to platforms	Yes	Yes	Yes	Yes	Yes	39	2	Yes
Oxenholme Lake District	3	Platform 1	Part	Access to platforms 2 & 3 via steep ramp. Staff available to assist.	Yes	Yes	Yes	Yes	Yes	129	2	Yes
Penrith	2	Platform 1	Part	Barrow crossing to platform 2. Staff available to assist.	Yes	Yes	Yes	Yes	Yes	95	4	Yes
Preston	1	Platform 3	Full	Lifts to platforms	Yes	Yes	Yes	Yes	Yes	939	16	Yes

Station	Number of waiting rooms	Wheel-chair Accessible Toilet	Step Free Access	Step Free Access Note	Hearing Loop	Public Address	Customer Information Screens	Impaired Mobility Setdown	Car Park	Car Park Spaces	Disabled Car Park Spaces	Taxi Rank
Rugby	2	Platform 2	Full	Steep ramp from entrance to platforms. Staff available to assist	Yes	Yes	Yes	Yes	Yes	739	16	Yes
Runcorn	2	Platform 1	Full	Lifts to platforms	Yes	Yes	Yes	Yes	Yes	558	16	Yes
Stafford	3	Platform 1	Full	Lifts to platforms	Yes	Yes	Yes	Yes	Yes	250	9	Yes
Stockport	4	Platform 3/4	Full	Lifts to platforms	Yes	Yes	Yes	Yes	Yes	440	13	Yes
Stoke-on-Trent	2	Platform 1	Full	Lifts to platforms	Yes	Yes	Yes	Yes	Yes	250	13	Yes
Warrington Bank Quay	2	Platform 2	Full	Lifts to platforms	Yes	Yes	Yes	No	Yes	80	2	Yes
Wigan North Western	2	In the subway	Full	Lifts to platforms	Yes	Yes	Yes	Yes	Yes	403	15	Yes
Wolverhampton	2	Platform 1	Full	Lifts to platforms	Yes	Yes	Yes	Yes	Yes	477	12	Yes

Note : West Coast Trains Ltd also operates the Ticket Offices/Travel Centres at London Euston, Birmingham New Street, Manchester Piccadilly and the Travel Centre at Glasgow Central.