



Locomotive Services TOC Limited Service Quality Report 2022

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1. Introduction

Welcome to LS TOC Ltd Service Quality Report which covers operations for 2021. It is important that we deliver our service to our customers in a safe and reliable manner.

Late 2021 into 2022 again has been a difficult time for all Mainline Operators with the Covid-19 global pandemic still causing disruption to normal life. This has led to many of our main customer operations running at a reduced seating capacity of 60%.

In late 2021 LSL(TOC) Ltd took the decision to commence travelling passengers' capacity to 100% which has been successful so far. This brings its challenges with supplying correct and accurate information in a timely manner being of the upmost importance.

Bookings are taken through our website and telephone enquiries as the main means of booking travel. Once booked a confirmation letter is sent out to the customer followed by tickets and information prior to travel.

Internally any passenger information is shared via the Trip memo which is sent out 2 weeks in advance and then again, the day before travel. This includes passenger numbers boarding at each station along with any special dietary requirements.

Once on board our services there is a Train Manager and a Lead steward who are responsible for passenger care while on board the service. They will provide any safety information, running times and any required announcements over the PA system.

This report will cover Saphos, Statesman, Midland Pullman and Inter-city operations covering the following areas listed below.

- Introduction
- Information and Tickets
- Assisted travel.
- Service Performance.
- Complaint's handling.
- Customer satisfaction and feedback.
- Company structure.

2. Information and Tickets

Bookings are taken through the relevant website and telephone enquiries as the main means of booking travel. Once booked a confirmation letter is sent out to the customer followed by tickets and information prior to travel.

Every service has an information booklet provided to pass on any relevant information regarding the journey and the menus have any relevant safety messages inserted within them.

We have also this year introduced our own social media page via Facebook. Although predominately used to show all aspects of our organisation it does advertise and provide

information which is useful to our customers such as which locomotives are to be operated, route details and general information for the day in question.

There are also cards produced for each service requesting feedback to Trip advisor and our social media. It is also a chance for customers to feed back any issue or ask any questions regarding the day.

Below is an example for Midland Pullman.



3. Assisted Travel

LSL TOC Ltd are committed to delivering a service that is accessible and inclusive to all customers new and old.

We delivered booked assistance successfully 2021/22 with 100% of requests being fulfilled.

We do not accept “turn up and go” passengers (without booking) on our services.

As part of our duties, we do publish our Accessible Travel policy on our website. This is reviewed on a periodic basis or if the need arises. We also report our statistics to the ORR annually which helps us monitor the delivery of this service to our customers/passengers.

Below is a copy of part of our core data return.

- A) Volume of booked assistance
- B) Volume of booked assistance completions

2020/21

	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
A	0	0	0	3	23	11	8	7	11	0	0	0	0
B	0	0	0	3	23	11	8	7	11	0	0	0	0

2021/22

	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
A	0	16	27	26	23	18	18	13	0	2	10	4	5
B	0	16	27	26	23	18	18	13	0	2	10	4	5

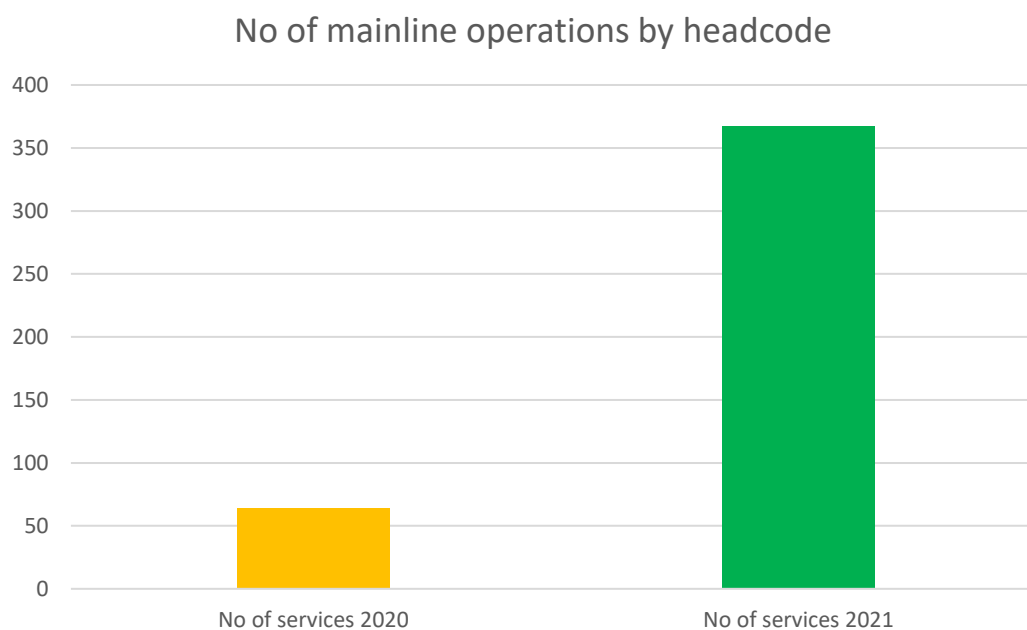
So, for both 2021 and 2022 the percentage of complaints responded to within 20 days is shown below.

	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
A	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %

As part of our company’s aim to be as inclusive as we can our staff also attend Disability and Equality training. This is provided by an external contractor and is usually completed as part of the induction process to the company.

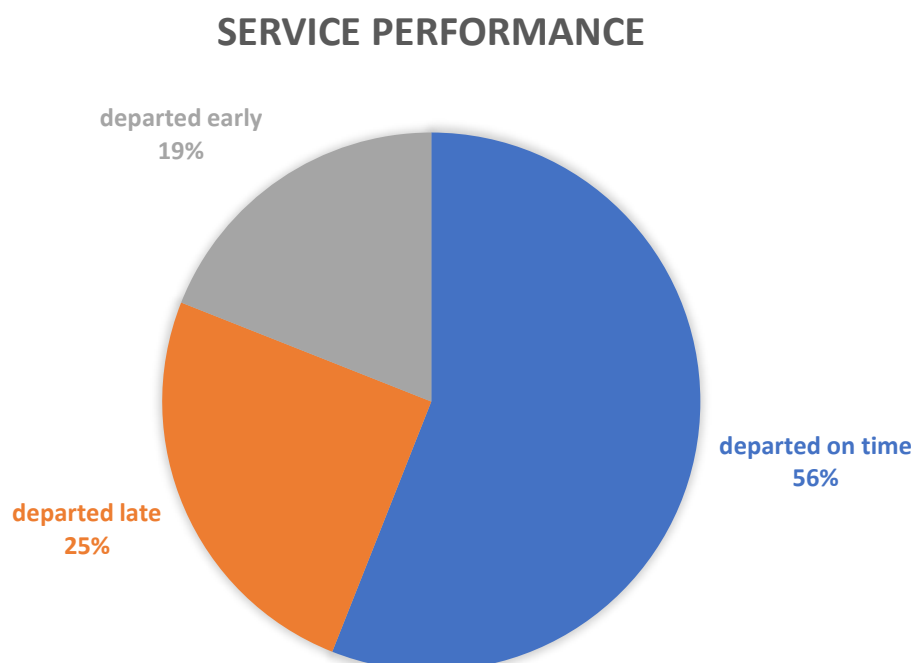
4. Service performance

As a company we aim to deliver reliable on time services for our customers. We have collated the information for 2021 and compared it to 2020, the results are below.



Out of 367 commercial services operated in 2021:

- 56 % departed on time.
- 25 % departed late.
- 19 % departed early.



Of the above 25 %, 27 % were greater than 10 mins. (see below)

5. Complaint's handling

As a company we have a responsibility to handle complaints that are reported to us in a professional and timely manner.

To this end, the following methodology is in place at Locomotive Services (TOC) Limited:

- All our customer facing staff receive training in customer service and the Complaints Handling Procedure
- All third-party service level agreements with Locomotive Services (TOC) Ltd contain a clause detailing their responsibilities and how we would work with them to resolve complaints.

Our Complaints handling Procedure is published on our website and contains information about how our customers can submit a complaint and arrangements should they not be satisfied with our response.

General telephone and helpline is available 01225 866205 on weekdays, 09:00 to 16:00. An answerphone services is available outside these hours.

Alternatively, you can Email us at customerservices@lsltoc.co.uk

Or please visit our website at www.lsltoc.co.uk for additional information.

A paper copy of this procedure can be requested by mail to:

Customer Services Locomotive Services (TOC) Limited

2 Whiteheads Lane

Bradford on Avon Wiltshire

BA15 1JU

Our complaint categories are taken from ORR annual core data return mapping guidance and returned annually to the ORR. These category areas are listed below:

Level 2 categories	Level 3 categories
Accessibility issues	Disabled access issues
	Assistance staff
	Booked assistance not provided at station
	Booked assistance not provided on train
	Disabled parking
	Disabled toilets at station/on train
	Lack of disabled facilities at station/on train
	Other accessibility
	Quality of service from Help Points (including requesting assistance)
	The ease of being able to get on and off
	TOC accessibility policy
	Unable to hear announcements at station/on train
	Unable to view information at station/on train
	Unbooked assistance not provided at station
	Unbooked assistance not provided on train
	Wheelchair space on train
Company policy	On board policy
	Ticketing and refunds policy

	Other policy
Complaints handling	Response time
	Unhappy at type/level of compensation
	Complaints not fully addressed/fulfilled by TOC
	No response from TOC
	Staff member was impolite/unhelpful
	Complaint not received
	Other complaints handling
Delay compensation schemes	Awareness/ promotion of schemes
	Claim rejected
	Compensation claims process
	Level of compensation
	Speed of response
	TOC processing error
Environmental	Environmental
Fares and retailing	The value for money for the price of your ticket
	Ticket buying facilities
	Smartcards
	Ticket buying facilities - other
Other – miscellaneous	Other – miscellaneous
Provision of information	The provision of information during the journey
	Provision of information about train times/platforms
	Provision of information on website or mobile apps
Quality on train	The space for luggage
	The toilet facilities
	Sufficient room for all passengers to sit/stand
	The comfort of the seating area
	The cleanliness of the inside

	The cleanliness of the outside
	Upkeep and repair of the train
	Facilities on board
Safety and Security	Your personal security whilst using station
	Your personal security on board
Staff conduct and availability	The availability of staff - at station
	The availability of staff - on board
	How request to station staff was handled
	The attitudes and helpfulness of the staff at station
	The helpfulness and attitude of staff on train
	The helpfulness and attitude of other staff (not on train/not at station)
Timetabling and connection issues	
	Connections with other train services
	Connections with other forms of public transport
	The length of time the journey was scheduled to take (speed)
	The frequency of the trains on that route
	Timetabling
	Routing
Train service performance	Punctuality/reliability (i.e. the train arriving/departing on time)

The only complaint received this year specific to the TOC is difficult to categorise as it is Covid related and could be recorded against the tour operator and not the TOC.

1	company policy	a small number of complaints were received although not formal regarding the wearing of facemasks on board the services. We have explained that we request customers wear a mask while moving around the train but may remove them while seated.
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6. Cleanliness of Rolling Stock

The coaching stock operate by LSL TOC Limited is cleaned by an approved contractor.

As previously reported M Simpson Carriage Cleaning was appointed in 2018 and has proved to be a very reliable supplier.

All the carriages (Saphos, Statesman, Midland Pullman, Intercity) are cleaned internally and externally by the contractor. This is checked by the Service Delivery Manager who receives paperwork (see below) to say the stock has been cleaned and is ready for service.

In 2021 no complaints were received cleanliness there have only been compliments again on how clean the windows are and the toilets are spotless.

During the Covid-19 pandemic the cleaning contractor was tasked with on board cleaning during operational services. This was part of the control measures to help stop or as a minimum reduce the spread of covid-19. This was halted for 2022 Operations.

Coaching Stock Checklist**Appendix E**

Task	Y	N	N/A	Comments	Sign	Date
Rubbish removed from previous trip						
Coaches Tanked						
Coaches Cleaned (Interior)						
Coaches Cleaned (Exterior)						
Kitchen Car Tanked						
Kitchen Car Gas Bottle Checked						
Buffet Car Tanked						
Toilets Cleaned						
Toilets Replenished						
On-Board Store Cupboard Replenished						
Virosafe Utilised						
Clean & Green CET Treatment						

Completed by:**Accepted by:****Date:**

7. Company structure

LSL TOC Limited is structured to enable the business to function to the best it can. The current management team are experienced in different aspects of the industry which allow informed decisions to be made.

A family tree is shown explaining the current company structure.

