

PAUL S. WINSON COACHES

Aim

The company identify the requirements for equality in accessibility to their vehicles, drivers are trained to assist in the access and egress of passengers that require assistance. Vehicles are fully equipped and suitable inline with PSVAR regulations 2000.

Objective

The company will offer services that satisfy the needs of those requiring assistance when travelling on passenger service vehicles, driver have knowledge and skill to assist, and the vehicles continue to meet the requirements under the PSVAR regulations 2000.

Vehicles

The company have the ability to provide suitable vehicles for the use with PSVAR, within the fleet there will be coaches exceeding 22 seating capacity or a single deck bus over 7500Kgs used on local or scheduled service routes, this is further extended to rail replacement.

To ensure a continuous service at least 50% of the applicable fleet will be PSVAR equipped.

All vehicles will comply with the accessibility regulations and issued with appropriate certification.

Drivers & Couriers

Under the regulations drivers are required to provide assistance to disabled passengers, they shall also have knowledge and an understanding of the 2010 Equality act to avoid in any doubt victimisation, this will be achieved in the training of drivers under the REAL disability equality training programme.

Training will cover as a minimum – Assistance at designated terminals, assistance on board, disability- awareness training and disability assistance training.

Driver training will also include – communication and provision of essential information, embarking and disembarking, boarding of vehicles with the use of wheelchair lifts or similar assistance, the loading and retrieval of luggage, carriage of assistance dogs, allocation of seating and general sensitivity of passengers in particular those with hearing or visual disabilities.

Booking of the correct vehicle

When a customer makes a booking the customer service representative will ask if they require accessibility, where this is required a suitable vehicle will be allocated via the PH Cloud portal at the same time a trained driver will be allocated.

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Owner Name: Anthony Winson

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