CALEDONIAN SLEEPER SERVICES – CURRENT OPERATING ARRANGEMENTS

1. Background

1.1 Sleeping Car services have operated in Britain at least since 1873 when the North British Railway introduced a service from Glasgow Queen Street and Edinburgh Waverley to London Kings Cross. At one point a whole range of services operated, for example from London to Holyhead, Barrow and Stranraer, but as road and air competition intensified and with improvements to the timings of daytime services, sleeper services were revised so that by the mid-1990s the current pattern of services has been in place.

1.2 Britain's sleeper services today comprise the Caledonian Sleeper (the subject of this report) and the Night Riviera service. The Night Riviera is operated by First Great Western and runs 6 days a week (Sunday to Friday nights) from London Paddington to Penzance and vice versa.

1.3 There is a long history of seated vehicles on overnight services. Often there were dedicated overnight Anglo-Scottish seated trains, sometimes with relatively old rolling stock. The 1980s saw British Rail try the "Nightrider" concept whereby high quality First Class seated vehicles with customised saloon lighting formed a combined service from Aberdeen, Glasgow and Edinburgh to London. In 1992 an agreement was reached between the InterCity Sector of British Rail, who were now running overnight services, and Stagecoach which involved Stagecoach leasing several vehicles and marketing and staffing seated services on the overnight Aberdeen to London services. Whilst this arrangement was short lived it confirmed that there was a potential market for seats on overnight trains. With the ending of the British Rail sectors and preparation for privatisation, the Caledonian Sleeper services were transferred to the ScotRail "Shadow Franchise". Following a proposal to withdraw the sleeper service from Fort William to London (which was rejected) the service pattern has remained broadly as it is today. The combined brake and seated vehicles used on today's services were introduced by the National Express Group who were the first private operators of the ScotRail franchise.

1.4 Sleeper services are included in the current ScotRail franchise operated by FirstGroup and the franchise has been extended to run until 2014. With the exception of south west Scotland services to Carlisle (and a few services from Carlisle to Newcastle), the sleepers are the only services included in the ScotRail franchise which run, in part, outside Scotland. As part of their consultation on the possible shape of the franchise from 2014, Transport Scotland who on behalf of the Scottish Government specify the ScotRail franchise arrangements, select the successful bidder and monitor their performance against specification, are seeking views on the future of the Caledonian Sleeper services.

2. Service Pattern

2.1 Caledonian Sleeper services are known within the railway industry as the “Lowland” and “Highland” Sleeper. Both services operate 6 days a week from Sunday to Friday nights. This 6 day operation (without a Saturday night service) developed to reflect reduced business on Saturday nights, to simplify sleeper crew workings (staff being at home for the “weekend”) and to avoid the major disruption often necessary through infrastructure work on Saturdays and Sundays.

2.2 The Lowland Sleeper operates from London Euston to Edinburgh Waverley and Glasgow Central and vice versa. The train leaving London has two portions, normally with the front eight vehicles for Glasgow Central and the rear eight vehicles for Edinburgh Waverley. Northbound, the two portions are split at Carstairs and worked forward to Glasgow or Edinburgh whilst southbound portions from Edinburgh and Glasgow couple together at Carstairs to work on to London.

2.3 The Lowland Sleeper operates over the West Coast Main Line with northbound stops at Watford Junction, Carlisle, and Carstairs with the Glasgow portion proceeding to Motherwell and Glasgow Central and the Edinburgh portion proceeding to Edinburgh Waverley. Southbound, as mentioned, the Glasgow portion (including a stop at Motherwell) and Edinburgh portion combine at Carstairs and the train also calls at Carlisle and Watford Junction.

2.4 The Lowland Sleeper is timetabled to leave London at 23.50 (23.27 Sunday), Glasgow at 23.40 (23.15 Sunday) and Edinburgh at 23.40 (23.15 Sunday). Whilst there are some very minor seasonal timing variations, arrival in London is currently at 06.45 (06.56 on Saturday morning and 06.46 Monday) and in Glasgow at 07.20 on all days. Arrival in Edinburgh is at 07.16 (07.15 on Saturday morning).

2.5 The Highland Sleeper operates from London Euston to Aberdeen, Inverness and Fort William and vice versa. The train leaving London has three portions normally with the front two vehicles for Fort William, the middle six vehicles for Aberdeen and the rear eight vehicles for Inverness. Northbound, the three portions are split at Edinburgh Waverley and worked forward to Aberdeen, Inverness or Fort William whilst southbound portions from Aberdeen, Inverness or Fort William couple together at Edinburgh to work on to London.

2.6 The Aberdeen portion runs to Edinburgh via Dundee and the main line through Kirkcaldy whilst the Inverness portion runs via Perth and Stirling. The Fort William portion runs from the West Highland Line to the Edinburgh to Glasgow main line at Cowlairs via Westerton. These routes are followed both north and southbound. Between Edinburgh and London Euston in both directions the train runs via Carstairs East and South Junctions and via the West Coast Main Line. As well as making a variety of stops north of Edinburgh the Highland Sleeper southbound also calls at Preston and Crewe and northbound at Watford Junction, Preston and Crewe. Edinburgh is not advertised in the public timetable for the Highland Sleeper. It should be noted that there is a connecting diesel service from Westerton to Glasgow from the Fort William sleeper (Monday to Friday nights) and from Glasgow to Westerton into the Fort William sleeper.

2.7 The Highland Sleeper is timetabled to leave Aberdeen at 21.42 on all days, Inverness at 20.47 (20.25 Sunday) and Fort William at 19.50 (19.00 Sunday). Departure from London is at 21.15 (20.55 Sunday). Whilst again there are some very minor seasonal timing variations, arrival in Aberdeen is at

07.36 on all days, at Inverness at 08.38 on all days and at Fort William at 09.54 on all days. Arrival in London is at 07.47 on all days. Both Highland and Lowland Sleepers are timed to call in both directions at Carlisle (public stop only for Lowland Sleepers), Preston (public stop only for Highland Sleepers but a catering supply stop for all) and Warrington (crew relief point). It should be noted that the Caledonian Sleeper trains are timetabled (planned) to run at a maximum of 80 mph. In the case of late running however the speed (provided of course the line speed allows it) can be increased to 100 mph.

2.8 The Highland Sleeper, as well as catering for "overnight" passengers also provides a local service on the West Highland Line in both directions and on the Highland Line where it provides the morning "commuter" service into Inverness from Kingussie, Aviemore and Carrbridge. Passengers for these services are of course carried in the seated coach or coaches.

2.9 As mentioned, the normal routing for the Caledonian Sleepers is via the West Coast Main Line (via the Trent Valley) to Carstairs and thence to Glasgow Central and Edinburgh. From Edinburgh the Highland Sleeper runs to Aberdeen via Kirkcaldy and Dundee, to Inverness via Stirling and Perth and to Fort William via Cowlairs and Westerton. From time to time, particularly in the case of pre-planned engineering work, diversionary routes have to be used. This is important partly because the train crews (about which more below) need route knowledge over the relevant routes or need a "route conductor" and partly because there needs to be a Track Access agreement with Network Rail for the relevant route. It is also important because some of the diversionary routes take the trains onto lines which are not electrified (but where the train is planned to be hauled by an electric loco) and in such cases of course diesel traction must be specially arranged. An example is the Preston to Manchester route (see below).

2.10 Diversionary routes include, in Scotland, running from Inverness to Edinburgh via Aberdeen (if the Highland Main Line is blocked), running from Perth to Edinburgh via Ladybank (if the Stirling route is blocked) and running from Dundee to Edinburgh via Perth and Stirling (if the Fife routes are blocked). In England, diversionary routes include running from Preston to Crewe via Manchester (if the route via Wigan and Warrington is blocked) , avoiding the Trent Valley by running from Stafford via the West Midlands and back to the West Coast Main Line at Rugby and routing via Northampton if the line via Kilsby Tunnel is blocked.

2.11 A more comprehensive diversion via the East Coast Main Line has been used in particular during the West Coast Main Line renewal works. This involves the trains leaving Euston and running as far as Wembley and then drawing back via the North London Line to the East Coast Main Line near Finsbury Park.

2.12 On the most commonly used diversionary routes ScotRail may not only have Track Access rights but also what are known as "Q Paths" where there is a prepared diversionary timetable to be used if required.

2.13 Both the Highland and Lowland Sleepers have 16 vehicles arriving in and departing from Euston. These are the longest trains using the station and are towards the limits for platform length. Platforms 1 and 15 are those normally used for the trains.

3. Rolling Stock

3.1 The rolling stock for the Caledonian Sleepers is all leased from Rolling Stock Leasing Companies (ROSCOs) and was inherited by them from British Rail. It comprises the sleeping car vehicles themselves which are British Rail Mark 3 vehicles and the lounge cars and seated/brake vehicles which are converted British Rail Mark 2 vehicles.

3.2 The sleeping cars were all built in the early 1980s and are air conditioned vehicles with retention toilets and integrated fire alarm systems. It should be noted that both in terms of vehicle design and staff training and awareness (about which more below) arrangements in case of fire are particularly emphasised for sleeper services.

3.3 There are three types of sleeping car vehicle as follows:

- Sleeping Car, either class, with pantry (SLEP) – these vehicles have 12 cabins and a pantry. They also have two retention toilets. It should be noted that the retention toilets (on SLEP and SLE vehicles) are marked for specifically for the use of men and women.

- Sleeping Car, either class (SLE) – these vehicles have 13 cabins. They also have two retention toilets.

- Sleeping Car, either class and accessible for the disabled (SLED) – these vehicles have 12 cabins of which one is accessible for wheelchair customers. They also have a retention toilet which is accessible for wheelchair customers.

All of the above vehicles are leased by ScotRail from the ROSCO Porterbrook and there are currently 53 vehicles so leased.

3.4 The lounge car/seated/brake vehicles are as follows:

- Brake Unclassified Open (BUO) – these vehicles have 31 reclining seats and a “Guard’s” or brake compartment. They also have two retention toilets.

- Sleeper Reception Car (RLO) – these vehicles have a lounge area and large pantry. They also have one retention toilet.

All of the above vehicles are leased by ScotRail from the ROSCO Eversholt. There are currently 11 BUOs and 9 RLOs so leased. A First Class type vehicle is also required each night to work (with a BUO) from Fort William to Edinburgh and back.

3.5 The brake/seated vehicle allows bicycles to be carried. ScotRail indicate that up to 6 bicycles can be taken on each service free of charge, if booked in advance. On services from Inverness only 3 bicycles can be taken. This is because there is a long standing commercial contract to carry shellfish in polystyrene containers from Inverness to London (it originates in the north west highlands). The “brake” part of the BUO vehicle includes a Guard’s brake valve from which the train brake can be operated and a hand brake. The latter is used when a locomotive is uncoupled from a train. There

are also wooden scotches in the brake vehicle which are used if individual vehicles have to be detached in an emergency. The brake vehicle is therefore a requirement on locomotive hauled coaching stock trains.

3.6 Each sleeping car cabin has two bunk beds. The top bed can be folded away to create a first class cabin with one bed only or be dropped into position to create a standard class cabin with two beds. Whilst when originally conceived it had been the intention that cabins could be converted between first and standard class at short notice, in practice there is very little ad hoc conversion of cabins, partly because the mattresses for the bunks which are folded away are kept at Depots rather than on the train. At present ScotRail operate with entire coaches made up in either First or Standard Class format. Each cabin has a mirror, shaving point, sink with hot and cold water and a call button to ask for the member of staff.

3.7 Sleeping car cabins have a door lock which can be locked when remaining in the cabin by turning a knob and, when leaving the cabin, by turning the knob and leaving the cabin and closing the door. The cabin is unlocked from the corridor by the ScotRail staff using a railway issue key so someone returning to their cabin, for example from using the lounge car, must ask the staff to let them in. There is a connecting door between pairs of cabins. This is normally locked closed but can be opened, for example, when larger parties are travelling together.

3.8 It should be noted that as part of their franchise commitments the sleeper vehicles were refurbished by FirstGroup in 2005. This work included the provision of new sinks, new carpets, toilet refurbishment and the provision of floor lighting. The upgraded lounge vehicles include leather sofas and two power sockets (for laptops etc.).

3.9 It is interesting to note that whilst on the Caledonian Sleeper it is possible for standard class customers to be sharing a two bed cabin with a “stranger” of the same sex, First Great Western have withdrawn such arrangements so that customers are only sharing if they wish to be.

3.10 The standard arrangement is for one member of staff (about which more below) to cover two sleeping car vehicles and therefore one of these two vehicles at least is normally a SLEP with a pantry. The lounge car is covered by a member of staff also.

3.11 The train formation for Inverness, Glasgow and Edinburgh portions is standard with 6 sleeping car vehicles (at least one being a SLED), a lounge car and a seated/brake vehicle, thus a total of 8 vehicles each. Leaving London there are four sleeping cars for Aberdeen and two for Fort William with a lounge car and seated/brake vehicle which go on to Aberdeen. At Edinburgh the two sleeping car vehicles for Fort William attach to a First Class type vehicle and seated/brake vehicle to work northwards. These vehicles have worked south from Fort William and been detached. As the Transport Scotland consultation points out, there are 66 vehicles in service every night.

3.12 The vehicles’ work is planned on “diagrams” which are used by the rail industry to lay out the activity of rolling stock, locomotives and train crew. On a day to day basis these are co-ordinated by the ScotRail Control with the ScotRail maintenance function. All the rolling stock is attached to Inverness Depot for maintenance (see more below) and the plan ensures that vehicles return to Inverness for maintenance at least every eight days.

4. Locomotives

4.1 During normal working the trains south of Edinburgh and Glasgow are hauled by electric locomotives whilst north of these points diesel haulage applies. ScotRail have a contract with DB Schenker - who inherited the commitment from English Welsh and Scottish Railways (EWS) – for the provision of traction (locomotives) to haul the sleepers and the diagrams for the locomotives are prepared and managed by DB Schenker.

4.2 The electric locomotives are known as class 90 locomotives. These were built in the late 1980s for British Rail. There are up to 10 electric locomotive diagrams each day associated with the sleeper workings.

4.3 The diesel locomotives are known as class 67 locomotives. These were built in 1999 and 2000 for EWS. There are up to 5 diesel locomotive diagrams each day associated with the sleeper workings.

4.4 It should be noted that the locomotives provide not only the traction power (to pull the train) but also through the "ETH" (Electric Train Heating) system, the power for air conditioning and other supplies.

5. Staffing

5.1 There are three elements to the staffing on the sleeper trains. These are the Drivers, the Guards or Conductors and finally the sleeping car staff themselves. Arrangements for the three elements differ.

5.2 In the case of Drivers, staffing for both the diesel and electric locomotives is provided by DB Schenker under contract. This is largely because DB Schenker have expertise in using locomotives whereas ScotRail staff drive electric and diesel multiple units and also because they have coverage across Great Britain. Diagrams for the Drivers are provided by DB Schenker based on the service specification from ScotRail. There is one exception to this arrangement in that the Fort William portion of the Highland Sleeper is driven between Edinburgh and Fort William in both directions by Drivers from ScotRail's Glasgow Queen Street and Fort William Depots. There are currently 5 Drivers' diagrams involved in this Fort William portion (2 at Fort William and 3 at Queen Street). On the west coast main line the southbound Highland Sleeper is shown to make crew relief stops at Carlisle and Warrington and the northbound Highland Sleeper and Lowland Sleeper in both directions shown to make crew relief stops at Warrington.

5.3 Whilst some locomotive hauled empty coaching stock working is cleared for Driver Only Operation (DOO) the Caledonian Sleeper passenger trains require a Guard. North of Edinburgh the Guard is provided from the Conductors' complement at the relevant ScotRail depot and these Conductors work conventional ScotRail diagrams which may include sleeper work along with other ScotRail passenger work. There are currently 5 Conductors' diagrams involved in the Aberdeen and Inverness portions of the Highland Sleeper (2 at Edinburgh and 3 at Perth) and 5 involved in the Fort William portion (2 at Fort William and 3 at Queen Street). South of Edinburgh, the Guard is known as

a “Sleeper Train Manager”. This is a distinctive grade and these staff, based at Edinburgh, Glasgow Central and Euston, are employed by ScotRail and work the whole journey from Edinburgh and Glasgow to Euston and vice versa. They then lodge in a hotel during the day and make the return working that night.

5.4 It should be noted that the DB Schenker Drivers and ScotRail Conductors generally operate a 35 hour week on average, amounting perhaps to a four day’s work per week basis. To operate one diagram therefore up to one and a half staff may notionally be needed. General purpose relief, for sickness, training and leave must also be built in to ensure sufficient coverage for contingencies. First ScotRail must therefore ensure that they employ sufficient Conductors (and Drivers for the Fort William portion) and a supplier of Drivers like DB Schenker will ensure that they have sufficient Drivers to meet their contractual obligations and build such costs into the contract.

5.5 The normal staffing arrangement for the sleeping cars is for one person to cover two sleeping car vehicles and a further person to cover the lounge car. Currently the former grade is called “Sleeper Host” and the latter, more senior, grade is called “Sleeper Team Manager”. The main focus of these staff is on customer service with the Sleeper Hosts welcoming people on board and providing attendance at the berth, particularly in the morning when tea and coffee or breakfast is served. The Sleeper Team Manager co-ordinates the overall customer service activity and is responsible for the lounge car. It should be noted that, in addition to these duties, the sleeping car staff have a particular focus on fire safety issues.

5.6 Like the Sleeper Train Managers, the sleeping car staff have distinctive terms and conditions which, whilst based on a 35 hour week, allow two out and back journeys to be made each week. Again these staff lodge in a hotel when away from home. Sleeping car staff are based at Aberdeen, Inverness, Glasgow, Edinburgh and London Euston. There are also staff at Fort William but, rather than lodging, they work to Edinburgh from Fort William and return on the northbound sleeper in the same shift. It should be noted that a consequence of such “lodging” arrangements is the need to enter into contracts with hotels for staff accommodation at the various terminal cities.

6. Operational Support Movements

6.1 As well as the core train movements involved in the Caledonian Sleepers there are a range of operational support and auxiliary activities required to operate the services. We will cover maintenance depot activity in a later section but here it is worth mentioning shunting, including coupling and uncoupling and empty stock movements to and from depots.

6.2 All rolling stock used by the Caledonian Sleeper is fitted with the British Rail style buck-eye coupling. Whereas multiple units may normally be coupled and uncoupled by the Driver from the driving cab, the buck-eye coupling requires a member of staff on the ground to facilitate either coupling or uncoupling. The buck-eye coupling is used between rolling stock vehicles. With the diesel locomotives, the locomotive draw- hook coupling is used to attach the vehicles to the locomotive whilst with the class 90 electric locomotives the locomotive buck-eye type coupling is used. These also require a member of staff on the ground.

6.3 Whilst it is possible for Conductors to carry out coupling and uncoupling there are issues about them being trained for such "shunting" duties and in particular around them retaining the necessary competence. There is also a question about whether it is desirable to use customer facing staff for such heavy duty work. Generally therefore, with the exception of Fort William, such activities are carried out by other suitably trained ScotRail (as at Edinburgh and Carstairs served from Edinburgh) and DB Schenker staff.

6.4 As we shall discuss, the rolling stock spends the day at a depot being serviced. It is necessary therefore for the stock to be moved from the terminal station to the Depot and vice versa. The normal current arrangements are as follows:

- Euston (both Highland and Lowland Sleepers) – on arrival the locomotive remains coupled to the train and another locomotive moves onto the end of the train and hauls the whole formation to Wembley. In the evening the train is hauled into Euston with a locomotive attached to the rear. This rear loco becomes the train locomotive and the locomotive at the buffer end is detached.

- Aberdeen – on arrival at Aberdeen the locomotive "runs round" the train and draws it south of the station before propelling into Clayhills Depot. In the evening the locomotive draws the train out of Clayhills and propels it into the appropriate platform.

- Inverness – on arrival at Inverness the locomotive remains coupled to the train and another locomotive moves onto the end of the train. Between them the two locomotives draw the train out to Millburn and then back into the Depot. In the evening two locomotives draw the train out of the Depot to Millburn and draw it into the appropriate platform. The locomotive at the buffer end is then detached. Alternatively the class 08 shunter "pilot" locomotive is used for such shunting movements.

- Fort William – the rolling stock remains in the station area for servicing and is placed by the train locomotive which "runs round" on arrival.

- Glasgow Central – on arrival at Glasgow Central another locomotive attaches to the rear of the train and draws the whole formation including the train locomotive to Polmadie Depot. In the evening the train is hauled into Glasgow Central with a locomotive attached to the rear. This rear locomotive becomes the train locomotive and the locomotive at the buffer end is detached.

- Edinburgh Waverley (Lowland Sleeper, Edinburgh portion) – on arrival at Edinburgh the locomotive runs round the train and pulls it to Polmadie via Carstairs for servicing. In the evening the locomotive pulls the stock from Polmadie to Edinburgh and runs round before pulling the train to Carstairs.

All the above movements are of course essential to the operation of the service and they require diagrams for the Drivers and locomotives and the identification of an appropriately trained person to do the necessary coupling and uncoupling.

6.5 The diesel locomotives involved in the services require to be fuelled and this is arranged by DB Schenker and can be done at Inverness Depot, Clayhills Depot and, in the case of locomotives at Edinburgh, Millerhill Depot.

7. Vehicle Maintenance

7.1 All the vehicles involved in the Caledonian Sleepers are, as mentioned, allocated to Inverness Depot. The vehicles are diagrammed to pass through the Depot for maintenance and more intensive cleaning every eight days. Heavier maintenance, which is the responsibility of the ROSCOs, is in fact carried out by ScotRail on behalf of the ROSCOs at Inverness as a result of ScotRail having successfully tendered for this work. Inverness Depot is leased from Network Rail under a Depot Access Agreement.

7.2 As we have seen, the vehicles in service spend the day at Polmadie Depot (Edinburgh and Glasgow portions of Lowland Sleeper), Wembley Depot (Lowland and Highland Sleepers), Clayhills Depot (Aberdeen portion of Highland Sleeper) and Inverness Depot (Inverness portion of Highland Sleeper). The Fort William sleeper remains at Fort William station. We will touch on servicing below but it is worth noting that minor repairs or maintenance may be carried out as required at Polmadie, Wembley or Clayhills provided there are competent staff available.

7.3 The access arrangements for Polmadie, Wembley and Clayhills are as follows:

- Polmadie – the Depot is run by ALSTOM. ScotRail have an agreement with ALSTOM for the sleeper trains.
- Wembley - the Depot is run by ALSTOM. ScotRail have an agreement with ALSTOM for the sleeper trains.
- Clayhills - the Depot is run by East Coast. ScotRail have an agreement with East Coast for the sleeper trains.

8. Cleaning and Other Servicing

8.1 As well as maintenance, the sleeper vehicles require daily cleaning and servicing. This includes interior cleaning, the making up of the beds, watering and the emptying the retention toilet tanks. With the exception of Fort William where these activities are done daily next to the station these activities are carried out at the Depots at Inverness, Clayhills, Polmadie and Wembley. In the case of Inverness and Clayhills (though the latter is an East Coast Depot) most of these activities are done by ScotRail staff. At Wembley and Polmadie they are carried out under contract through ALSTOM.

8.2 External cleaning of coaching stock is almost all done by automatic washing plants on Britain's railways and this is the case with the sleeper vehicles which are taken through the washing plants at

Wembley, Polmadie, Clayhills and Inverness as part of the servicing process. At Fort William external cleaning can be done by hand.

9. Catering

9.1 Catering is available from the lounge car. Sleeper Hosts will serve first class customers in their cabins (including breakfast) and all customers have tea or coffee brought to them in the morning. The lounge car serves a range of snacks and drinks including hot, microwave type, meals.

9.2 As indicated, the food and drink is served on the train by the ScotRail Sleeper Team Leader and Sleeper Hosts. It is provided and brought to and from the trains however under contract by Rail Gourmet. Rail Gourmet are represented at all major terminals and, in particular, both the Highland and Lowland Sleepers call at Preston in both directions for fresh supplies to be taken on board.

10. Inside the Cabins

10.1 First class customers are provided with a "welcome pack" which includes toothbrush and toothpaste, a razor, a flannel, bed socks and shoe cleaning material. Standard class customers can ask for a toothbrush and toothpaste. The water provided from the sinks in the berths is not drinking water and so a bottle of still mineral water is provided for each customer. A disposable hand towel is also provided. There is a contract for the provision of these items.

10.2 Each bed has a linen under sheet, two pillows, a duvet and a blanket. The beds are, as mentioned in section 8.1, made up at the various Depots and a contract exists for the removal and cleaning of dirty linen and the return of cleaned linen.

11. Station Provision

11.1 Whilst the majority of stations used by the Caledonian Sleepers are leased from Network Rail as part of the ScotRail franchise, some require agreements between ScotRail and the relevant station operator for Station Access. In the case of Edinburgh Waverley, Glasgow Central and Euston this is Network Rail (these are Network Rail "Major Stations") and in the case of Carlisle, Preston, Crewe and Watford Junction it is Virgin Trains.

11.2 It has been recognised that sleeper customers may have travelled a long distance to their starting point, with luggage, and that "welcome" facilities before departure are important. Various arrangements are therefore in place for customer lounges, as follows:

- Aberdeen – ScotRail lounge available to first class customers.
- Carlisle – complementary tea or coffee available to sleeper customers in the Hallmark Hotel.
- Edinburgh Waverley – ScotRail lounge available to sleeper customers.

- Glasgow Central – lounge car available on the train prior to departure.
- Inverness – ScotRail lounge available to sleeper customers.
- Euston – Virgin First Class lounge available to first class customers.

Shower facilities are available at all terminal stations and are free for First Class customers at Aberdeen, Fort William and Euston.

11.3 There are of course a whole range of activities and facilities required by or available to sleeper customers. These include signage, announcements, assistance and train despatch. Generally these are provided as appropriate by ScotRail at stations which they lease and by Network Rail and Virgin Trains respectively at stations managed by them.

11.4 It should be noted that the sleeper vehicles have slam doors with a central locking system. Clear procedures are in place for the despatch of trains from each station and these may involve purely the on-train staff (for example at unstaffed stations) or involve a combination of on-train and station staff.

12. Access Arrangements

12.1 As has been mentioned, ScotRail's rights to run the sleeper services are governed by formal access agreements with Network Rail. Principally these are the Track Access Agreement which covers the ability to run the timetabled services and includes agreed diversionary routes, Station Access agreements which cover the stations in Scotland leased from Network Rail as part of the franchise (the vast majority of the stations in Scotland) and Depot Access agreements which cover Depots leased by ScotRail from Network Rail, in the case of the sleepers being Inverness.

12.2 There are separate agreements for access to stations and Depots owned or leased by other parties, principally, as referred to in sections 7, 8 and 11, Network Rail (for Major Stations), Virgin Trains (for west coast stations in England), ALSTOM (for Wembley and Polmadie Depots) and East Coast (for Clayhills Depot).

13. Sales and Marketing

13.1 ScotRail advertise the Caledonian Sleepers in a variety of ways and in particular produce the booklet "Caledonian Sleeper – Timetables and Tickets" and its equivalent on their website. Whilst interavailable tickets can be used on the sleepers on payment of a berth supplement, ScotRail's marketing is focussed on single journeys and tickets with fares including both the travel and the provision of a bed.

13.2 As ScotRail indicate, tickets can be purchased from various sources including, as follows:

- The ScotRail website, on-line.

- The ScotRail telesales office (based at Fort William).
- Major staffed stations.
- Rail appointed travel agents.

14. Management Support

14.1 Whilst a whole range of ScotRail's management and supervisory staff are involved in the operation of the Caledonian Sleepers and whilst the management structures vary from time to time to reflect the needs of the business, there is a small team focussed on the sleepers reporting to the Director of Customer Services. This includes the Head of Hospitality who covers both sleepers and day time catering, an Operations Manager with particular focus on the ScotRail sleeper staff and their recruitment, training and standards and a person to administer the staff and, in particular, produce the staff rosters.

14.2 Oversight of the operation of the sleepers and the co-ordination of customer service issues is carried out by the DB Schenker Control Office and the ScotRail Control. The maintenance of the sleepers, with the whole rolling stock fleet allocated to Inverness Depot, inevitably is a major responsibility for the ScotRail Inverness Depot Engineer and his team.

14.3 The sleeper management team and the Inverness Depot function are of course heavily involved with ScotRail's contractors and in the operations whether in Scotland or England but it should be noted that in the event of something going seriously wrong with the sleepers south of the border the relevant "Lead Operator", normally in this case Virgin Trains, will look after sleeper issues until they can be resourced by ScotRail itself.

15. Performance Monitoring

15.1 The Caledonian Sleepers are monitored both in terms of train service performance and in terms of service quality. On punctuality the sleepers are measured against a target of 99% of trains arriving at destination within 30 minutes of scheduled arrival time and on reliability against a target of 99% of trains run. These commitments are outlined in the Passenger's Charter and achievements against the commitments are reported four weekly on the website and on station posters, for example.

15.2 On service quality, the Caledonian Sleepers are a specific category or "service schedule" measured under the "SQUIRE" service quality regime agreed between ScotRail and Transport Scotland. This involves the Company in its own internal monitoring and external monitoring carried out by Transport Scotland. The latter monitoring, which covers a wide range of ScotRail's services and activities, can lead to bonuses or penalties under the agreed regime. On sleepers, items checked include the availability of cabins 30 minutes before departure, that beds are made and clean linen provided and the existence of water supply for the sinks.

15.3 Feedback is also obtained on customer service by ScotRail through individual customer comments, usually sent to the Customer Relations team at Fort William.

16. Conclusion

16.1 The Caledonian Sleeper is a six day (or night) a week service with, in effect two departures each night from London Euston and five from the Scottish terminals. The services are part of the ScotRail franchise agreement and ScotRail are the Train Operators. Some of the activities involved, particularly the provision of sleeping car staff, the maintenance of the vehicles and the sales and marketing are provided directly by ScotRail.

16.2 It is in the nature of Britain's railways today for there to be a requirement for contracts (for example between Train Operators and Network Rail). The Caledonian Sleepers depend on a large number of contracts between ScotRail and various providers for their successful operation. These include but are not limited to those for:

- Track Access
- Station Access
- Depot Access
- Rolling Stock
- Locomotives
- Drivers
- Hotels
- Maintenance and servicing
- Catering provision
- Provision of linen, welcome packs, drinking water etc.
- Customer service and other support outside Scotland