

**Marcus Clements**  
Head of Consumer Policy  
Economics, Markets, and Strategy



Email ATP@orr.gov.uk

Andrew Haines  
Chief Executive  
Network Rail

By email

23 July 2021

Dear Andrew,

## **Approval of Network Rail's Accessible Travel Policy (Condition 5 of the Station Licence)**

Thank you for submitting Network Rail's Accessible Travel Policy (ATP) for approval.

We have reviewed the ATP against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (Guidance), together with your station guide for Euston station. As part of our review process we also sought views on the draft ATP from Disabled Persons Transport Advisory Committee, Transport Focus and London TravelWatch and had several exchanges with your Team to clarify its commitments.

During the course of our exchanges we discussed the provision of assistance at each of your managed stations and how to communicate the varying measures in place via a tailored station guide. We agreed that Network Rail initially focus on the completion of a station guide for Euston station, followed by individual guides for the remaining stations. Network Rail has indicated its intention to consult user groups which may include its members from the Built Environment Accessibility Panel as part of the drafting for the station guides. I shall be grateful for an update on how this has been delivered as part of our ATP Quarterly meeting this autumn.

Subject to the submission of the remaining station guides, I can confirm Network Rail's ATP now meets the requirements of Condition 5 of its station licence.

We welcome Network Rail's commitment to extend the delivery of its ATP disability awareness training to its entire staff network, which will see seven of the nine ATP training outcomes delivered via a new e-learning package to its non passenger facing staff in the coming months.



Please provide a final proofed and branded accessible version of your ATP policy document and your Euston station guide by 23 August 2021. A copy of these will then be published on our website along with a copy of this letter.

ATPs must be reviewed by operators on an annual basis. Please submit your ATP annual review report and an updated ATP to ORR for review by 31 December 2021.

Yours sincerely,

A handwritten signature in black ink, enclosed in a thin black rectangular box. The signature is cursive and appears to read 'M. Clements'.

**Marcus Clements**