

Marcus Clements
Head of Consumer Policy
Directorate of Economics, Markets & Strategy
Office of Rail and Road



Mike Houghton
Managing Director
South Western Railway

04 February 2021

Dear Mike,

Approval of First MTR South Western Trains Limited (trading as South Western Railway) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting South Western Railway's (SWR) revised Accessible Travel Policy (ATP) for approval.

We have reviewed SWR's updated ATP policy document against the revised September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). I can confirm that SWR's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

When I wrote to your predecessor on 14 August 2020 confirming approval of SWR's previous ATP, I highlighted SWR's commitment to the roll out of Assisted Boarding Points across your network from autumn 2020. You have now clarified that due to the impact of the COVID-19 pandemic these will be rolled out by Spring 2021. I shall be grateful if you will provide an update on this at the planned ATP Quarterly meeting in April 2021.

Please provide a branded version of all ATP documents by 5 March 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

As you are aware, ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021.



Yours sincerely,

A handwritten signature in black ink, appearing to read "Marcus Clements". The signature is fluid and cursive, with a large, sweeping initial "M" and "C".

Marcus Clements