



Marcus Clements

Head of Consumer Policy
Rail Markets and Economics

05 February 2020

Glyn Jones
London Southend Airport
By Email

Dear Glyn,

Approval of London Southend Airport's Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting your draft Accessible Travel Policy (ATP) for approval.

I confirm that we have reviewed the ATP against the 2019 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). As part of our review process we also sought views on the draft ATP from the Disabled Persons Transport Advisory Committee, and Transport Focus and had several exchanges with you to clarify its commitments.

As a single station operator, we recognised that the obligations which we could reasonably place upon on Southend Airport may need to be different to those placed on larger mainline operators. Therefore we agreed on a proportionate approach that ensured you produced an ATP that suitably reflected your operations. We will soon commence work with other 'bespoke operators' to establish what obligations should be placed on them, and publish additional Guidance later this year. The outcome of that work may require you to revise your ATP in order to comply with that Guidance.

During the course of our exchanges, we discussed the lack of input received from local stakeholder groups to your ATP. You indicated that attempts had been made to engage with stakeholders but you had not received any response from those you contacted. You advised that over the next 12 months you will build and maintain relationships with local accessibility groups and set up a forum to obtain regular feedback on where improvements could be made to the station.

I can therefore confirm that your ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

We welcome the following, which we believe are likely to be positive for passengers:

- The 24 hour availability of staff, both on the station and via your helpline.
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- The blue band system which enables passengers to subtly alert staff that additional support may be required.

A copy of the approved ATP is attached to this letter, and will be published on our website along with a copy of this letter. Please provide a branded version by 9 March 2020.

We have copied this letter to Rebecca Richardson, accessibility manager, at Abellio Greater Anglia, in view of the relationship you have with the train operator for the provision of assistance booked through Passenger Assist.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Clements', is enclosed within a thin black rectangular border.

Marcus Clements