

**Marcus Clements**  
Head of Consumer Policy  
Email [ATP@orr.gov.uk](mailto:ATP@orr.gov.uk)



David Statham  
Managing Director  
Southeastern  
By email

29 December 2020

Dear David,

**Approval of London and Southeastern Railway Limited (trading as Southeastern) 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 2020 “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, Transport Focus and London TravelWatch, and had several exchanges with you to clarify its commitments.

During the course of our exchanges we discussed the provision of assistance at stations which are unstaffed or part-staffed and which are served by Driver Only Operation (DOO) trains. Southeastern’s ATP introduces a pilot scheme where roving staff will be able to deliver assistance across your network. We welcome this positive step and will monitor the delivery of the scheme through quarterly ATP meetings to ensure Southeastern’s continued compliance with Section 4, paragraph A1.2g and A1.2h.

Southeastern has confirmed the pilot scheme will commence from the beginning of February 2021. We shall arrange a review of the scheme following the 6 month trial period, to take place in July 2021.

As you will be aware, we have also granted an extension to Southeastern for the delivery of our refresher training which requires mandatory training requirements 1 through 9 to be provided to all your current frontline staff by 31 July 2021. I refer to our letter issued on the 8 December which details the reasons behind the extension and the steps we are putting in place to monitor Southeastern’s progress towards meeting its training requirements by the extended date of 31 December 2021.

I can therefore confirm that Southeastern's 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 is likely to be positive for passengers:

- the introduction of a new accessibility focussed Travel Companion mobile app in 2021. The app will provide real time assistance and guidance for planning and undertaking a journey. This includes information on the availability of on board toilets on Southeastern trains and whether or not they are in service. It will also provide real time information on lift availability at the stations you serve, and allow passengers to book assistance for travel on services on Southeastern's network and beyond.

Southeastern has indicated its intention to review the channels via which it provides information on the accessibility of rail replacement services to ensure they are accessible by people with mental, sensory and intellectual impairments. We will monitor this via our planned regular meetings.

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 an accessible branded version by 5 February 2021 including PDFs of Southeastern's station and rolling stock accessibility information or links to HTML webpages. The information provided in these must be accurate, comprehensive and up-to-date.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Marcus Clements', enclosed in a thin black rectangular box.

**Marcus Clements**