

Jacqui Russell
Head of Consumer



Jonny Wiseman
Customer Experience Director / Deputy Managing
Director
West Midlands Trains

By email only

02 June 2026

Dear Jonny,

Enabling disabled passengers to travel with confidence by delivering assistance reliably

On 12 December 2025, ORR published our report: [Benchmarking operators' performance in rail passenger assistance](#). In that report ORR requested an action plan from West Midlands Trains (WMT) by the end of March 2026, to address poor performance in passenger assistance reliability.

Thank you for submitting WMT's action plan on 31 March 2026. Following our review, we concluded that the initial plan did not provide sufficient assurance that the required improvements would be delivered, and we provided feedback to support its revision. We appreciate WMT's constructive engagement in addressing this feedback and the submission of a strengthened plan on 20 May 2026. The revised plan provides greater clarity on delivery, including defined actions, governance arrangements and timescales. We are satisfied that it addresses the key issues identified and are accepting it on that basis.

Reliable delivery of assistance is critical to enabling disabled passengers to travel with confidence, and we expect WMT's plan to deliver meaningful improvements in that experience. We will hold WMT to account for the timely and effective delivery of the plan and will monitor implementation and impact closely.

WMT's plan sets out a programme of activity to address key issues over the next 12 months, supported by defined milestones and oversight arrangements.

By the end of May 2026, WMT committed to commence:

- Creation of passenger assistance plans
- Extending distribution of the existing Assisted Travel Survey

- Utilisation of PowerBI for dashboards
- Creation of internal Customer Action Groups
- Managing failed assistance via safety systems
- Conducting a feasibility study to establish Control PA desk

One action has been completed, with further remaining actions scheduled for delivery across the rest of 2026 and into 2027. We expect WMT to maintain delivery momentum across all phases of the plan.

ORR understands that these actions are intended to build a strong foundation from which continuous improvement in passenger assistance can be built. We expect WMT to assess the effectiveness of each action and to identify and implement further opportunities to drive continuous improvement.

Next steps

Thank you for suggesting an engagement plan. Taking account of your planned timescales:

- We ask that you provide short monthly updates by email on progress in delivering planned actions.
- We will arrange monthly meetings from June 2026 to review the impact of completed actions, progress towards outstanding actions, and any new or amended activity planned as part of continuous improvement.

Stewart Hill will be WMT's primary point of contact at ORR during this monitoring phase. Please do reach out to him with any questions.

Yours sincerely,

A large black rectangular box redacting the signature of Jacqui Russell.

Jacqui Russell