

Jacqui Russell
Head of Consumer Policy
Email ATP@orr.gov.uk



Pat Maria Beijer
Director
South Yorkshire Future Trams Ltd
By email

18 March 2024

Dear Pat

Approval of South Yorkshire Future Trams Ltd's Accessible Travel Policy (Condition 5 of the GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting South Yorkshire Future Trams Ltd's (SYFTL) Accessible Travel Policy (ATP) for approval.

We have reviewed the ATP against the September 2020 [Accessible Travel Policy Guidance for Train and Station Operators](#). I can confirm that SYFTL's ATP now meets the requirements of Condition 5 of its GB Statement of National Regulatory Conditions: Passenger (SNRP). We recognise that the obligations which we could reasonably place upon SYFTL are different in some areas to those placed on regular mainline operators. We therefore agreed on an approach that reflects both the specific nature of your operations and the principles set out in the ATP Guidance.

In particular, we note some of the main areas in which Sheffield Supertram differs from a mainline operator:

- The entire network is fully step-free.
- All stops are unstaffed (excluding Rotherham Central, managed by Northern), so assistance is provided by the onboard conductor.
- Sheffield Supertram provide assistance on a 'turn-up-and-go' basis only.

We note that as part of your operations it is mandatory to have an onboard member of staff for all services. These staff will have received full training on the provision of assistance – in particular how to recognise passengers who may require assistance, including those with non-visible disabilities.



A copy of this approval letter will be published on our website.

Yours sincerely

Jacqui Russell

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