

Marcus Clements

Head of Consumer Policy
Economics, Markets and
Strategy

Email: ATP@orr.gov.uk



06 May 2021

Richard Allan
Managing Director
Chiltern Railways
By Email

Dear Richard,

**Approval of The Chiltern Railway Company Limited (trading as Chiltern Railways)
Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement
of National Regulatory Conditions: Passenger)**

Thank you for submitting Chiltern Railway's 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 Chiltern Railway's ATP now meets the requirements of Condition 5 of its station and GB Statement of National Regulatory Conditions: Passenger (SNRP).

As part of this process, we discussed the provision of disability awareness / equality training to staff. We have been monitoring the progress of Chiltern Railway's delivery of its refresher training to all its frontline staff and are pleased with the progress made and assured that the 31 July 2021 deadline will be met.

We also discussed the provision and navigation of assisted travel information on Chiltern Railway's website and its overall accessibility for disabled people. Following our review in 2020, we are pleased that Chiltern Railway's has met all of its actions in relation to the availability and accessibility of assisted travel information. In addition, we welcome Chiltern Railway's commitment to being compliant with the Website Content Accessibility Guidelines (WCAG) by July 2021, ahead of our December 2021 deadline.

We have continued to explore with you the opportunity to improve the provision of assistance to passengers when stations are unstaffed on Chiltern Railway's routes operated by trains that are Driver Only Operation (DOO). As part of previous discussions in 2020, Chiltern Railways put forward a number of options in this area, including a preferred approach, subject to funding being secured. We will continue to discuss this with you, and will look forward to receiving updates as part of your ATP Quarterly meetings.

Please provide a final proofed and branded version of all ATP documents by 3 June 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

ATPs must be reviewed by operators on an annual basis. Please submit your ATP annual review report and an updated ATP for ORR to review by 31 December 2021. Under Licence Condition 5 ORR is able to request a review of Chiltern Railway's ATP if required at an earlier date if required.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Clements', with a stylized, cursive script.

Marcus Clements