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Natasha Marsay
Accessibility and Inclusion Manager
Network Rail
By email

4 February 2026

Dear Natasha

Approval of Network Rail’s proposal to trial an alternative to the handover protocol (electronic handover) for communicating between stations on assistance provision

Thank you for submitting your proposal for Network Rail to trial the electronic handover as an alternative to the handover protocol at select stations. This is enabled by our [ATP Guidance](#) which allows an operator to agree an alternative process provided it has the same functionality and effectiveness as the telephone handover.

I am pleased to confirm that ORR accepts Network Rail’s proposal to trial use of the electronic handover for assists (including booked and turn-up-and-go) on journeys between Birmingham New Street, Liverpool Lime Street, London Euston and Manchester Piccadilly, for a three-month period from 2 March 2026. For assists involving other stations, Network Rail will continue to use the telephone handover protocol.

We assessed the proposal, and were satisfied with your trial’s scope, proposed use of technology, preparedness, plans for evaluation, and assessment and mitigation of risk.

In your proposal, you have committed to:

- Keep ORR informed of the progress of the trial via monthly updates;
- Provide ORR with any relevant information that may be requested on an ad-hoc basis during the trial; and



- Inform ORR of any material changes to the trial (e.g. the addition of more stations or a change in the technology type).

Please reach out if you have any questions.

Yours sincerely,

Jacqui Russell