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Tom Law
Accessibility Manager
Great Western Railway
By email

11 March 2026

Dear Tom,

Approval of Great Western Railway'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 Great Western Railway 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 Great Western Railway's proposal to trial use of the electronic handover for assists (including booked and turn-up-and-go) at the stations listed in **Annex A**, for a six-month period, aiming to commence on 1 April 2026. For assists involving other stations, Great Western Railway 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

Annex A: Stations to be included in the trial

The following stations are included in the electronic handover trial due to commence on 1 April 2026:

1. Barnstaple
2. Bath Spa
3. Bodmin Parkway
4. Bourne End
5. Bradford-on-Avon
6. Bramley
7. Bridgwater
8. Bristol Parkway
9. Bristol Temple Meads
10. Camborne
11. Castle Cary
12. Charlbury
13. Cheltenham Spa
14. Chippenham
15. Cholsey
16. Cookham
17. Crowthorne
18. Dawlish
19. Didcot Parkway
20. Evesham
21. Exeter Central
22. Exeter St Davids
23. Exmouth
24. Frome
25. Furze Platt
26. Gloucester
27. Goring & Streatley
28. Henley-on-Thames
29. Kemble
30. Keynsham
31. Kingham
32. Liskeard
33. Maidenhead
34. Moreton-in-Marsh
35. Mortimer

- 36.** Nailsea & Backwell
- 37.** Newbury
- 38.** Newquay
- 39.** Newton Abbot
- 40.** North Camp
- 41.** Oldfield Park
- 42.** Oxford
- 43.** Paignton
- 44.** Pangbourne
- 45.** Par
- 46.** Penzance
- 47.** Pewsey
- 48.** Plymouth
- 49.** Reading
- 50.** Reading Green Park
- 51.** Reading West
- 52.** Redruth
- 53.** Slough
- 54.** St Austell
- 55.** St Erth
- 56.** Stonehouse
- 57.** Stroud
- 58.** Swindon
- 59.** Taunton
- 60.** Teignmouth
- 61.** Thatcham
- 62.** Theale
- 63.** Tilehurst
- 64.** Tiverton Parkway
- 65.** Torquay
- 66.** Totnes
- 67.** Trowbridge
- 68.** Truro
- 69.** Twyford
- 70.** Warminster
- 71.** Westbury
- 72.** Weston-Super-Mare
- 73.** Windsor & Eton Central
- 74.** Worcestershire Parkway
- 75.** Worle



- 76.** Yate
- 77.** Yatton
- 78.** Yeovil Pen Mill