

**Jacqui Russell**  
**Head of Consumer Policy**  
Economics, Markets and Strategy  
Email: [ATP@orr.gov.uk](mailto:ATP@orr.gov.uk)



31 March 2022

Nigel Stacey  
SRT Mobilisation Lead  
Scotrail Trains Limited  
By Email

Dear Nigel

**Annual review of the Scotrail Trains Limited Accessible Travel Policy – (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)**

Thank you for your submission of Scotrail Trains Limited's Accessible Travel Policy (ATP). We have reviewed the documents, and we can confirm that your documents meet the requirements of ORR's ATP guidance, and condition 5 of Scotrail Trains Limited's Station Licence and GB Statement of National Regulatory Conditions: Passenger.

The ATP documents are a continuation of the policies and procedures that were in place under the previous licence holder, Abellio Scotrail. We are approving these documents on an interim basis, pending approval of new documents once you have had a chance to review the content. We look forward to receiving a full ScotRail Trains Limited draft ATP within three months of operation, by 1 July 2022.

The changes that have been made to the existing ATP represent improvements to the provision of accessibility, or improvements to the documents' accuracy and ease of use. We consider that these changes are non-material, and it has therefore not been necessary to consult stakeholder representative groups.

We note in particular the changes to reflect the new two-hour notice period for Booked Assistance, which will come into effect from 1 April 2022.

Please publish the updated ATP documents on your website, and provide a final proofed and branded version of all ATP documents by Friday 29<sup>th</sup> April 2022 . A copy of the approved ATP will then be published on our website along with a copy of this letter.

**Yours sincerely,**

[Redacted signature]

**Jacqui Russell**

Head of Consumer Policy