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Email: ATP@orr.gov.uk



Andrew MacDonald
Director
WM Trains Limited
By email

27 January 2026

Dear Andrew

**Approval of WM Trains Limited’s Accessible Travel Policy
(Condition 5 of the Station Licence and GB Statement of National
Regulatory Provisions: Passenger)**

Thank you for submitting your Accessible Travel Policy (ATP) for approval ahead of West Midlands Trains’ change in licence holder, with operations under the new licence due to commence on 1 February 2026.

The ATP has been reviewed against the October 2025 “[Accessible Travel Policy Guidance for Train and Station Operators](#)”. This included sections of your documents relating to redress, which we assessed as meeting the expectations set out in our updated ATP Guidance.

We have also consulted Transport Focus, London TravelWatch and the Disabled Persons Transport Advisory Committee (DPTAC).

I can therefore confirm that West Midlands Trains’ ATP meets the requirements of Condition 5 of its Station Licence and GB Statement of National Regulatory Provisions: Passenger (SNRP).

We are publishing this approval letter because, under our ATP Guidance, licence holders must obtain approval for their ATP prior to commencement of operations.

We welcome your plan to conduct a plain English review of your ATP documents during 2026 as part of your continuous improvement activities, and we will further engage on this in due course.



Yours sincerely



Jacqui Russell