

Marcus Clements

Head of Consumer Policy
Rail Markets and Economics

Email:

04 February 2021

Julian Edwards
Managing Director
West Midlands Trains
By Email

Dear Julian,

Approval of West Midlands Trains' (WMT's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting WMT's revised Accessible Travel Policy (ATP) for approval. We have reviewed the ATP policy document against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). I can confirm that WMT's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

When I last wrote to you on 12 March 2020 confirming the approval of WMT's previous ATP I asked for updates on the provision of accessibility training to staff. Further to correspondence between my colleague David Kimball and Rebecca Preece, Integrated Transport and Accessibility Manager and WMT's submission of training material and delivery plans, I can confirm that we have now granted an extension of the deadline by which WMT must demonstrate that frontline staff are able to meet the mandatory ATP training outcomes to 31 December 2021. We will continue to monitor progress via our planned quarterly meetings.

Please provide a branded version of all ATP documents by 5 March 2020. A copy of the approved ATP will then be published on our website along with a copy of this letter.

As you are aware, ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021.

Yours sincerely,



Marcus Clements