

John Larkinson
Director, Railway Markets & Economics
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22 August 2017

Alan Pilbeam
Abellio UK Deputy MD
Operations and Fleet and UK Bus MD

Dear Alan

Compliance with Condition 5 of the Station and Passenger Licence: Statement of National Regulatory Provisions (SNRP)

Thank you for your letter of 8 August in which you describe the actions now taken by Abellio to move the stations within the Abellio East Anglia (AEA) estate into compliance with the Code (*Design Standards for Accessible Railway Stations*, March 2015).

Your letter was in response to mine of 4 July in which I raised concerns in particular about Broxbourne, Colchester, Diss, Hockley, Ingatestone and Shenfield stations.

I am pleased that you have now confirmed the detail of our discussion on 31 July which provides me with the level of confidence that I need that the shortfalls in terms of compliance are now being addressed at all of the above stations. We stress the need to continue to engage with local disability groups when you undertake these works.

I note that compliance at Inglestone will not be achieved until other planned works are scheduled to take place in 2019. We ask that you closely monitor capacity and take up of disabled spaces at this location to ensure that passengers with disabilities are not being unduly disadvantaged in the meantime.

Thank you for your prompt and positive response to our concerns.

As discussed, I will be publishing our correspondence on this matter on our website and copying it also to the Department for Transport.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Larkinson', written in a cursive style.

John Larkinson

John Larkinson,
Director
Railway Markets and Economics
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8 August 2017

Dear John,

Compliance with Condition 5 of the Station and Passenger Licence: Statement of National Regulatory Provisions (SNRP)

Further to your letter of the 4th of July to Dominic Booth and our constructive meeting on 31st July, I am pleased to confirm, as I outlined in our discussions, the actions being taken by AEA Ltd.

We have now installed the five trial spaces for the pilot scheme at Shenfield Hunters Avenue and the improved signage will be installed week beginning 14 August 2017. A new station plan will also be installed the same week. We will write to the DfT, BAG and BEAP advising them that we have completed the work. We will be monitoring the usage of these spaces and will provide both yourselves and the DfT with an update of their usage in six months' time.

I have instructed AEA Ltd to undertake works at Broxbourne to bring the car park into compliance.

At Colchester, AEA Ltd are installing a modular building in the car park and providing additional staff spaces and two additional DDA spaces; reducing the available standard bays by approximately 60. We have applied to BEAP for dispensation for these works which has been recommended for acceptance to the DfT. It is expected that these works will take place in November.

AEA Ltd will be undertaking works at Hockley car park where we will be increasing the car parking available by approximately 200 spaces. These works will take place next year and will bring the car park into full compliance.

Ingatestone car park will be resurfaced in 2019 and will be made compliant then.

At Chelmsford Station, we have undertaken works to the outside steps area to ensure compliance on both the railway and Council land.

We will arrange to meet the local disability group at Diss and work with them; we will install new compliant signage and will then monitor the occupancy of the DDA spaces to see if it improves from the current level of 36%. We will advise you and the DfT when the signage improvements have been made and will update you in six months' time.

AEA Ltd are planning to make many car park improvements over and above this, including new DDA signage across the whole estate. We will of course ensure that we comply fully with the code going forward.

Yours sincerely,



Alan Pilbeam
Abellio UK Deputy MD, Operations and Fleet and UK Bus MD

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John Larkinson

Director
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04 July 2017

Dominic Booth
Managing Director
Abellio UK

Dear Dominic Booth,

Compliance with Condition 5 of the Station and Passenger licence: Statement of National Regulatory Provisions (SNRP).

I am writing to express my concern at Abellio rail companies' failure to deliver their obligations to passengers with disabilities. Specifically I am concerned that a failure by Abellio Greater Anglia Limited (AGA) to have due regard to the code of practice *Design Standards for Accessible Railway Stations* published by the Secretary of State (the code) will not be corrected by Abellio East Anglia Limited (AEA) during the duration of the new franchise. I refer to Simone Bailey's letter of 22 April which was in response to our letter of 20 December, part of a long running communication between ORR and previously AGA about the provision of Blue Badge car park spaces at Shenfield station. This matter was brought initially to our attention in July 2016 by the Brentwood Access Group (BAG). During the course of our exchanges we learned that non-compliance with the code goes further than Shenfield and qualifying works that trigger the obligations in the code have occurred at a number of locations on the Greater Anglia station estate.

In short a number of stations (and by AEA's own admission at least six where previous works carried out would clearly engage the code) do not have sufficient Blue Badge parking spaces, namely at: Broxbourne, Colchester, Diss, Hockley, Ingatestone and, as previously mentioned, Shenfield. We believe this to be in the order of approximately 97 additional Blue Badge spaces in total that have been denied to passengers with disabilities. We understand that, in each case, a derogation or dispensation has not been applied for from the Department for Transport. You will be aware that such applications must be made in advance and are not granted retrospectively.

We are pleased that at a meeting on 6 December AEA agreed to address a number of the issues at Shenfield including by way of a pilot exercise that would be designed to see whether relocation of the Blue Badge Parking spaces would attract more patronage. This pilot is, we understand, currently underway and a number of other issues including signage have also been addressed. However, we are disappointed at AEA's response of 22 April that indicates that it does not intend to address non-compliance elsewhere.

We will be writing to all station and train operators to remind them of their obligations under the code. In particular to refresh understanding of the low threshold at which the code is triggered and the process for seeking a derogation or dispensation where this is appropriate. We will also be talking with the Department for Transport regarding any possible franchise recourse that might be available either now, in the case of AGA or more broadly in terms of future franchises.

In the meantime I would ask that you engage with us on a plan for moving toward compliance over the AEA station estate.

I am of course happy to provide more detail and to discuss this further with you, please let me know if you would find a meeting to be helpful.

Yours Sincerely



John Larkinson

