

Stephanie Tobyn
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09 August 2018

David Horne
Managing Director
London North Eastern Railway Ltd
[by email]

Dear Mr Horne

Approval of London North Eastern Railway Limited's (LNER) Disabled People's Protection Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Provisions: Passenger)

Thank you for submitting your draft Disabled People's Protection Policy (DPPP) for approval. A copy of your approved DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

We have reviewed your DPPP against the 2009 Guidance "How to write your Disabled People's Protection Policy: A guide for Train and Station Operators" (the Guidance) and can confirm that your DPPP meets the requirements of Condition 5 of your station and passenger licences and GB Statement of National Regulatory Provisions: Passenger (SNRP).

We welcome your commitment to provide a free upgrade to the first class wheelchair space, if available, for the passenger and a companion when a standard class wheelchair space is not available to book, which we believe will have a positive impact for passengers.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it compliant with the Guidance.

The main areas where you clarified your policy during our review were:

- **Passenger assist:** The guidance states that operators are expected to not require passengers to give more than 24 hours' notice for booking assistance. You have now clarified that you recommend passengers give up to 24 hours' notice for assistance bookings,

- **Code of Practice on Design Standards for Accessible Railway Stations:** The guidance states that operators must state their commitment to comply with the Code of Practice when refurbishing rolling stock and facilities at stations. You confirmed that you understand that licence holders are responsible for ensuring compliance with the Code irrespective of the identity of and/or process adopted by a third party contracted by you to deliver any such improvements.

There are areas where, during this process, you indicated that you would provide updated information at a future date:

- You committed to carrying out a station accessibility audit within 3 months of the start of operations, to ensure that station accessibility information is accurate and up-to-date;
- You committed to providing information on accessibility improvements completed in the last year, within 3 months of the start of operations;
- You committed to providing information on plans for future accessibility improvements including timescales, within 6 months of the start of operations.

In addition to this, we expect all supporting information, such as that provided on your website, at your stations and onboard your trains, to be consistent with the information provided in your DPPP.

As you are aware, we are currently reviewing the guidance published for train and station operators on how to write their DPPP. We expect to publish updated guidance by the end of the calendar year following a consultation in autumn. We will work with all operators once the new guidance is published in order to ensure their DPPP is revised accordingly to comply with the updated guidance requirements

Yours sincerely

A handwritten signature in black ink that reads 'Stephanie Tobyn'.

Stephanie Tobyn

