

Annette Egginton
Head of Competition and Consumer Policy
Telephone 020 7282 2101
Fax 020 7282 2042
E-mail Annette.egginton@orr.gsi.gov.uk
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Dear passenger train and station operator,

We are pleased that train and station operators have given their approval for the transfer to ORR of responsibility for Disabled Peoples' Protection Policies (DPPP) and Complaints Handling Procedures (CHPs). That change has happened today, 10 October (please see the Notice making changes to your licences and SNRPs, which is contained in the same email as this letter), and we are now looking to develop our regulatory approach in these areas in full consultation with stakeholders.

The purpose of this letter is to invite you to now actively engage with us in order to inform our views in particular on:

- How best to promote the passenger interest from regulation in these areas;
- How best to protect the passenger interest through effective compliance monitoring and what this would look like in practice; and
- What assurances should we be seeking from the industry and what does the industry want from us.

With these aims in mind, we are asking all licence and SNRP holders for their views on how CHPs and DPPPs currently work. We are interested in finding out about what you think works well, what could work better, and how you see the future developing in these areas. As a first step, we would like to meet with you or your colleagues on a one-to-one basis to start developing a thorough understanding of your approach to these areas and to hear your ideas and views.

It is our intention to support these bi-lateral interviews with a workshop for licence and SNRP holders which will, in particular, focus on the Transport Select Committee's call on ORR¹ to work with the train operating companies to raise awareness amongst disabled people of their rights. The workshop will explore what the current levels of awareness are, and what train operators can do to address any gaps. We will be advising the date of that workshop shortly.

A second workshop, which we intend to hold in January, will provide an opportunity for a broad range of stakeholders (including TOCs; special interest and passenger groups) to hear the key messages that have emerged from our previous engagement and to engage further on our emerging views on area potential regulatory approach.

¹ House of Commons Transport Committee, Access to transport for disabled people Fifth Report of Session 2013–14, paragraph 35.

Our objective is to publish a regulatory statement in the Spring of 2014 and a re-issued guidance on CHPs in the following Summer.

We have said that we have no plans to amend the guidance on DPPP's.

My colleague, John Trippier, will be in touch with your office shortly to arrange a meeting to start exploring these two important areas. In the meantime either John or I will be happy to discuss any questions you may have about the detail set out in this letter.

Yours sincerely,



Annette Egginton