

Jacqui Russell
Head of Consumer Policy
Email ATP@orr.gov.uk



Andy Lord
Managing Director
London Underground Limited
By email

20 September 2024

Dear Andy

Approval of London Underground Limited's Accessible Travel Policy (Condition 4 of its Station Licence)

Thank you for submitting London Underground Limited's (LUL) Accessible Travel Policy (ATP) for approval. For clarity, this ATP applies to the mainline stations where LUL act as Station Facility Operator only, as listed in the annex. Separate ATPs cover stations operated by [London Overground](#) and [Elizabeth line](#).

We have reviewed the ATP against the September 2020 [Accessible Travel Policy Guidance for Train and Station Operators](#). As part of our review process we also sought views on the draft ATP from the Disabled Persons Transport Advisory Committee, London TravelWatch and Transport Focus, and had several exchanges with you to clarify the content of your ATP. I can confirm that LUL's ATP now meets the requirements of Condition 4 of its Station Licence.

During our engagement, we discussed LUL's ability to assist with luggage as part of its assistance offering. We note that you are unable to guarantee help with luggage as part of turn-up-and-go unbooked assistance – you have separately explained to us that this may be the case where a station has lone working and the staff member has medical restrictions that prevent them from lifting luggage. We would expect this to be an exceptional occurrence. You have committed to guaranteeing this type of assistance when assistance is booked, without exception.

We welcome your commitment to providing disability equality training across the wider organisation, including senior management and policy-makers, in addition to passenger-facing staff. Furthermore, we note your commitment to ensuring that drivers of rail replacement buses and taxis are given a condensed version of the disability equality training.



ATPs must be reviewed by operators on an annual basis. Please therefore provide an updated ATP to ORR for review when requested. Under Licence Condition 4 ORR is also able to request a review of LUL's ATP at an earlier date if required.

A copy of this approval letter will be published on our website.

Yours sincerely

Jacqui Russell

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Annex – stations where LUL’s ATP applies

Amersham
Blackhorse Road
Chalfont & Latimer
Chorleywood
Farringdon
Greenford
Gunnersbury
Harlesden
Harrow & Wealdstone
Harrow-on-the-Hill
Highbury & Islington
Kensal Green
Kenton
Kentish Town
Kew Gardens
Moorgate
North Wembley
Old Street
Queen’s Park
Rickmansworth
Seven Sisters
South Kenton
South Ruislip
Stonebridge Park
Stratford
Walthamstow Central
Wembley Central
West Brompton
West Ham
West Ruislip