

**Marcus Clements**  
Head of Consumer Policy  
Rail Markets and Economics



Email:

12 March 2021

David Horne  
Managing Director  
London North Eastern Railway  
By Email

Dear David,

**Approval of London North Eastern Railway's (LNER's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)**

Thank you for submitting LNER's revised Accessible Travel Policy (ATP) for approval.

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

As part of the review process, we discussed the implementation of the new handover protocol, which requires that when passenger assistance is to be provided by station-based staff, at the boarding station staff call ahead to the alighting station to ensure it can be delivered. I welcome LNER's full commitment to this process, noting the concerns raised around delivery during busier periods.

Please provide a final proofed and branded version of all ATP documents by 9 April 2021. 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,

A handwritten signature in black ink, appearing to be 'M. Clements', written in a cursive style.

**Marcus Clements**