

**Marcus Clements**  
Head of Consumer Policy



Email:

27 May 2021

Nick Donovan  
Managing Director  
Northern Trains Ltd  
By Email

Dear Nick,

**Approval of Northern Trains Limited's (Northern's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)**

On 25 February 2021, I wrote to provide approval of Northern's draft Accessible Travel Policy (ATP).

Following that letter Northern requested an extension to the deadline for providing refresher training to all frontline staff from 31 July to 31 December 2021. We note that this is to enable the use 3-hour briefing sessions to deliver online training, something Northern developed following ORR's initial concerns about the plan to use only a remote e-learning programme. Whilst we are disappointed that the July deadline committed to in February cannot now be met, we grant this extension because of the additional value we believe face-to-face training will provide to staff and thereby the passenger experience. We will continue to monitor progress closely in the ATP quarterly meetings held with my team.

Northern has indicated that the final material to be used in these sessions, which in my letter of 25 February we asked to be provided by 19 March 2021, is a large online package. I shall be grateful if you will, **by 11 June 2021**, arrange for screenshots or equivalent documentation to be supplied to provide final assurance that this package meets our requirements, as indicated by the material already submitted to us, on which the package is based.

Subject to the submission of the requested material, I can reaffirm that Northern's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

As noted in my letter of 25 February, Northern has indicated its intention to publish a separate scooter policy when services return to normal, and to providing online information about the availability of accessible taxis by April 2021. Northern indicated in the most recent ATP quarterly meeting that the intention is to provide the latter in the form of a map. I shall be grateful for an update on both these areas of work at the next ATP quarterly meeting.

We note that Northern has changed its contact centre opening times. Whilst passengers are able to book assistance up until 11pm the night before travel or for same day travel provide 6 hours' notice, I shall be grateful for confirmation that Northern has made an assessment of the impact of the move from a 24-hour contact centre on disabled travellers at the next ATP quarterly meeting.

A copy of the approved ATP will be published on our website along with a copy of this letter. Please provide either pdfs of Northern's station and rolling stock accessibility information or links to HTML webpages. The information provided in these must be accurate, comprehensive and up-to-date. Northern has indicated that station audits have been carried out and the information on National Rail Enquiries updated. I would welcome confirmation of this at the next ATP quarterly meeting.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Clements', with a stylized flourish at the end.

**Marcus Clements**