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19 June 2017

Alan Chaplin  
Managing Director  
Arriva Rail North Ltd

Dear Alan

**Review of Arriva Rail North Limited (trading as Northern) Disabled People's Protection Policy (Condition 5 of your Station Licence and GB Statement of National Regulatory Provisions: Passenger)**

Thank you for providing updated versions of your Disabled People's Protection Policy (DPPP) documents for annual review. A copy of your revised DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

I confirm that 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 revised DPPP meets the requirements of Condition 5 of your station licence and GB Statement of National Regulatory Provisions: Passenger (SNRP).

We welcome your partnership with Blue Assist which allows passengers requiring assistance to communicate with staff using assistance cards or the Blue Assist app. We believe this is likely to bring positive benefits for passengers.

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

- **Provision of assistance where this has not been booked in advance:** The Guidance states that operators are expected to provide assistance to passengers who arrive at a station and require assistance but have not booked this in advance, where reasonably practicable. In your document, you have confirmed that, in the case that a passenger has not booked assistance, you will do your best to support them. If a passenger requires assistance on arrival at a staffed station, they should contact a member of station staff for assistance. If a passenger requires assistance on arrival at an unstaffed station and has not booked this in advance, they can request assistance by speaking to a member of on train staff, using the platform help point or by contacting your Customer Experience Centre using the details provided on the station welcome poster.
- **Assistance for passengers travelling with mobility scooters:** The Guidance states that operators must set out their policy regarding the carriage of mobility scooters, making the reasoning behind their policy clear. You have informed us

that, following consultation with your Joint Inclusivity Forum and the work you have carried out with an accessibility specialist, you are intending to begin a scooter pilot scheme, starting on 1 September 2017, for travel on your class 322 and 333 trains on the section of your network between Ilkley and Leeds. This will allow passengers with scooters conforming to the specified dimensions to travel on this section of the network without folding their scooters before boarding. We understand that, depending on the outcomes of this pilot, the area of this pilot network will then be expanded to cover further stations and routes as improvements are made to platforms and new rolling stock is introduced. In order for the proposed pilot to be effective we would expect you to:

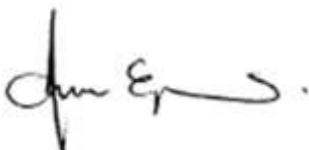
- Provide clear information to passengers regarding the existence and limitations of the scheme;
- Ensure the pilot is designed to cover a sufficient number of passenger journeys to provide high quality data on which to base next steps;
- Consult with key organisations throughout the scheme to ensure their views are considered when next steps are planned;
- Ensure the pilot is completed in a timely manner; and
- Report to us the results of the pilot and your intended next steps.

In addition, although we welcome the introduction of this pilot scheme, we are concerned that your policy for travel on the rest of your network remains more restrictive than that of other operators, with passengers being required to fold their scooters before boarding and store them in the luggage areas for travel. This concern was also raised with us by Transport Focus during our review process. Given these concerns, we may consider revisiting this aspect of your DPPP if we receive information that indicates that this policy is not working in the interests of passengers.

You have confirmed that you have reviewed and updated the information provided in your DPPP stations information annex to ensure that this is correct. You have also confirmed that, where information has changed, you will ensure that information is updated on the National Rail Enquiries and Stations Made Easy web pages so that the information provided across these sources is up to date and consistent.

Finally, please note that we expect all supporting information, such as that provided on your website and on your trains, to be consistent with the information provided in your DPPP.

Yours sincerely



**Annette Egginton**

# Making Rail Accessible

helping older and  
disabled passengers



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# Introduction

Northern is operated by Arriva. We will improve the accessibility of our services to all passengers, particularly older and disabled passengers or those who simply need some extra assistance.

We are committed to:

- helping people to use the railways confidently, taking into account the wide range of different needs
- continuously improving the quality and awareness of the assistance available.

## Our Franchise commitments

We commit to continuously improving the customer offer through a substantial investment programme to enhance accessibility to our stations and trains.

We will invest in new and refurbished trains, which will see the introduction of 281 new, more accessible carriages and the full refurbishment of the remaining fleet. By January 2020, all our trains will meet modern accessibility standards. By 2019 all passengers will be able to access free on-board WiFi.

During 2017 we will provide 'Baby on board' badges, and a Priority Seat Card scheme to make it easier for passengers to use Priority Seating areas.

We will invest in station improvements, customer service excellence and simpler ticketing options, giving greater flexibility and promoting ease of travel. As part of our station upgrade plans we commit to the following by April 2020:

- staffing 45 stations across the network which are currently unstaffed
- introducing new ticket buying facilities at 243 stations that will make it simpler to buy tickets

- providing customer information screens, public address and help points (with induction loops) at all but the smallest stations
- refurbishing seating and waiting areas at 355 locations
- upgrading security through new CCTV and video help points
- creating 10 inclusive hubs at stations which will provide high standards of accessibility for all passengers. At these hubs we will provide better signage and information (including Braille signs), provide obstruction free walking routes, accessible toilets, hand rails, automatic doors and other enhancements.
- installing 18 “Harrington humps” to reduce the stepping distances from platforms to trains and improve ease of using wheelchair ramps by April 2020

We will invest £250,000 per year on minor improvement works to improve accessibility of stations, e.g. by providing additional signage, handrails, tactile paving, seating, marking Blue Badge parking bays and removing steps.

We will work with Network Rail to support the delivery of Access for All schemes at stations to deliver step free access.

We will update the step free map and the facilities matrix annually. We will ensure that station information on the National Rail stations pages ([http://www.nationalrail.co.uk/stations\\_destinations/default.aspx](http://www.nationalrail.co.uk/stations_destinations/default.aspx)) is kept up to date. Our commitment to helping all passengers and particularly older and disabled passengers to travel more easily includes offering the following services to our passengers:

- assistance at our stations and on our trains or when making connections
- alternative accessible transport when our stations or trains are inaccessible
- clear, consistent and up-to-date customer information

- a range of discounts to reduce the cost of the journey for disabled people and a companion
- station accessibility improvements, e.g. removing steps

Our aim is to deliver transformational change for our passengers and for Northern to leave a lasting legacy for the north of England.

## Policy summary

This document provides passengers with details of services and facilities, and the standards of service that they can reasonably expect, as well as what happens if services are disrupted.

We’re fully committed to making our services as accessible and easy to use as possible, so we’ve produced this leaflet to explain what we do to assist older and disabled passengers who travel with us. It also gives details of what we’re doing to make our network more accessible and how we’re improving services. You can get a copy of this leaflet from our Customer Experience Centre or from our website at [northernrailway.co.uk](http://northernrailway.co.uk).

If you already travel with us, we hope you find this leaflet useful and if you haven’t travelled with us before, we hope it gives you the confidence to use our services. It will be reviewed regularly and updated at least annually to include details of improvements we’ve made and future commitments.

We welcome your feedback on the service we provide and any suggestions you may have for improvements. If you’d like to get in touch our contact details are shown on the rear cover.

# Assistance for passengers

We participate in a system called Passenger Assist. This is an industry-wide system used to book assistance for passengers during their journey and to reserve seats and wheelchair spaces on trains where available.

Passenger Assist allows you to:

- request assistance from a member of staff in advance for getting on or off the train, or for climbing stairs
- request help entering or leaving the station from the taxi rank (where we have staff available)
- request a portable ramp for getting on or off the train
- request a member of staff to provide guidance to a blind or visually-impaired passenger
- request a wheelchair to assist with transferring from the platform to the train (available at larger stations only)
- book seat reservations, including the booking of dedicated wheelchair spaces
- make onward travel reservations on services operated by other train companies where reservations are available
- request assistance to and from connecting services
- purchase travel tickets
- check the accessibility and facilities on both our rolling stock and at our stations

We will provide assistance, when booked through Passenger Assist, at any station during the hours that trains are scheduled to serve that station. Details of these times will be included on the National Rail Enquiries station pages. Out of hours assistance may be provided by

alternative means or via alternative transport if employees are not available to assist. In special circumstances where there is no viable alternative we may consider sending a member of staff to assist you where it is both reasonable and practical to do so.

We can book assistance for your whole rail journey, even where part of the journey is with other train operators or where our services call at stations not managed by us.

We recommend that you give us 24 hours notice for us to arrange assistance. However, we understand that this is not always possible. We will always provide assistance where reasonably practicable. Please contact station or on-train staff, use a Help Point or contact our Customer Experience Centre (contact details provided on Welcome Posters at stations and below) and let us know how we can assist.

If you'd like to book assistance on 25 December for travel on 26 December, please contact our Customer Experience Centre. We will, of course, try to provide assistance if you haven't managed to book.

To book assistance please see the 'Contact us' section below.

We have a partnership with disabled people's charity 'Enhance the UK' who are providing Disability awareness training sessions to all our frontline employees.

Many of our stations are staffed (shown in the station facilities table) and all our trains have conductors. They are there to help so please don't hesitate to ask. We will ensure they are sufficiently resourced to meet the booked travel assistance requirements.

When assistance has been booked in advance, we will ensure passengers are assisted off a train at its final destination as quickly as possible and within a maximum of five minutes wherever reasonably practicable.

In order to monitor the quality of service we provide, we carry out mystery shopping using a disabled passenger. We also carry out post-travel surveys of passengers who have booked assistance. Results are fed back to senior management to help focus our improvement plans.

If you are disabled and have not booked in advance we will make every effort to provide assistance when you arrive at the station where reasonably practicable. Platform-train ramps are available at all staffed stations, whether or not you have booked assistance.

Our Head of Customer Experience is responsible for consulting with disabled passengers on priorities for improvements, promoting disability awareness and co-ordinating investment in accessibility schemes.

Our Travel Integration and Accessibility Manager is responsible for ensuring the National Rail database of station facilities is updated with any changes in facilities and services and for keeping this leaflet up to date.

Northern participates in a 'Joint Inclusivity Forum' together with TransPennine Express. The Forum is made up of disabled passengers who provide advice and feedback on our improvement plans.

Blue Assist is a simple way of asking for assistance. We are delighted to have joined BlueAssist in making travel easier for those who need it. We are training all our frontline people to be aware of BlueAssist and how to respond to your needs. BlueAssist cards will soon be

available at all staffed stations. All you have to do is write out a card with your question or request and present it to staff, who will be happy to help. Alternatively download the BlueAssist app and find out more at: [blueassistuk.org.uk/Home/](https://blueassistuk.org.uk/Home/)

We also recognise other similar regional schemes including the Orange Wallet scheme in Wales and the Bridges Card in the North East.

The National Rail Enquiries Stations [pagesnationalrail.co.uk/stations\\_destinations\\_disabled\\_passengers.aspx](https://pagesnationalrail.co.uk/stations_destinations_disabled_passengers.aspx) provide more information about the accessibility of facilities and services. Each station page has a Stations Made Easy link with photographs and station diagrams. Where there is a meeting point at the station it will be shown on the stations page, or the most suitable place to meet will be defined.

The stations pages will be updated within 24 hours whenever there is a change to accessibility as follows:

- physical constraints preventing disabled passengers from using the station
- improvement works
- significant temporary work affecting accessibility
- any temporary changes to accessibility (e.g. lifts and toilets out of order)

### **Alternative accessible transport**

If a station is inaccessible to you, we'll provide alternative transport (at no extra cost) to the nearest or most convenient station to enable you to continue your journey. If you're unsure whether the station you intend to use is accessible to you, please call 0800 200 6060 or email [enquiries@northernrailway.co.uk](mailto:enquiries@northernrailway.co.uk) or check the Stations Made Easy pages mentioned above.

If you contact the Customer Experience Centre we will discuss your needs in order to arrange appropriate assistance. We recognise that circumstances will vary for individual passengers and we will take into account your needs.

When we cannot run rail services due to engineering work or disruption we'll make sure that you are able to continue your journey by providing a suitable alternative at no extra cost. Please make yourself known to a Northern representative, or speak to the rail replacement bus driver to ensure we give the assistance needed.

## Passenger information

We understand it is important for you to trust and have confidence in the information we give, so all our people are trained and capable of dealing with your needs. We will ensure:

- all information displayed on our website or about Northern on third party websites, such as National Rail Enquiries (NRE), is up to date
- Northern station staff, where available, will provide you with up to date accessibility information.

You can get hard copies of this leaflet from any of our staffed stations or by contacting the Customer Experience Centre. This leaflet is available in other formats, such as in Braille, large print or in audio, available on request from our Customer Experience Centre within seven working days.

## Tickets and fares

If you are unable to buy a ticket before your journey, because our facilities are inaccessible or unavailable, you may do so without penalty during the journey or at the destination station and enjoy any reduction to which you are entitled.

We understand that disabilities are not always visible and if you're concerned about purchasing tickets please contact staff on stations or on trains or our Customer Experience Centre for advice.

Disabled Persons Railcard discounts are available on tickets sold by all of our ticket offices, conductors and self-service ticket machines.

If you hold a Disabled Persons Railcard please remember to show it when purchasing your ticket at a ticket office.

More information on the Disabled Persons Railcard, tickets and fares can be found at staffed stations, from **disabledpersons-railcard.co.uk** or from the Customer Experience Centre.

For travel on the National Rail network, we offer the following fare discounts to Disabled Persons Railcard holders:

- 34% discount for Anytime Singles or Returns
- 34% discount on Anytime Day Singles
- 50% discount on Anytime Day Returns.

An adult travelling with you is also entitled to the same discount. A full-price Off-Peak or Advance ticket may cost less than a reduced-rate Anytime ticket.

Visually-impaired passengers without a Railcard are entitled to the same discounts above and should present their Certificate of Visual Impairment (CVI) or BD8 certificate. They are entitled to discounts only if they travel with a companion who also receives the same reduction.

If you are visually-impaired, you can buy one adult Season ticket that enables a companion to travel with you on National Rail services only at no extra cost (so two people travel for the price as one). It doesn't have to be the same person travelling with you on every journey.

Wheelchair users who do not leave their wheelchair during the journey and who have no Railcard may also obtain the same reduction. Although wheelchair users may travel alone and receive the discount, a companion can also travel with the wheelchair user at the same reduced price.

Not all older people qualify for a Disabled Persons Rail Card but will qualify for a Senior Railcard by virtue of their age. A Senior Railcard costs £30 and entitles the holder to save 1/3 on rail fares for a year. [senior-railcard.co.uk](http://senior-railcard.co.uk).

## At the station

Northern runs 476 stations - the facilities at these stations vary considerably across the network. We have set out above the improvements we have committed to make but it will take some time to bring the standards to a consistently high level.

## Station entrances

We will maintain the accessibility of our stations and will not permanently close any station entrances without first consulting with the Department for Transport (DfT), Transport Focus and local access groups and receiving approval by the DfT.

From time to time we may need to temporarily restrict access to stations, e.g. due to improvement work. If this happens we will ensure the needs of older and disabled people are considered, and will provide adequate information and a suitable alternative if necessary.

## Aural and visual information

The size of our stations and the facilities available vary greatly from station to station; however, where aural and visual information is available, we aim to provide it in a consistent manner. We will improve and extend the provision of information. By April 2020 all stations with more than 3,000 passengers per year will be fitted with Help points with induction loops, Customer Information Screens and Public Address systems.

Our website [northernrailway.co.uk](http://northernrailway.co.uk) and App also show live train running, or you can ring the Customer Experience Centre for live train running information.

The station facilities matrix (page 34) details the facilities available. During disruption we will update all aural and visual displays in line with our Passenger Information During Disruption procedure.

## Information points and displays

At larger staffed stations on our routes there are staffed information points that provide a range of services, including up to date information on disruption. Assistance bookings can be confirmed here too. At these stations there are clearly marked designated meeting points, where people who have booked assistance can meet staff.

At staffed smaller stations, ticket office staff will provide details of services. Leaflet racks will be placed so that wheelchair users and standing passengers can use them. All of our stations display timetables and information posters.

## Ticket machines

At stations with ticket machines, these are located in a suitable position so as to be accessible to as many passengers as possible. The machines can issue tickets with Disabled Persons Rail Card discounts for both the holder and their companion.

## Ticket gates

Automatic ticket gates are in place at some of our stations and we always provide at least one wide gate. When the gates are operational there will always be a member of staff on hand to help you use them. If there is no member of staff available the ticket gates will be locked open.

## Luggage

If you need your luggage carried, please tell us when you book assistance so we can ensure that staff are available to help.

In general, luggage assistance can be provided between station entrances and trains, and when changing trains. There is no charge for assisting passengers with their luggage.

Left luggage - Northern does not provide left luggage facilities at any of its stations. Network

Rail provides facilities at Manchester Piccadilly, Leeds and Liverpool Lime Street. Virgin East Coast provides facilities at York and Newcastle.

## Ramps

Suitable ramps are available at all staffed stations and on all our trains. Where the ramp is based at the station, station colleagues will position it between the train and the platform when required. Conductors will fit the on- train ramps at unstaffed stations.

Facilities provided by third parties - We will make every effort to ensure that any services and facilities provided by others at our stations are accessible to older and disabled passengers.

We will work with tenants and community providers at the stations to ensure they consider the needs of older and disabled people. This condition will be written into any new rental agreements. We will manage tenants to ensure that their services and facilities are not located where they will cause an obstruction.

## On the train

We operate a variety of train types, including some older trains. We have a substantial programme of train replacement and refurbishment, and by January 2020 all our trains will meet modern accessibility standards.

Aural and visual information - All our trains are fitted with public address systems. Conductors are trained to make announcements giving details of the next station in good time to allow disabled passengers to prepare to alight. They will also provide information on any service disruption.

All Conductors have a smart device and are able to look up and pass on disruption information as well as details of connecting services, facilities at stations and train running.

Conductors are trained to take into account the needs of visually impaired, deaf or hearing impaired people, as well as those with reduced mobility.

All our trains have toilets. Please see below for details of which trains have accessible toilets.

From January 2020 all our trains will have a public address system integrated with real-time passenger information screens. The system will connect via WiFi to rail industry systems and display relevant information, including:

- real-time information on the progress of the train
- information relating to the next station at which the train is to stop, including information about Connections
- advice on alternative routes and trains available in the event of any delays or service disruption.

Priority seating – Many of our trains have priority seating already fitted (see below). All trains will have priority seats from December 2019. Priority seats are clearly labelled and other passengers are asked to give up the seat if an older or disabled person needs it.

In 2017 we will introduce a Priority Seat Card, available by contacting the Customer Experience Centre. This will be available to older and disabled people, pregnant women, and people travelling with children under three. Card holders will present their priority seat card and ask the person seated to give up their seat. However, consideration should also be given to their needs.

We do not offer a seat reservations service; however our conductors, who are on every train, will make every effort to help older and disabled passengers to find a seat. They will also take reasonable steps to ensure that the wheelchair space is available for wheelchair users when required.

When passengers book assistance we will make it clear a seat or wheelchair space has not been reserved.

Wheelchair users – all our trains can accommodate wheelchairs within the following dimensions: 120cm long; 70cm wide; and weighing no more than 300kg (including the user). We can provide assistance to wheelchair users when using platform-train ramps.

Mobility scooters - We can currently carry small, folding scooters on all trains providing they can be folded on the platform and that they are stowed in the appropriate luggage space throughout the journey. Station and on-train staff will be able to help you with this. From 1st September 2017 non-folding scooters are accepted at stations on our Pilot Scooter-friendly Network, within the following dimensions: 120cm long; 70cm wide; turning radius of no more than 150cm; able to use a platform-train ramp at up to 18% gradient without staff assistance; and weighing no more than 300kg (including the user). The Pilot Scooter-friendly Network includes journeys made on electric trains (Class 322 and Class 333 trains) when using the following stations only: Leeds; Bradford Forster Square; Ilkley; and Skipton.

We are currently unable to accept non-folding scooters at other stations due to restricted turning space available on trains and on platforms, and excessive ramp gradients. However, as new trains are delivered and stations improved we will be expanding the Pilot network as soon as possible to include more stations and routes.

# Information on train types and facilities



If you are waiting for a train, as it approaches you will see the unit number displayed on the front. The first three digits tell you what type of unit it is. This is a 155.

## Class 142 Two Coach Diesel Multiple Unit

Built	1985/6
Number of units in service	79
Routes operated	All Northern routes except Bridlington to Scarborough, Hazel Grove to Buxton and Blackburn to Clitheroe
Number of designated spaces for wheelchair users	One per unit
Passenger information	Aural announcements given

## Class 144 Two and Three Coach Diesel Multiple Unit

Built	1986
Number of units in service	23
Routes operated	South and West Yorkshire areas
Number of designated spaces for wheelchair users	Two per unit

Other facilities for disabled passengers	<ul style="list-style-type: none"> <li>• 11 priority seats (2 car units)</li> <li>• 17 priority seats (3 car units)</li> <li>• Colour contrast for visually-impaired passengers, plus grab handles</li> <li>• 144012 has one wheelchair accessible toilet</li> </ul>
Passenger information	<ul style="list-style-type: none"> <li>• Aural announcements given</li> <li>• 144012 – has fully compliant auto PIS system</li> </ul>

## Class 150/1 Two Coach Diesel Multiple Unit

Built	1985/6
Number of units in service	30
Routes operated	All routes in South and East Yorkshire, West and North Yorkshire, Lancashire and Cumbria, Liverpool and Manchester areas
Number of designated spaces for wheelchair users	One per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> <li>• One wheelchair accessible toilet, colour contrast for visually-impaired passengers, plus grab handles</li> <li>• 18 priority seats</li> </ul>
Passenger information	Aural announcements given

<b>Class 150/2 Two Coach Diesel Multiple Unit</b>	
Built	1986/7
Number of units in service	28
Routes operated	All routes in South and East Yorkshire, West and North Yorkshire, Lancashire and Cumbria, Liverpool and Manchester areas
Number of designated spaces for wheelchair users	One per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> <li>• One wheelchair accessible toilet</li> <li>• Colour contrast for visually-impaired passengers, plus grab handles</li> <li>• 14 priority seats on some trains</li> </ul>
Passenger information	Aural announcements given
Ongoing updates to facilities for disabled passengers for PRM compliance	<ul style="list-style-type: none"> <li>• Two wheelchair designated spaces</li> <li>• One wheelchair accessible toilet</li> <li>• Audio alerts for visually-impaired passengers, plus colour contrast for grab handles in modified areas.</li> <li>• Compliant ramp</li> <li>• 14 priority seats</li> </ul>

<b>Class 153 One Coach Diesel Multiple Unit</b>	
Built	1987/8
Number of units in service	20
Routes operated	South and West Yorkshire, Lancashire and Cumbria, Liverpool and Manchester areas
Number of designated spaces for wheelchair users	One per unit
Other facilities for disabled passengers	Colour contrast for visually-impaired passengers, plus grab handles
Passenger information	Aural announcements given

<b>Class 155 Two Coach Diesel Multiple Unit</b>	
Built	1987/8
Number of units in service	7
Routes operated	West Yorkshire area and Leeds to Manchester
Number of designated spaces for wheelchair users	One per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> <li>• Wheelchair accessible toilet – not fully RVAR compliant</li> <li>• Colour contrast for visually-impaired passengers, plus grab handles</li> </ul>
Passenger information	Aural announcements given

<b>Class 156 Two Coach Diesel Multiple Unit</b>	
Built	1987/9
Number of units in service	46
Routes operated	All Northern routes
Number of designated spaces for wheelchair users	One per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> <li>• Wheelchair accessible toilet – not fully RVAR compliant.</li> <li>• Colour contrast for visually-impaired passengers, plus grab handles</li> <li>• 14 priority seats</li> </ul>
Passenger information	Aural announcements given
Ongoing updates to facilities for disabled passengers for PRM compliance	<ul style="list-style-type: none"> <li>• Two wheelchair designated spaces</li> <li>• One wheelchair accessible toilet</li> <li>• Audio alerts for visually-impaired passengers</li> <li>• Compliant ramp</li> </ul>

<b>Class 158 Two and Three Coach Diesel Multiple Unit</b>	
Built	1989/92
Number of units in service	46
Routes operated	All Northern routes. Not South Manchester or Liverpool
Number of designated spaces for wheelchair users	One per unit

Other facilities for disabled passengers	<ul style="list-style-type: none"> <li>• Wheelchair accessible toilet – not fully RVAR compliant</li> <li>• Colour contrast for visually-impaired passengers, plus grab handles</li> <li>• Priority seating on some vehicles</li> </ul>
Passenger information	Aural announcements given

<b>Class 319 Four Coach Electric Multiple Unit</b>	
Built	1991
Number of units in service	20
Routes operated	Liverpool to Manchester and Preston and Warrington Bank Quay
Number of designated spaces for wheelchair users	One per unit – not fully RVAR compliant
Other facilities for disabled passengers	<ul style="list-style-type: none"> <li>• Colour contrast and audio alerts for visually-impaired passengers, plus grab handles</li> <li>• 32 priority seats</li> </ul>
Passenger information	Fully compliant auto PIS system

<b>Class 321 Four Coach Electric Multiple Unit</b>	
Built	1990
Number of units in service	3
Routes operated	Leeds to Bradford/Skipton/Ilkley/Doncaster
Number of designated spaces for wheelchair users	Two per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> <li>• Wheelchair accessible toilet, colour contrast and audio alerts for visually-impaired passengers, plus grab handles, compliant ramp</li> <li>• 28 priority seats</li> <li>• Fully compliant with PRM TSI</li> </ul>
Passenger information	Fully compliant auto PIS system

<b>Class 322 Four Coach Electric Multiple Unit</b>	
Built	1991
Number of units in service	5
Routes operated	Leeds to Bradford/Skipton/Ilkley/Doncaster
Number of designated spaces for wheelchair users	Two per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> <li>• Wheelchair accessible toilet, colour contrast and audio alerts for visually-impaired passengers, plus grab handles, compliant ramp</li> <li>• 32 priority seats</li> <li>• Fully compliant with PRM TSI</li> </ul>
Passenger information	Fully compliant auto PIS system

<b>Class 323 Three Coach Electric Multiple Unit</b>	
Built	1992/1993
Number of units in service	17
Routes operated	Manchester – Stockport/ Manchester Airport – Alderley Edge – Crewe. Manchester – Macclesfield – Stoke Manchester – Hadfield/Glossop Manchester – Hazel Grove
Number of designated spaces for wheelchair users	One per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> <li>• Colour contrast for visually-impaired passengers, plus grab handles</li> <li>• Priority seating</li> </ul>
Passenger information	Aural announcements given

<b>Class 333 Four Coach Electric Multiple Unit</b>	
Built	2000
Number of units in service	16
Routes operated	Leeds to Bradford/Skipton/Ilkley
Number of designated spaces for wheelchair users	Two per unit
Other facilities for disabled passengers	Eight priority seats per vehicle and wheelchair accessible toilet
Passenger information	<ul style="list-style-type: none"> <li>• Aural announcements given</li> <li>• Electronic information screens</li> </ul>

## **Making connections**

We are happy to provide assistance to passengers making connections to other train services or other modes of onward transport calling at our stations. This includes providing help with boarding and alighting as well as luggage assistance.

We will ensure that assistance is available at staffed stations if there is a change of platform at short notice.

If your journey involves onward travel by another means of transport, our station staff will help you to the relevant pick up point, bus stop or taxi rank (within the station boundary). They will be able to provide information about local transport including bus services and taxi companies. There is a useful information poster displayed at stations giving local and general information.

We will require that in future, as contracts are renewed, taxi companies contracted to use ranks at our stations must supply an accessible taxi upon request.

Information about which stations have accessible taxis is available from the Customer Experience Centre and can also be found on [traintaxi.co.uk](http://traintaxi.co.uk).

We recommend that passengers requiring assistance to make their connections contact our Assisted Travel Helpline to book their assistance and allow a little extra time to make their connections.

## **Disruption to facilities and services**

During disruption, we will make regular announcements and ensure that our information screens are updated regularly.

If you have booked assistance and there is major unplanned disruption to train services which may prevent you completing your journey (e.g. an extended line closure), we will

contact you and if necessary make alternative arrangements.

During planned engineering works, we will provide clear information at our stations to advise passengers of replacement transport options.

During disruption we will provide information about changes to train times and alternative travel arrangements through the Public Address and Customer Information Screens. Our App and website will include live departure times and passengers can use Help Points, where they are provided, to find further information. We will also publicise the Customer Experience Centre number.

When our advertised facilities and services are not available, or are not accessible, we will make every effort to provide alternative facilities.

## **In case of emergency**

On-board the train, our conductors will keep you informed and explain where all the emergency information is located. They're also fully trained to assist all passengers should evacuation of the train be necessary. If a controlled evacuation is required, then wheelchair users or those who would find it difficult to detrain will be evacuated in the presence of the emergency services where practicable.

At our staffed stations an emergency evacuation plan is available and all colleagues are trained to ensure all passengers can safely leave the station, if necessary. Every station has a set of local emergency procedures.

## Contact us

To book assistance please contact our Assisted Travel Helpline on:

Phone: **0800 138 5560** (Freephone, including from mobiles)

Email: **assistance@northernrailway.co.uk**

Webform: **northernrailway.co.uk/passenger-assistance-request**

Our Helpline is open 24 hours a day, every day we are running. We commit to sufficient resourcing so that your call will be answered within 30 seconds. We will provide booking confirmation by email (where you have provided your details).

The Customer Experience Centre will be able to provide more information about our services and we are always grateful for feedback provided on the services and facilities that we provide.

### Alternative formats

Copies of this document are made available free of charge from all staffed stations which we serve. The document can be obtained in alternative formats such as large print and any common audio format. Copies will be provided within seven working days on request.

### Station accessibility information

The step free map at the end of this document shows the extent of accessibility at our stations.

We are making significant improvements to stations. Whilst the information was correct at the time of going to press there may have been changes since. Full current details of station accessibility are always available from the National Rail stations pages.



Write to:

**Freepost NORTHERN RAILWAY**

Phone:

**0800 200 6060**

(available 24 hours a day, every day we are running)

Email:

**enquiries@northernrailway.co.uk**

Website:

**northernrailway.co.uk**

We operate the text relay service - call 18001 followed by our number, 0800 200 6060.

Our operators have been trained to work with the text relay service

Station	Staffed station	Step-free access	Blue Badge Parking Spaces	Seating	Toilets	Easy-access ticket sales	Customer information screens	Public address system	Shop or Café	Secure Station	Meeting point
Accrington	Yes	Partial	4	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Acklington	No	Partial	0	Yes	No	No	No	No	No	No	No
Adlington (Cheshire)	No	Full	0	Yes	No	No	No	No	No	No	No
Adlington (Lancs)	Yes	Partial	0	No	No	Yes	Yes	Yes	No	No	No
Adwick	No	Full	10	Yes	Yes	Yes	Yes	Yes	No	No	No
Alderley Edge	Yes	Full	2	Yes	No	No	Yes	Yes	No	Yes	No
Alfreton	Yes	Partial	Yes	Yes	Yes	No	Yes	Yes	No	No	Yes
Allens West	No	Partial	0	No	No	No	Yes	Yes	No	No	No
Alnmouth	Yes	Full	4	Yes	Yes	Yes	Yes	Yes	No	Yes	No
Althorpe	No	Partial	0	Yes	No	No	No	No	No	No	No
Altrincham	Yes	Full	2	Yes	No	No	Yes	Yes	No	No	No
Ansdell & Fairhaven	No	Full	0	No	No	No	No	Yes	No	No	No
Apperley Bridge	No	Full	10	Yes	No	Yes	Yes	No	No	No	No
Appleby	Yes	Partial	2	No	Yes	No	Yes	No	Yes	No	No
Appley Bridge	No	Full	0	Yes	No	Yes	Yes	Yes	No	No	No
Ardwick	No	None	0	Yes	No	No	No	No	No	No	No
Armathwaite	No	Partial	1	Yes	No	No	No	No	No	No	No
Arnside	No	Partial	0	Yes	No	No	Yes	Yes	No	Yes	No
Arram	No	Partial	0	Yes	No	No	No	Yes	No	No	No
Ashburys	No	None	0	Yes	No	No	Yes	No	No	No	No
Ashley	No	Full	1	No	No	No	No	No	No	No	No
Ashton-under-Lyne	Yes	Partial	3	Yes	Yes	Yes	Yes	Yes	No	Yes	No
Askam	No	Full	0	Yes	No	No	Yes	No	No	No	No
Aspatria	No	Partial	0	Yes	No	No	No	No	No	No	No
Atherton	Yes	Partial	1	Yes	No	Yes	Yes	Yes	No	No	No
Baildon	No	Full	1	Yes	No	No	Yes	Yes	No	No	No
Bamber Bridge	No	Full	2	No	No	No	Yes	Yes	No	No	No
Bamford	No	Full	0	Yes	No	No	No	Yes	No	No	No
Bardon Mill	No	Partial	0	No	No	No	Yes	No	No	No	No
Bare Lane	No	Full	0	Yes	No	No	Yes	No	No	No	No
Barnetby	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Barnsley	Yes	Full	6	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Barrow Haven	No	Full	0	No	No	No	No	No	No	No	No
Barrow-in-Furness	Yes	Full	3	Yes	Yes	Yes	Yes	Yes	No	No	No

Station	Staffed station	Step-free access	Blue Badge Parking Spaces	Seating	Toilets	Easy-access ticket sales	Customer information screens	Public address system	Shop or Café	Secure Station	Meeting point
Barton-on-Humber	No	Full	0	Yes	No	No	No	No	No	No	No
Batley	No	Partial	4	Yes	No	Yes	Yes	Yes	No	No	No
Battersby	No	Partial	0	No	No	No	Yes	No	No	No	No
Belle Vue	No	None	0	Yes	No	No	No	Yes	No	No	No
Bempton	No	Full	0	Yes	No	No	No	No	No	No	No
Ben Rhydding	No	Partial	1	Yes	No	Yes	Yes	Yes	No	No	No
Bentham	No	Full	0	Yes	No	No	Yes	No	No	No	No
Bentley (South Yorks)	No	Full	1	Yes	No	No	Yes	Yes	No	No	No
Berry Brow	No	Full	0	No	No	No	Yes	Yes	No	No	No
Bescar Lane	No	Partial	0	Yes	No	No	No	No	No	No	No
Beverley	Yes	Full	2	Yes	Yes	No	Yes	Yes	Yes	No	No
Billingham (Cleveland)	No	None	0	Yes	No	No	Yes	No	No	No	No
Bingley	Yes	Full	2	Yes	No	Yes	Yes	Yes	No	No	No
Birchwood	Yes	Full	0	Yes	Yes	Yes	Yes	Yes	No	No	No
Bishop Auckland	No	Full	2	Yes	No	No	Yes	No	Yes	No	No
Blackburn	Yes	Full	3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Blackpool North	Yes	Full	4	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Blackpool Pleasure Beach	No	Full	0	Yes	No	No	Yes	Yes	No	Yes	No
Blackpool South	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Blackrod	No	Full	0	Yes	No	Yes	No	No	No	No	No
Blaydon	No	Partial	0	Yes	No	No	Yes	No	No	No	No
Bolton	Yes	Full	5	Yes	Yes	Yes	Yes	Yes	No	No	No
Bolton-Upon-Dearne	No	Full	1	No	No	No	Yes	Yes	No	No	No
Bootle (Cumbria)	No	Partial	0	Yes	No	No	No	No	No	No	No
Bradford Forster Square	Yes	Full	4	Yes	Yes	Yes	Yes	Yes	No	No	No
Bradford Interchange	Yes	Full	0	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Bramhall	Yes	Partial	0	Yes	Yes	No	Yes	Yes	No	No	No
Bramley (W Yorks)	No	Full	2	Yes	No	Yes	Yes	No	No	No	No
Brampton (Cumbria)	No	Partial	0	No	No	No	No	No	No	No	No

Station	Staffed station	Step-free access	Blue Badge Parking Spaces	Seating	Toilets	Easy-access ticket sales	Customer information screens	Public address system	Shop or Café	Secure Station	Meeting point
Braystones (Cumbria)	No	Full	0	Yes	No	No	No	No	No	No	No
Bredbury	Yes	None	4	Yes	No	Yes	Yes	Yes	No	No	No
Bridlington	Yes	Partial	3	Yes	Yes	No	Yes	Yes	Yes	No	No
Brierfield	No	Full	2	No	No	No	No	Yes	No	No	No
Brigg	No	Partial	0	Yes	No	No	No	No	No	No	No
Brighouse	No	Full	4	No	No	No	Yes	Yes	No	No	No
Brinnington	Yes	None	0	Yes	No	Yes	Yes	Yes	No	No	No
Broad Green	Yes	Partial	8	Yes	No	Yes	Yes	Yes	No	No	No
Broadbottom	Yes	Partial	3	Yes	No	Yes	Yes	Yes	No	No	No
Brockholes	No	Full	0	No	No	No	Yes	Yes	No	No	No
Bromley Cross (Lancs)	Yes	Full	2	Yes	No	Yes	Yes	Yes	No	No	No
Broomfleet	No	Full	0	No	No	No	No	Yes	No	No	No
Brough	Yes	Full	6	Yes	No	Yes	Yes	Yes	Yes	No	No
Bryn	No	Partial	0	Yes	No	No	No	Yes	No	No	No
Buckshaw Parkway	Yes	Full	14	Yes	Yes	Yes	Yes	Yes	No	No	No
Burley Park	No	Partial	1	Yes	No	Yes	Yes	Yes	No	No	No
Burley-in-Wharfedale	No	Full	2	Yes	No	Yes	Yes	Yes	No	No	No
Burnage	Yes	Full	0	Yes	No	No	Yes	Yes	No	Yes	No
Burneside (Cumbria)	No	Partial	0	Yes	No	No	Yes	Yes	No	Yes	No
Burnley Barracks	No	Partial	0	Yes	No	No	No	Yes	No	No	No
Burnley Central	Yes	Full	0	Yes	No	No	Yes	Yes	No	No	No
Burnley Manchester Road	Yes	Full	3	Yes	Yes	Yes	Yes	Yes	No	No	No
Burscough Bridge	Yes	Full	6	Yes	No	No	Yes	Yes	No	No	No
Burscough Junction	No	Full	0	Yes	No	No	No	No	No	No	No
Buxton	Yes	Full	3	Yes	Yes	Yes	Yes	Yes	No	Yes	No
Cark & Cartmel	No	Full	0	Yes	No	No	Yes	No	No	No	No
Carlisle	Yes	Full	7	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Carnforth	Yes	Partial	5	Yes	No	Yes	Yes	Yes	No	No	No
Castleford	No	Full	1	Yes	No	Yes	Yes	Yes	No	No	No
Castleton (Manchester)	No	Full	1	Yes	No	Yes	Yes	Yes	No	No	No

Station	Staffed station	Step-free access	Blue Badge Parking Spaces	Seating	Toilets	Easy-access ticket sales	Customer information screens	Public address system	Shop or Café	Secure Station	Meeting point
Castleton Moor	No	Full	0	Yes	No	No	Yes	No	No	No	No
Cattal	No	Partial	0	Yes	No	No	No	No	No	No	No
Chapel-en-le-Frith	No	Partial	2	Yes	No	No	Yes	Yes	No	Yes	No
Chapeltown (South Yorks)	No	Partial	0	Yes	No	Yes	Yes	Yes	No	No	No
Chassen Road	Yes	Full	0	No	No	No	No	No	No	No	No
Chathill	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Cheadle Hulme	Yes	Full	3	Yes	No	No	Yes	Yes	No	Yes	No
Chelford (Cheshire)	No	Full	2	Yes	No	No	No	No	No	No	No
Cherry Tree	No	Partial	0	No	No	No	No	Yes	No	No	No
Chester	Yes	Full	7	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Chesterfield	Yes	Full	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Chester-le-Street	Yes	Partial	2	No	Yes	No	Yes	Yes	No	No	No
Chinley	No	None	2	Yes	No	No	Yes	Yes	No	No	No
Chorley	Yes	Full	2	Yes	Yes	Yes	Yes	Yes	No	Yes	No
Church & Oswaldtwistle	No	Partial	0	No	No	No	No	Yes	No	No	No
Church Fenton	No	Partial	2	Yes	No	No	Yes	Yes	Yes	No	No
Clapham (North Yorkshire)	No	Partial	0	Yes	No	No	No	No	No	No	No
Cleethorpes	Yes	Full	2	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Clifton (Manchester)	No	Full	0	Yes	No	No	No	No	No	No	No
Clitheroe	Yes	Full	3	Yes	Yes	No	Yes	No	No	No	No
Colne	No	Full	2	No	No	Yes	Yes	Yes	No	No	No
Comondale	No	Full	0	Yes	No	No	Yes	No	No	No	No
Congleton	Yes	Partial	2	Yes	Yes	Yes	No	No	No	No	No
Conisbrough	No	Full	1	Yes	No	No	Yes	Yes	No	No	No
Cononley	No	Full	1	Yes	No	Yes	Yes	Yes	No	No	No
Corbridge	No	Partial	0	Yes	No	No	Yes	No	No	No	No
Corkickle	No	Full	0	No	No	No	Yes	No	No	No	No
Cottingham	No	Partial	2	Yes	No	Yes	No	Yes	No	No	No
Cottingley	No	Partial	0	Yes	No	No	Yes	Yes	No	No	No
Cramlington	No	Full	4	Yes	No	No	Yes	No	No	No	No

Station	Staffed station	Step-free access	Blue Badge Parking Spaces	Seating	Toilets	Easy-access ticket sales	Customer information screens	Public address system	Shop or Café	Secure Station	Meeting point
Crewe	Yes	Full	12	Yes	Yes	No	Yes	Yes	Yes	No	No
Cross Gates	Yes	Full	2	Yes	No	No	Yes	Yes	No	No	No
Crossflatts	No	Full	6	Yes	No	Yes	Yes	Yes	No	No	No
Croston	No	Full	2	No	No	No	No	No	No	No	No
Crowle	No	Partial	0	Yes	No	No	No	No	No	No	No
Cuddington	No	Partial	0	No	No	No	Yes	Yes	No	No	No
Daisy Hill	Yes	None	4	Yes	No	Yes	Yes	Yes	No	No	No
Dalston (Cumbria)	No	Partial	0	Yes	No	No	No	No	No	No	No
Dalton (Cumbria)	No	Full	0	Yes	No	No	Yes	No	No	No	No
Danby	No	Full	0	Yes	No	No	Yes	No	No	No	No
Darlington	Yes	Partial	8	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Darnall	No	Full	1	Yes	No	No	Yes	Yes	No	No	No
Darton	No	Partial	4	No	No	No	Yes	Yes	No	No	No
Darwen	No	Full	0	Yes	No	No	No	Yes	No	No	No
Davenport	Yes	None	2	Yes	No	Yes	Yes	Yes	No	No	No
Deansgate	Yes	Full	0	Yes	Yes	Yes	Yes	Yes	No	No	No
Deighton	No	Full	0	No	No	No	Yes	Yes	No	No	No
Delamere	No	Full	0	No	No	No	Yes	Yes	No	No	No
Denby Dale	No	Full	2	No	No	No	Yes	Yes	No	No	No
Dent	No	Partial	0	Yes	No	No	No	No	No	No	No
Denton	No	None	0	Yes	No	No	No	No	No	No	No
Derby	Yes	Full	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
Dewsbury	Yes	Partial	7	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Dinsdale	No	Full	0	Yes	No	No	Yes	No	No	No	No
Dinting	Yes	Full	2	Yes	No	Yes	Yes	Yes	No	No	No
Disley	Yes	Full	2	Yes	No	No	Yes	Yes	No	No	No
Dodworth	No	Full	2	Yes	No	No	Yes	Yes	No	No	No
Doncaster	Yes	Full	25	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Dore & Totley	No	Full	4	Yes	No	Yes	Yes	Yes	No	Yes	No
Dove Holes	No	Full	2	Yes	No	No	No	Yes	No	No	No
Driffield	Yes	Full	2	Yes	No	No	No	Yes	Yes	No	No
Drigg	No	Full	0	No	No	No	No	No	No	No	No
Dronfield	No	Partial	1	No	No	No	Yes	Yes	No	No	No

Station	Staffed station	Step-free access	Blue Badge Parking Spaces	Seating	Toilets	Easy-access ticket sales	Customer information screens	Public address system	Shop or Café	Secure Station	Meeting point
Dunston	No	Full	0	Yes	No	No	Yes	No	No	No	No
Durham	Yes	Full	11	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Eaglescliffe	No	Partial	6	Yes	No	No	Yes	No	No	Yes	No
Earlestown	Yes	Partial	0	Yes	No	Yes	Yes	Yes	No	No	No
East Didsbury	Yes	Full	2	Yes	No	Yes	Yes	Yes	No	Yes	No
East Garforth	No	Full	0	Yes	No	Yes	Yes	Yes	No	No	No
Eastrington	No	Partial	0	Yes	No	No	No	No	No	No	No
Eccles (Manchester)	Yes	None	0	Yes	No	Yes	Yes	Yes	No	No	No
Eccleston Park	Yes	Partial	0	Yes	No	Yes	Yes	Yes	No	No	No
Edale	No	Full	0	Yes	No	No	No	Yes	No	No	No
Edge Hill	Yes	Partial	0	Yes	No	No	No	Yes	No	No	No
Egton	No	None	0	No	No	No	No	No	No	No	No
Ellesmere Port	Yes	Partial	0	Yes	No	Yes	No	No	No	No	No
Elsecar	No	Full	2	Yes	No	No	Yes	Yes	No	No	No
Entwistle	No	Partial	0	No	No	No	No	No	No	No	No
Euxton Balshaw Lane	No	Full	2	Yes	No	No	No	No	No	No	No
Fairfield	No	None	0	Yes	No	No	No	No	No	No	No
Farnworth	Yes	Full	0	Yes	No	No	Yes	Yes	No	No	No
Featherstone	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Ferriby	No	Partial	0	No	No	No	No	Yes	No	No	No
Filey	No	Full	0	Yes	Yes	No	Yes	Yes	No	No	No
Fitzwilliam	No	Partial	2	Yes	No	Yes	Yes	Yes	No	No	No
Flimby	No	Partial	0	No	No	No	No	No	No	No	No
Flixton	Yes	Full	0	No	No	No	Yes	Yes	No	No	No
Flowery Field	No	None	0	Yes	No	No	Yes	No	No	No	No
Foxfield	No	Partial	0	No	No	No	No	No	No	No	No
Frizinghall	No	Full	1	Yes	No	Yes	Yes	Yes	No	Yes	No
Furness Vale	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Gainsborough Central	No	Partial	0	No	No	No	No	No	No	No	No
Gainsborough Lea Road	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Garforth	Yes	Partial	5	Yes	No	Yes	Yes	Yes	No	No	No

Station	Staffed station	Step-free access	Blue Badge Parking Spaces	Seating	Toilets	Easy-access ticket sales	Customer information screens	Public address system	Shop or Café	Secure Station	Meeting point
Gargrave	No	Partial	0	Yes	No	No	No	No	No	No	No
Garsdale	No	Partial	0	Yes	Yes	No	No	No	No	No	No
Garswood	Yes	Partial	0	Yes	Yes	Yes	Yes	Yes	No	No	No
Gathurst	No	Partial	2	Yes	No	No	Yes	Yes	No	No	No
Gatley	Yes	Full	3	Yes	No	No	Yes	Yes	No	No	No
Giggleswick	No	Partial	2	Yes	No	No	No	No	No	No	No
Gilberdyke	No	Partial	0	Yes	No	No	No	Yes	No	No	No
Glaisdale	No	Partial	0	Yes	Yes	No	Yes	No	No	No	No
Glasshoughton	No	Full	6	Yes	No	No	Yes	Yes	No	No	No
Glazebrook	Yes	Full	2	No	No	No	No	Yes	No	No	No
Glossop	Yes	Full	3	Yes	Yes	Yes	Yes	No	No	No	No
Godley	No	None	0	Yes	No	No	Yes	Yes	No	No	No
Goldthorpe	No	Full	1	Yes	No	No	Yes	Yes	No	No	No
Goole	Yes	Full	3	Yes	No	No	Yes	Yes	No	No	No
Goostrey	No	Partial	0	Yes	No	No	No	No	No	No	No
Gorton	Yes	Partial	0	Yes	No	Yes	Yes	Yes	No	No	No
Goxhill	No	Partial	0	Yes	No	No	No	No	No	No	No
Grange-over-Sands	Yes	Partial	2	Yes	No	Yes	Yes	Yes	No	No	No
Great Ayton	No	Full	0	No	No	No	No	No	No	No	No
Great Coates	No	Partial	0	Yes	No	No	No	No	No	No	No
Green Road	No	Partial	0	Yes	No	No	No	No	No	No	No
Greenbank	No	Full	0	No	No	Yes	Yes	Yes	No	No	No
Greenfield	Yes	Partial	1	Yes	Yes	Yes	Yes	Yes	No	No	No
Grimsby Docks	No	Full	0	No	No	No	No	No	No	No	No
Grimsby Town	Yes	Full	4	Yes	Yes	Yes	Yes	Yes	No	No	No
Grindleford	No	Partial	0	Yes	No	No	Yes	Yes	Yes	No	No
Grosmont	No	Full	0	Yes	No	No	Yes	No	No	No	No
Guide Bridge	Yes	Full	7	Yes	No	Yes	Yes	No	No	Yes	No
Guiseley	Yes	Partial	3	Yes	Yes	Yes	Yes	Yes	No	No	No
Gypsy Lane	No	Full	1	Yes	No	No	Yes	No	No	No	No
Habrough	No	Full	0	Yes	No	No	Yes	No	No	No	No
Hadfield	Yes	Full	2	Yes	No	Yes	Yes	No	No	No	No
Hag Fold	Yes	Full	0	Yes	No	Yes	Yes	Yes	No	No	No

Station	Staffed station	Step-free access	Blue Badge Parking Spaces	Seating	Toilets	Easy-access ticket sales	Customer information screens	Public address system	Shop or Café	Secure Station	Meeting point
Hale (Manchester)	Yes	Full	0	No	No	No	Yes	No	No	No	No
Halewood	Yes	Full	0	Yes	No	No	Yes	Yes	No	Yes	No
Halifax	Yes	Full	4	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Hall-i'-th'-Wood	No	None	0	Yes	No	No	No	No	No	No	No
Haltwhistle	No	Full	2	Yes	No	Yes	Yes	No	No	No	No
Hammerton	No	Partial	0	Yes	No	No	Yes	No	No	No	No
Handforth	Yes	None	0	Yes	No	Yes	No	Yes	No	No	No
Hapton	No	Partial	0	No	No	No	No	No	No	No	No
Harrington	No	Partial	0	No	No	No	No	No	No	No	No
Harrogate	Yes	Full	6	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Hartlepool	Yes	Full	7	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Hatfield & Stainforth	No	Full	1	Yes	No	No	Yes	Yes	No	No	No
Hathersage	No	Full	1	Yes	No	No	No	Yes	No	No	No
Hattersley	Yes	None	0	Yes	No	No	Yes	Yes	No	No	No
Haydon Bridge	No	Full	2	Yes	No	No	Yes	Yes	No	No	No
Hazel Grove	Yes	Partial	22	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Headingley	No	Partial	1	Yes	No	Yes	Yes	No	No	No	No
Heald Green	Yes	Full	2	Yes	No	Yes	Yes	Yes	No	No	No
Healing	No	Partial	0	No	No	No	Yes	No	No	No	No
Heaton Chapel	Yes	Partial	0	Yes	No	Yes	Yes	Yes	No	No	No
Hebden Bridge	Yes	Partial	3	No	Yes	No	Yes	Yes	Yes	No	No
Heighington	No	Partial	0	Yes	No	No	Yes	No	Yes	No	No
Hellifield	No	Full	0	Yes	No	No	No	No	No	No	No
Hensall	No	Partial	0	Yes	No	No	No	No	No	No	No
Hessle	No	Full	0	No	No	No	No	Yes	No	No	No
Heworth	No	Full	0	No	No	No	Yes	Yes	Yes	No	No
Hexham	Yes	Partial	2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Heysham Port	No	Full	0	Yes	Yes	No	No	No	No	No	No
Hindley	Yes	None	0	Yes	No	Yes	Yes	Yes	No	No	No
Holmes Chapel	Yes	Full	2	Yes	No	No	Yes	Yes	No	No	No
Honley	No	None	0	Yes	No	No	Yes	Yes	No	No	No
Hope (Derbyshire)	No	Partial	0	Yes	No	No	No	Yes	No	No	No

Station	Staffed station	Step-free access	Blue Badge Parking Spaces	Seating	Toilets	Easy-access ticket sales	Customer information screens	Public address system	Shop or Café	Secure Station	Meeting point
Hornbeam Park	No	Full	0	Yes	No	Yes	Yes	No	No	No	No
Horsforth	Yes	Full	3	Yes	Yes	Yes	Yes	Yes	No	No	No
Horton-in-Ribblesdale	No	Partial	0	Yes	No	No	No	No	No	No	No
Horwich Parkway	Yes	Full	11	Yes	Yes	Yes	Yes	Yes	No	Yes	No
Hoscar	No	Partial	0	Yes		No	No	No	No	No	No
Hough Green	Yes	Partial	0	Yes	No	Yes	Yes	Yes	No	No	No
Howden	No	Full	0	No	No	No	Yes	Yes	No	No	No
Huddersfield	Yes	Full	4	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Hull	Yes	Full	18	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Humphrey Park	No	Partial	0	No	No	No	No	No	No	No	No
Huncoat	No	Full	0	No	No	No	No	No	No	No	No
Hunmanby	No	Partial	0	Yes	No	No	No	No	No	No	No
Hunt's Cross	Yes	None	2	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Hutton Cranswick	No	Partial	0	Yes	No	No	No	Yes	No	No	No
Huyton	Yes	Full	1	Yes	Yes	Yes	Yes	Yes	No	No	No
Hyde Central	No	Partial	0	Yes	No	No	No	No	No	No	No
Hyde North	No	Partial	2	Yes	No	No	No	No	No	No	No
Ilkeston	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Ilkley	Yes	Full	2	Yes	No	Yes	Yes	Yes	Yes	No	No
Ince (Manchester)	No	None	0	Yes	No	No	Yes	Yes		No	No
Ince & Elton	No	Partial	0	Yes	No	No	No	No	No	No	No
Irlam	No	Partial	2	No	No	Yes	Yes	Yes	Yes	No	No
James Cook University Hospital	No	Full	0	Yes	No	No	Yes	No	No	No	No
Kearsley (Manchester)	No	Partial	0	Yes	No	No	No	No	No	No	No
Keighley	Yes	Full	2	Yes	No	Yes	Yes	Yes	Yes	No	No
Kendal	No	Full	0	Yes	No	No	Yes	Yes	No	Yes	No
Kents Bank	No	Partial	0	Yes	No	No	No	No	No	No	No
Kidsgrove	Yes	Partial	3	Yes	Yes	Yes	No	No	No	No	No
Kildale	No	Full	0	No	Yes	No	Yes	No	No	No	No
Kirk Sandall	No	Full	2	Yes	No	No	Yes	Yes	No	No	No
Kirkby (Merseyside)	Yes	Full	4	Yes	No	Yes	No	No	No	No	No

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Kirkby Stephen	No	Partial	0	Yes	No	No	No	No	No	No	No
Kirkby-in-Furness	No	Partial	0	No	No	No	No	No	No	No	No
Kirkham & Wesham	Yes	None	0	No	Yes	Yes	Yes	Yes	No	No	No
Kirkstall Forge	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Kirton Lindsey	No	Full	0	Yes	No	No	No	No	No	No	No
Kiveton Bridge	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Kiveton Park	No	Full	2	Yes	No	No	Yes	Yes	No	No	No
Knaresborough	No	Partial	1	Yes	No	Yes	Yes	No	Yes	No	No
Knottingley	No	Partial	2	Yes	No	No	Yes	Yes	No	No	No
Knutsford	Yes	Full	2	No	No	Yes	Yes	No	No	Yes	No
Lancaster	Yes	Full	6	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Langho	No	None	0	Yes	No	No	Yes	Yes	No	No	No
Langley Mill	No	Partial	0	Yes	No	No	No	No	No	No	No
Langwathby	No	Full	0	Yes	No	No	No	No	No	No	No
Layton (Lancs)	No	Partial	0	Yes	No	No	No	Yes	No	No	No
Lazonby & Kirkoswald	No	Full	0	Yes	No	No	No	No	No	No	No
Lea Green	Yes	Full	12	Yes	No	Yes	No	Yes	No	Yes	No
Leaholm	No	Full	0	Yes	No	No	Yes	No	No	No	No
Leeds	Yes	Full	11	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Levenshulme	Yes	None	0	Yes	No	No	Yes	Yes	No	No	No
Leyland	Yes	Full	3	No	No	Yes	Yes	Yes	No	No	No
Lincoln Central	Yes	Full	4	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Littleborough	Yes	Full	3	Yes	No	Yes	Yes	Yes	No	Yes	No
Liverpool Lime Street	Yes	Full	25	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Liverpool South Parkway	Yes	Full	16	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Lockwood	No	Full	1	No	No	No	Yes	Yes	No	No	No
Long Preston	No	Partial	0	Yes	No	No	No	No	No	No	No
Longbeck	No	Full	0	Yes	No	No	Yes	No	No	No	No
Longport	No	Partial	0	Yes	No	No	Yes	No	No	No	No
Lostock	Yes	Full	13	Yes	No	Yes	Yes	Yes	No	No	No
Lostock Gralam	No	Partial	0	Yes	No	No	Yes	Yes	No	No	No

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Lostock Hall	No	Partial	0	No	No	No	No	No	No	No	No
Low Moor	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Lytham	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Macclesfield	Yes	Full	2	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Manchester Airport	Yes	Full	0	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Manchester Oxford Road	Yes	Partial	2	No	No	No	Yes	Yes	Yes	Yes	No
Manchester Piccadilly	Yes	Full	40	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Manchester United Football Ground	No	None	0	No	No	No	No	No	No	No	No
Manchester Victoria	Yes	Full	0	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Manors	No	None	0	Yes	No	No	Yes	No	No	No	No
Marple	No	Partial	0	Yes	No	Yes	Yes	Yes	No	Yes	No
Marsden (Yorks)	No	Partial	2	Yes	No	No	Yes	Yes	No	No	No
Marske	No	Partial	0	Yes	No	No	Yes	No	No	No	No
Marton	No	Full	0	Yes	No	No	Yes	No	No	No	No
Maryport	No	Full	1	Yes	No	Yes	Yes	No	No	No	No
Mauldeth Road	Yes	Full	0	Yes	No	No	Yes	Yes	No	Yes	No
Meadowhall	Yes	Full	18	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Menston	Yes	Partial	6	Yes	No	Yes	Yes	Yes	No	No	No
Meols Cop	No	None	0	Yes	No	No	Yes	Yes	No	No	No
MetroCentre	No	Full	0	Yes	No	No	Yes	No	No	No	No
Mexborough	Yes	Full	3	Yes	Yes	Yes	Yes	Yes	No	No	No
Micklefield	No	Full	2	Yes	No	No	Yes	Yes	No	No	No
Middlesbrough	Yes	Full	3	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Middlewood	No	Partial	0	Yes	No	No	No	Yes	No	No	No
Mill Hill (Lancs)	No	None	0	No	No	No	Yes	No	No	No	No
Millom	No	Partial	1	Yes	No	No	Yes	No	No	No	No
Mills Hill (Manchester)	No	Partial	0	Yes	No	Yes	Yes	Yes	No	No	No
Mirfield	No	Partial	4	Yes	No	No	Yes	No	No	No	No
Mobberley	No	Full	0	No	No	No	No	No	No	No	No
Moorside	Yes	None	0	Yes	No	No	No	No	No	No	No

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Moorthorpe	No	Full	1	Yes	No	Yes	No	Yes	Yes	No	No
Morecambe	Yes	Full	0	Yes	No	Yes	Yes	No	No	No	No
Morley	No	Partial	1	Yes	No	No	Yes	No	No	No	No
Morpeth	Yes	Full	2	Yes	Yes	No	Yes	Yes	No	Yes	No
Moses Gate	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Moss Side	No	Full	0	No	No	No	No	Yes	No	No	No
Mossley (Manchester)	Yes	Partial	2	Yes	No	Yes	Yes	Yes	No	Yes	No
Mossley Hill	Yes	Full	1	Yes	No	No	Yes	Yes	No	No	No
Moston	No	Partial	0	Yes	No	No	Yes	Yes	No	No	No
Mouldsworth	No	Partial	0	No	No	No	No	No	No	No	No
Mytholmroyd	No	Full	1	No	No	No	Yes	Yes	No	No	No
Nafferton	No	Partial	0	Yes	No	No	No	No	No	No	No
Navigation Road	No	Full	0	Yes	No	No	Yes	No	No	No	No
Nelson	Yes	Full	2	Yes	Yes	No	Yes	Yes	No	No	No
Nethertown	No	Partial	0	No	No	No	No	No	No	No	No
New Clee	No	Full	0	Yes	No	No	No	No	No	No	No
New Holland	No	Full	0	Yes	No	No	No	No	No	No	No
New Lane	No	Partial	0	Yes	No	No	No	No	No	No	No
New Mills Central	Yes	Partial	0	Yes	Yes	Yes	Yes	Yes	No	Yes	No
New Mills Newtown	Yes	Partial	2	Yes	No	No	Yes	Yes	No	No	No
New Pudsey	Yes	Full	13	Yes	Yes	No	Yes	Yes	No	Yes	No
Newcastle	Yes	Partial	20	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Newton Aycliffe	No	Partial	0	Yes	No	No	Yes	No	No	No	No
Newton for Hyde	Yes	Partial	1	Yes	No	Yes	Yes	No	No	No	No
Newton-le-Willows	Yes	None	5	Yes	No	Yes	Yes	Yes	No	Yes	No
Normanton	No	Full	3	Yes	No	Yes	Yes	Yes	No	No	No
North Road (Darlington)	No	None	0	Yes	No	No	Yes	No	No	No	No
Northwich	Yes	Partial	0	No	No	Yes	Yes	No	No	No	No
Nottingham	Yes	Full	0	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Nunthorpe	No	Partial	0	Yes	No	No	Yes	No	No	No	No
Ormskirk	Yes	Full	2	Yes	Yes	Yes	No	No	No	No	No

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Orrell	No	None	0	Yes	No	No	Yes	Yes	No	No	No
Outwood	No	Full	5	No	No	No	Yes	Yes	No	No	No
Oxenholme Lake District	Yes	Partial	2	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Padgate	No	Full	2	Yes	No	No	Yes	Yes	No	No	No
Pannal	No	Full	3	Yes	No	Yes	Yes	No	Yes	No	No
Parbold	Yes	Full	4	Yes	Yes	Yes	Yes	Yes	No	No	No
Parton	No	None	0	Yes	No	No	No	No	No	No	No
Patricroft	No	None	0	No	No	No	Yes	Yes	No	No	No
Pegswood	No	Full	0	Yes	No	No	Yes	No	No	No	No
Pemberton	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Penistone	No	Partial	2	Yes	No	No	Yes	Yes	No	No	No
Pleasington	No	Partial	0	No	No	No	No	Yes	No	No	No
Plumley	No	Full	0	No	No	No	No	No	No	No	No
Pontefract Baghill	No	Full	1	Yes	No	No	No	Yes	No	No	No
Pontefract Monkhill	No	Partial	1	Yes	No	No	Yes	Yes	No	No	No
Pontefract Tanshelf	No	Full	2	Yes	No	No	No	Yes	No	No	No
Poppleton	No	Partial	0	Yes	No	No	Yes	No	No	No	No
Poulton-le-Fylde	Yes	Partial	0	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Poynton	Yes	Full	2	Yes	No	No	Yes	Yes	No	Yes	No
Prescot	Yes	Partial	3	Yes	No	Yes	Yes	Yes	No	No	No
Prestbury	No	Partial	0	Yes	No	No	No	No	No	No	No
Preston	Yes	Full	12	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Prudhoe	No	Full	0	Yes	No	Yes	Yes	Yes	No	No	No
Rainford	No	Full	0	Yes	No	No	No	No	No	No	No
Rainhill	Yes	Partial	2	Yes	No	No	No	Yes	No	No	No
Ramsgreave & Wilpshire	No	None	1	Yes	No	No	Yes	No	No	No	No
Ravenglass for Eskdale	No	Partial	0	Yes	No	No	No	No	No	No	No
Ravensthorpe	No	Partial	0	Yes	No	No	No	Yes	No	No	No
Rawcliffe	No	Full	0	No	No	No	No	No	No	No	No
Redcar British Steel	No	Partial	0	No	No	No	No	Yes	No	No	No
Redcar Central	Yes	Full	5	No	Yes	No	Yes	Yes	No	No	No

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Redcar East	No	Full	0	Yes	No	No	Yes	No	No	No	No
Reddish North	Yes	Partial	0	Yes	Yes	No	Yes	Yes	No	Yes	No
Reddish South	No	None	0	Yes	No	No	No	No	No	No	No
Retford	Yes	Partial	3	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Ribblehead	No	Partial	0	Yes	No	No	No	No	No	No	No
Riding Mill	No	Partial	2	Yes	No	No	Yes	No	No	No	No
Rishton	No	Partial	2	No	No	No	Yes	Yes	No	No	No
Roby	Yes	Partial	0	Yes	No	No	Yes	Yes	No	No	No
Rochdale	Yes	Full	0	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Romiley	Yes	Partial	4	Yes	No	No	Yes	Yes	No	Yes	No
Roose	No	Partial	0	No	No	No	No	No	No	No	No
Rose Grove	No	None	0	Yes	No	Yes	Yes	Yes	No	No	No
Rose Hill Marple	Yes	Full	4	Yes	No	Yes	Yes	Yes	No	No	No
Rotherham Central	Yes	Full	3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Rufford	No	Full	2	No	No	No	No	No	No	No	No
Runcorn	Yes	Full	3	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Ruswarp	No	Full	0	Yes	No	No	Yes	No	No	No	No
Ryder Brow	No	None	0	Yes	No	No	No	Yes	No	No	No
Salford Central	Yes	Partial	0	Yes	Yes	Yes	Yes	Yes	No	No	No
Salford Crescent	Yes	Partial	0	Yes	Yes	Yes	Yes	Yes	No	Yes	No
Saltaire	No	Full	0	Yes	No	Yes	Yes	Yes	No	No	No
Saltburn	No	Full	0	Yes	No	No	Yes	No	No	No	No
Saltmarshe	No	Partial	0	No	No	No	No	No	No	No	No
Salwick	No	Partial	0	No	No	No	No	Yes	No	No	No
Sandal & Agbrigg	No	Partial	5	No	No	No	No	Yes	No	No	No
Sandbach	Yes	Partial	2	Yes	No	No	Yes	Yes	No	Yes	No
Sankey for Penketh	Yes	Full	0	Yes	No	No	Yes	Yes	No	No	No
Saxilby	No	Full	1	Yes	No	No	No	No	No	No	No
Scarborough	Yes	Full	7	Yes	Yes	Yes	Yes	Yes	No	No	No
Scunthorpe	Yes	Partial	3	Yes	Yes	Yes	Yes	Yes	No	No	No
Seaham	No	Full	2	Yes	No	Yes	Yes	No	No	No	No
Seamer	No	Partial	2	Yes	No	Yes	Yes	Yes	No	No	No
Seascale	No	Partial	0	Yes	No	No	Yes	No	No	No	No

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Seaton Carew	No	Partial	0	Yes	No	No	Yes	No	No	Yes	No
Selby	Yes	Partial	3	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Sellafield	No	Partial	0	Yes	Yes	No	Yes	No	No	No	No
Settle	Yes	Partial	2	Yes	Yes	Yes	Yes	No	Yes	No	No
Sheffield	Yes	Full	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Shepley	No	Partial	0	No	No	No	Yes	Yes	No	No	No
Sherburn-in-Elmet	No	Full	0	Yes	No	No	Yes	No	No	No	No
Shildon	No	Full	0	Yes	No	No	Yes	No	No	No	No
Shipley (Yorks)	Yes	Full	7	Yes	No	Yes	Yes	Yes	Yes	No	No
Shireoaks	No	Full	0	Yes	No	No	No	No	No	No	No
Silecroft	No	Full	0	No	No	No	No	No	No	No	No
Silkstone Common	No	Partial	1	Yes	No	No	Yes	Yes	No	No	No
Silverdale	No	Partial	0	Yes	No	No	Yes	No	No	No	No
Skipton	Yes	Partial	4	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Slaitwaite	No	Full	2	No	No	Yes	Yes	Yes	No	No	No
Slights	No	Partial	0	Yes	No	No	Yes	No	No	No	No
Smithy Bridge	No	Full	0	Yes	No	Yes	Yes	Yes	No	No	No
Snaiith	No	Full	0	No	No	No	No	No	No	No	No
South Bank	No	Partial	0	Yes	No	No	Yes	No	No	No	No
South Elmsall	No	Full	2	No	No	Yes	Yes	Yes	No	No	No
South Milford	No	Partial	1	Yes	No	No	Yes	No	No	No	No
Southport	Yes	Full	0	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Sowerby Bridge	No	Partial	5	No	No	No	Yes	Yes	No	No	No
Squires Gate	No	None	0	No	No	No	No	Yes	No	No	No
St Annes-on-the-Sea	Yes	Full	2	Yes	No	Yes	Yes	Yes	No	No	No
St Bees	No	Full	0	Yes	No	No	Yes	No	No	No	No
St Helens Central	Yes	Full	7	Yes	Yes	Yes	Yes	Yes	No	No	No
St Helens Junction	Yes	Full	4	Yes	No	Yes	Yes	Yes	No	No	No
Stallingborough	No	Full	0	No	No	No	Yes	No	No	No	No
Stalybridge	Yes	Full	3	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Stanlow & Thornton	No	None	0	Yes	No	No	No	No	No	No	No
Starbeck	No	Full	0	Yes	No	Yes	Yes	No	No	No	No

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Staveley (Cumbria)	No	None	0	Yes	No	No	Yes	Yes	No	Yes	No
Steeton & Silsden	No	Partial	3	Yes	No	Yes	Yes	Yes	No	No	No
Stockport	Yes	Full	50	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Stocksfield	No	Partial	2	Yes	No	No	Yes	No	No	No	No
Stocksmoor	No	Partial	1	No	No	No	Yes	Yes	No	No	No
Stockton	No	Full	0	No	No	No	Yes	No	No	Yes	No
Stoke-On-Trent	Yes	Full	6	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Streethouse	No	Full	1	Yes	No	No	No	Yes	No	No	No
Strines	No	Partial	0	Yes	No	No	Yes	Yes	No	No	No
Styal	No	Full	0	Yes	No	No	No	No	No	No	No
Sunderland	Yes	Full	0	No	No	No	Yes	Yes	Yes	No	No
Swinton (Manchester)	Yes	None	0	Yes	No	Yes	Yes	No	No	No	No
Swinton (South Yorks)	Yes	Full	10	Yes	Yes	No	Yes	Yes	No	No	No
Teesside Airport	No	Partial	0	No	No	No	No	Yes	No	No	No
Thatto Heath	Yes	Full	2	Yes	No	Yes	Yes	Yes	No	No	No
Thornaby	Yes	Full	4	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Thorne North	Yes	Partial	2	Yes	Yes	Yes	Yes	Yes	No	No	No
Thorne South	No	Partial	0	Yes	No	No	Yes	Yes	No	No	No
Thornton Abbey	No	Partial	0	Yes	No	No	No	No	No	No	No
Thurnscoe	No	Full	0	Yes	No	No	No	Yes	No	No	No
Todmorden	Yes	Partial	4	Yes	No	Yes	Yes	Yes	No	Yes	No
Trafford Park	No	None	0	No	No	No	No	No	No	No	No
Ulceby	No	Full	0	No	No	No	No	No	No	No	No
Ulleskelf	No	Full	0	Yes	No	No	Yes	No	No	No	No
Ulverston	Yes	Partial	2	Yes	No	Yes	Yes	Yes	No	No	No
Upholland	No	Partial	0	Yes	No	No	No	No	No	No	No
Urmston	Yes	Partial	0	No	No	Yes	Yes	Yes	No	No	No
Wakefield Kirkgate	No	Partial	4	Yes	No	No	Yes	Yes	No	No	No
Wakefield Westgate	Yes	Full	19	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Walkden	Yes	None	0	Yes	No	Yes	Yes	Yes	No	No	No
Walsden	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Warrington Bank Quay	Yes	Full	7	Yes	Yes	Yes	Yes	Yes	Yes	No	No

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Warrington Central	Yes	Full	3	Yes	Yes	Yes	Yes	Yes	No	No	No
Wavertree Technology Park	Yes	Full	2	Yes	Yes	No	Yes	Yes	No	Yes	No
Weeton	No	Partial	0	Yes	No	No	Yes	No	No	No	No
Wennington	No	Partial	0	Yes	No	No	No	No	No	No	No
West Allerton	Yes	None	0	Yes	No	No	No	Yes	No	No	No
Westhoughton	No	Partial	6	Yes	No	Yes	Yes	Yes	No	No	No
Wetheral	No	Partial	0	Yes	No	No	Yes	No	No	No	No
Whaley Bridge	Yes	Partial	0	Yes	No	Yes	Yes	Yes	No	No	No
Whalley (Lancs)	No	Partial	0	Yes	No	No	Yes	Yes	No	No	No
Whiston	Yes	Full	3	Yes	No	No	Yes	Yes	No	No	No
Whitby	Yes	Full	4	Yes	No	No	Yes	No	Yes	No	No
Whitehaven	Yes	Full	2	Yes	Yes	Yes	Yes	No	No	No	No
Whitley Bridge	No	Full	0	No	No	No	No	No	No	No	No
Widdrington	No	Full	0	No	No	No	No	No	No	No	No
Widnes	Yes	Full	5	Yes	No	Yes	Yes	Yes	No	No	No
Wigan North Western	Yes	Full	15	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Wigan Wallgate	Yes	Full	0	Yes	Yes	Yes	Yes	Yes	No	No	No
Wigton	No	Full	0	Yes	No	No	No	Yes	No	No	No
Wilmslow	Yes	Partial	4	Yes	Yes	No	Yes	Yes	No	Yes	No
Windermere	Yes	Full	0	Yes	Yes	Yes	Yes	Yes	No	No	No
Wombwell	No	Partial	4	Yes	No	Yes	Yes	Yes	No	No	No
Woodhouse	No	Full	0	Yes	No	No	Yes	Yes	No	No	No
Woodlesford	No	Full	3	Yes	No	Yes	Yes	Yes	No	No	No
Woodley	No	Partial	0	Yes	No	No	No	No	No	No	No
Woodsmoor	Yes	Partial	0	Yes	No	No	Yes	Yes	No	No	No
Workington	Yes	Partial	0	Yes	Yes	Yes	Yes	Yes	No	No	No
Worksop	Yes	Full	2	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Wressle	No	Partial	0	Yes	No	No	No	No	No	No	No
Wylam	No	Full	2	Yes	No	No	Yes	No	No	No	No
York	Yes	Full	12	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes



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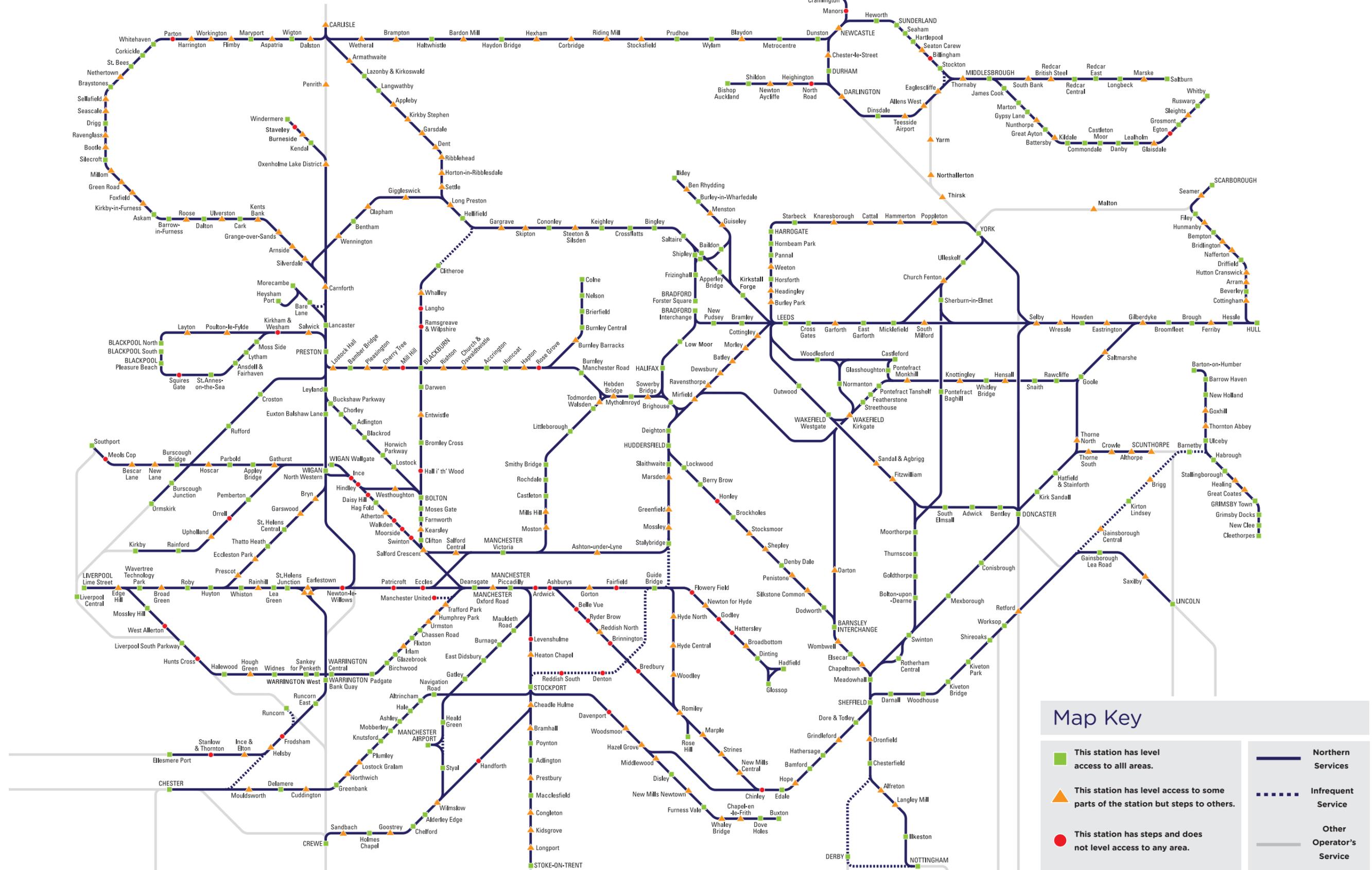


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# Our Step Free Network...



### Map Key

	This station has level access to all areas.		Northern Services
	This station has level access to some parts of the station but steps to others.		Infrequent Service
	This station has steps and does not have level access to any area.		Other Operator's Service

## Northern Disabled Persons Protection Policy (DPPP)

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## Operator's strategy

We are striving to continually improve the accessibility of our services to all passengers, particularly those with disabilities or who simply need some extra assistance. We are committed to:

- assisting and enabling people to use the railways confidently, taking into account the wide range of different needs of disabled and other passengers, and
- continuously improving the quality and awareness of assistance available.

As part of our bid we committed to deliver a step change in the customer experience through:

- providing an inclusive approach to the railway
- providing disability awareness training through partnerships with local charities
- developing and publishing a step-free map
- creating Inclusive Hubs at the following 25 stations: Barnsley Interchange, Barrow in Furness, Blackburn, Blackpool North, Bolton, Bradford Forster Square, Bradford Interchange, Chorley, Goole, Harrogate, Heald Green, Kirkham & Wesham, Leyland, Lytham, Morpeth, Poulton Le Fylde, Shipley, Sunderland, Wakefield Kirkgate, Warrington Central, Whitehaven, Wigan Wallgate, Wilmslow, Windermere and Worksop
- installing 18 Harrington Humps to make it easier to access the trains
- partnering with BlueAssist to make it easier for staff to understand customers' specific needs, and
- ensuring staff undertake disability awareness training programmes in partnership with disabled charities.

Additionally, we will be:

- investing over £40m in station improvements
- maintaining an annual fund for minor accessibility improvements, and
- working with Network Rail to support the delivery and development of Access for All schemes.

Aside from physical adjustments to stations and rolling stock, we regularly review our arrangements for disabled people with a variety of stakeholder groups such as:

- our Customer and Communities Investment Board (which will contain experts on mobility issues)
- statutory consultation bodies such as Transport Focus, and
- individual interest groups.

## Management arrangements

Figure 1 details key individuals with responsibility for disabled people.

The provision of services to disabled people is an integral part of our planning process. This is why we have created a dedicated post to manage the content of the DPPP and a new organisation to ensure the needs of disabled customers are considered in planning improvements.

The Customer and People Experience Director is accountable for ensuring the best possible service is offered to disabled people through staff, systems and processes.

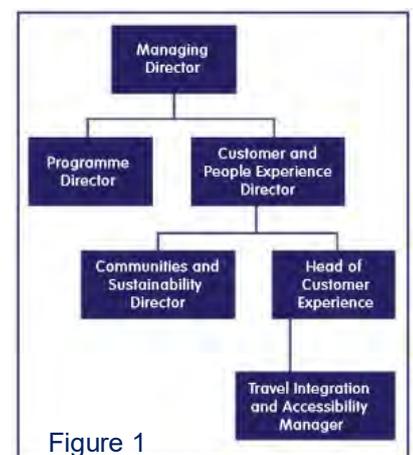


Figure 1

The Head of Customer Experience has overall responsibility for the DPPP and for consulting with accessibility groups and charities.

We are early in the new franchise and there is much to be done to ensure that the DPPP is integrated into both business and project planning. We have appointed the Head of Customer Experience to ensure that the DPPP is considered in business planning right from the start of the franchise. We have also set up a Programme Directorate responsible for the various major projects that will take place throughout the franchise. The Programme Directorate will ensure the needs of disabled people are taken into account in project planning.

We have set up a new Community Rail Executive Group (COMREG), made up of 15 industry professionals along with local community representatives and sustainability experts. It will help ensure that through the franchise we are engaging closely with local communities, working in partnership to deliver rail-related projects, and maintaining a strong level of funding for community-based activities.

The Head of Customer Experience will be responsible for driving through service quality improvements. They will be responsible for the Customer Experience Centre and our day-to-day relationship with Transport Focus. The Head of Customer Experience will be responsible for monitoring and measuring customer satisfaction and service delivery, including relating to Passenger Assist bookings.

We have created a new post of Travel Integration and Accessibility Manager who will be responsible for empowering confident use of the railway by all our passengers and promoting awareness of the advice and help available.

The Travel Integration and Accessibility Manager will have overall responsibility for updating and keeping current the information in the Disabled People's Protection Policy (DPPP). They will also be responsible for developing the Minor Works Programme. Minor works have to comply with standards provided in the DfT's Code of Practice.

All managers and staff will receive disability awareness training where they will be made aware of their responsibilities to disabled passengers.

The Head of Customer Experience will be responsible for consulting with disabled people, community groups, and charities to understand where services and facilities do not meet the needs of disabled people. They will then work with the internal teams to prioritise funding requests and tie in with other projects where necessary.

In formulating business cases for investment in new facilities the Head of Customer Experience will assess the likely return on investment of improvements for disabled passengers. In reality the business cases will therefore consider the likely revenue increase as a result of making our services and facilities more accessible to all customers.

The Travel Integration and Accessibility Manager will ensure that services and facilities for disabled passengers are provided according to the operator's DPPP and the Department's Code of Practice. Carillion (our asset management partner) has completed a full asset survey of all facilities at stations. The Travel Integration and Accessibility Manager will be responsible for ensuring the DPPP tables of facilities are correct and reissuing the DPPP for approval where significant changes are needed. They will also update the step-free map.

Carillion will ensure that the Stations Made Easy pages on the National Rail website are updated with new photos and accurate information on station facilities from the station asset survey. The Travel Integration and Accessibility Manager will ensure those pages are consistent with the DPPP tables and the step-free map.

## Monitoring and evaluation

We have a culture of continuous improvement and will therefore measure the quality of service provided. Many of our service quality metrics will be published in our Customer Report and will be available on the Data Portal on the website. We will monitor and report to the ORR on the contractual metrics. These metrics will also be reviewed internally at board level annually.

The tools that we will routinely use to measure the quality of service given to disabled passengers include:

- monitoring complaints about assistance
- monitoring complaints about facilities being inaccessible
- NRPS results relating to accessibility
- outputs from service quality audits which test services and facilities
- asking customers to give feedback and suggest improvements
- seeking feedback from regular meetings with local access groups
- holding an annual accessibility conference to receive feedback from stakeholders and passengers
- using passenger assist booking data to track trends in assisted booking and monitor growth and usage, and
- providing post travel surveys for those who have booked assistance to give feedback on their experience.

The table in appendix 1 shows the KPIs we are committed to recording.

## Access improvements

We have procured 281 new carriages. The new trains are being manufactured by CAF and will be delivered by October 2018. They will include:

- air conditioning
- audio and visual on-board passenger information systems
- power sockets and tables
- cycle racks
- toilets
- digital CCTV systems, and
- free Wifi for passengers.

We are committed to making every possible effort to meet the standards of DfT's Accessible Train Station Design for Disabled People: A Code of Practice, November 2011 and Persons of Reduced Mobility Technical Specification for Interoperability (PRM-TSI) regulations.

We will also be investing heavily in station improvements. Wherever possible we will adopt a best-practice approach to access for disabled passengers. However, there may occasionally be circumstances where we are unable to comply fully with the Code regarding:

- new or enhanced station facilities
- refurbishment of existing rolling stock, and

- station or on-train services.

In these cases, we will approach the DfT to seek dispensation from the relevant section of the Code at the earliest possible stage after all other possible options have been considered.

## Working with others

We have a number of key partners that we will be working with to improve the accessibility of our services. For example:

- Network Rail – collaboration on station investment programmes
- Transport Focus – through a funded post
- Rail North – long term rail strategy
- Passenger Transport Executives – regional transport policies, and
- disabled charities and action groups.

We remain in regular contact with key stakeholders through our Customer and Stakeholder Engagement Strategy. This sets out how we engage with all our customers, potential customers and other stakeholders to understand and respond to their experiences. These stakeholders include:

- local authorities
- disability groups
- community groups
- rail user groups, and
- Community Rail Partnerships.

We also regularly engage with disability interest groups such as Doncaster Deaf Trust, Enhance the UK and BlueAssist along with other local disability charities. The relationship with these groups is owned by the Travel Integration and Accessibility Manager and is very much on a working level. We commit to co-chairing a Customer Inclusivity Forum with Transpennine Express.

At National level, we liaise with other bodies such as Age UK, Scope and RNIB via our trade body the Rail Delivery Group (RDG).

Figure 2: listening to customers and stakeholders



**Annual:** We will carry out an annual stakeholder survey, to find out what customers and stakeholders think of us. This will include disability groups and stakeholders. We will actively publicise this at our stations and on our website. It will be an opportunity for anyone who travels on Northern to express his or her views. This will also help us to ensure that our other methods of engagement are accurately reflecting the views of our customers and stakeholders.

**Periodic:** We will listen to our customers using the complaints data which we will collate as well as using the National Rail Passenger Survey.

**Continuous:** We will also carry out ad hoc surveys, particularly during disruption so we can collect and understand, in real-time, how we are performing. Customers and stakeholders will therefore be able to provide feedback about their journey experience.

We will separately survey customers that have booked assistance to give us feedback on the service provided.

## Staff training

All staff will receive relevant disability awareness training, including senior managers and the leadership team. All new staff receive disability training as part of their company induction, whilst existing staff receive an update at least every two years. Our training provides delegates with information on our legal obligations to customers and staff and covers the following areas:

- disability and discrimination, including the Equality Act
- the effects of different types of disability
- disabled customers using the Northern network
- communication with disabled customers and colleagues, and
- recognising hidden difficulties and adapting accordingly.

We include in our training a number of simulated and practical activities, including:

- methods of leading people with visual impairments, and
- assisting wheelchair users on and off the train and in station lifts.

Members of staff in customer facing roles and those who use the telephone to speak with customers are provided with specific training in communicating clearly with people who may have difficulty speaking, hearing or understanding. This helps them understand the importance of:

- clarity of speech
- intonation
- emphasis
- timeliness, and
- language.

This training is designed to raise awareness of potential communication issues and emphasise how ineffective communication can impact upon disabled customers.

Frontline staff and managers who may need to assist passengers will receive appropriate training in the use of equipment provided to assist people such as ramps, wheelchairs and induction loops as part of their induction training.

Any staff and managers that will deal directly with passengers will receive appropriate training to help them communicate with people of different disabilities. Our Charity Incentive Fund has been set up and committed whereby we ask disabled charities to provide staff training in return for donations.

## Emergency procedures

Every manned station has a local emergency plan which details the actions that station staff must take in an emergency. These plans include detailed evacuation arrangements and take into account the needs of disabled passengers. The assistance provided to disabled passengers varies between locations based upon a risk assessment, but includes the need to identify those who may need

assistance, provision of wheelchairs and ramps and identification of and direction to safe havens if normal evacuation routes are not accessible. Our staff have all been trained in the correct emergency and evacuation procedures. Our policy is not to evacuate wheelchair passengers or other passengers with significantly reduced mobility without the support of the emergency services unless the situation is life-threatening.

## **Communications strategy**

We recognise that different people have different needs when it comes to receiving and understanding information.

We therefore take the varied needs of different disabled passengers into account when considering how our information is communicated. This includes working with local authorities, charities and local access groups.

### **Telephone**

All our telephone services for disabled people can be provided through text phones. We use the text relay service so that customers with textphones can call 18001 to be connected with a text relay assistant.

We have taken the decision to minimise the use of recorded information given by telephone, preferring to connect directly to a human operator who can deal with any of the issues that may be raised, including booking assistance.

### **Websites**

In some respects, we rely on and reproduce information from other websites, such as journey planning information. However, we commit to making our content as accessible as possible and have committed to working towards achieving the industry-recognised W3C standards.

### **Signage**

We work closely with local authorities to ensure that stations are clearly and consistently signposted from local roads. We also liaise with local authorities in the maintenance of Station Travel Plans which include signage and interchange. This is the responsibility of the Travel Integration and Accessibility Manager. We will monitor complaints about road signage and prioritise any raised.

We are investing heavily in stations and will be replacing and renewing signs that are not fit for purpose. In making these changes we will consider industry best practice, using sections K1–K9 of Design Standards for Accessible Railway Stations: A Code of Practice which provides standards and guidance on signage at stations.

We will also refer to the good practice guide published by the RSSB: Wayfinding at stations: A good practice guide (T321 Good Practice Guide) when considering how and where at stations to locate signage and provide information.

Our publicity meets industry best practice design standards which are designed to meet the needs of disabled customers. We seek to make disabled people aware of our services by

methods including advertising and sending information out to other public sources (such as libraries and local authority shops). We use the text relay service which is provided 24 hours a day. Our Customer Experience Centre is open 24 hours a day (on days when trains run) so that customers can always speak to a human operator.

## Car parking

Our Station Managers and car park contractors are responsible for the ongoing monitoring of the use of designated parking bays in station car parks to ensure that motorists without disabled parking badges are not using the designated parking bays.

Where offences are identified penalty notices are issued supported by photographic evidence. The initial penalty notice is £50, which escalates to £80 if not paid within 14 days (subject to any appeal received).

We regularly review the demand to ensure that we have sufficient car parking spaces available and commit to providing to the DfT on a periodic basis the usage figures for Blue Badge spaces where the number of designated disabled parking spaces is less than 5% of the total number of parking spaces available.

## Appendix 1 – Key Performance Indicators

Metric	Owner	Frequency
Total number of customers who have booked travel assistance	Head of Customer Experience	Periodically
Percentage of passengers who booked assistance who have responded to the post travel survey	Head of Customer Experience	Periodically
Percentage of customers who booked assistance and received the assistance booked successfully	Head of Customer Experience	Periodically
Percentage of customers who were satisfied with the booked assistance	Head of Customer Experience	Periodically
Number of customers who were booked alternative transport as they were unable to access the station	Head of Customer Experience	Periodically
Total number of complaints relating to disabled travel	Head of Customer Experience	Periodically
Percentage of complaints received about assistance compared to the number of booked journeys	Head of Customer Experience	Periodically
Total number of employees who have received disability awareness training	Customer and People Experience Director	Annually
Minor works spend to budget	Travel Integration and Accessibility Manager	Annually
Annual investment in accessibility schemes	Communities and Sustainability Director	Annually
Number of meetings with access groups and disabled stakeholders	Communities and Sustainability Director	Annually