OFFICE OF RAIL AND ROAD

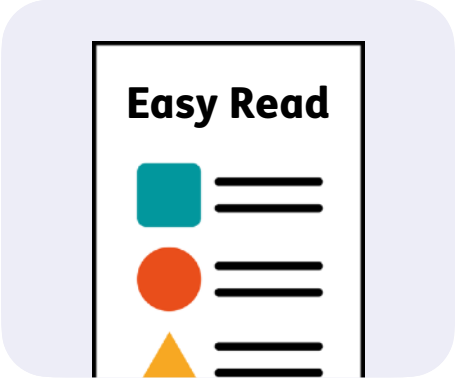
Easy Read

Passenger assistance

How train companies are supporting disabled people in 2026



Easy Read



This is an Easy Read version of some information.

It uses easier words and pictures.



Some people may still want help to read it.



Some words are **bold** to show they are important.



We explain bold words if they are hard to understand.

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About this booklet

We are called the Office of Rail and Road, or ORR for short.

We make sure that railways and roads are working well.



This booklet is about how well train companies are supporting disabled people to travel.

Supporting older and disabled people to travel is called **passenger assistance**.

Passenger assistance



Train companies must support older and disabled people who travel with them.

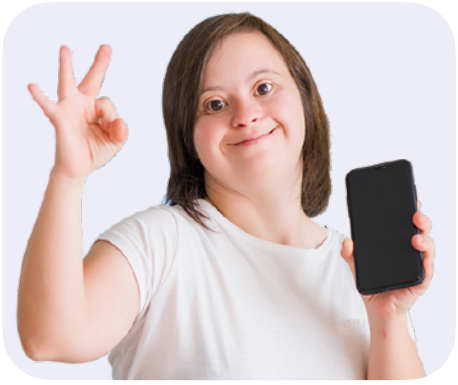


They help people to:

- Get on and off trains.



- Get around train stations.



People can book passenger assistance before they travel.

What we did

We checked how train companies are supporting older and disabled people to travel by:



- Listening to disabled people who have had support to use trains.



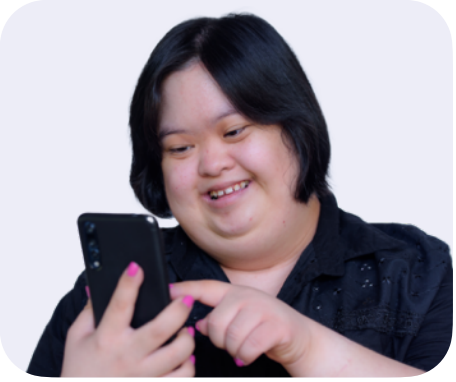
- Looking at the plans they have made to support people.



- Checking if they are doing what they said in their plans.



Every year, we ask passengers what they thought about passenger assistance.



This year, disabled train users could also use the **Passenger Assist mobile app** to tell us what they thought.



The **Passenger Assist mobile app** is a programme on people's phones that they can use to book support to use the train.

What we found out



Every year, more disabled people are using trains.

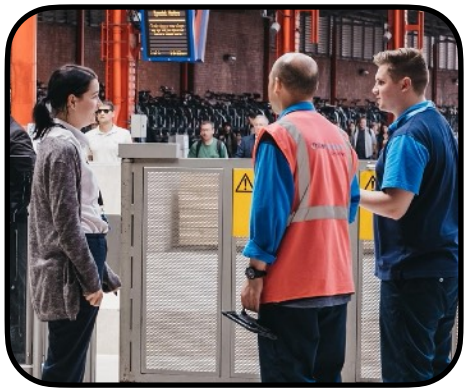


This means that train companies need to help more people.



Most disabled people were happy with:

- The help they got at stations.



- The staff who supported them.



But people told us that they do not always get the support they need.



This can make it hard for them to use trains.



It is important to make sure that people can get the right support.



This means that they will feel happier about travelling by train.



Some train companies are better at supporting older and disabled people than others.



These train companies are the best at supporting disabled people:

- **London North Eastern Railway**. This is known as **LNER** for short.
- **Southeastern**.
- **Network Rail**.
- **Chiltern Railways**.
- **Greater Thameslink Railway**. This is known as **GTR** for short.



These train companies need to get better at supporting disabled people:

- **West Midlands Trains**.
  This is known as **WMT** for short.
- **Northern Trains.**
- **Transport for Wales**.
  This is known as **TfW** for short.
- **South Western Railway**.
  This is known as **SWT** for short.



These companies need to work harder to make sure they support disabled people who have booked help.



We have worked with Northern Trains, SWR, and WMT to help them get better at supporting people.



We have made sure they write plans for getting better in the future.



We know that Northern Trains have started to get better at supporting disabled people this year.



We also worked with TfW and Avanti West Coast to stop problems from getting worse.

What train companies are doing well

To get better at supporting disabled people, many train companies are:



- Finding out what people think of the support they get.



- Finding train stations where there could be problems for disabled people.



- Working hard to stop problems in those stations.

Many train companies are also:



- Making sure their leaders support passenger assistance services.



- Working with other train companies.

  This helps to make sure that people can get support across their whole journey.



- Looking for ways to keep getting better.

What will happen next



There is going to be a new government organisation called a **passenger watchdog**.



The **passenger watchdog** will help people who use trains.



It will check whether older and disabled people are getting the right support when they use trains.

Until the new passenger watchdog starts working, we will keep:



- Checking that passenger assistance services are supporting people.



- Sharing good ideas for supporting disabled people.



- Helping train companies to get better at supporting disabled people.



- Making sure that train companies follow their plans to get better.

Find out more



You can look at our website here:
orr.gov.uk



What do you think about this Easy Read booklet?

Please fill in this survey to tell us what you think:
www.easy-read-online.co.uk/easy-read-feedback-survey

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