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Dear Richard

Approval of Arriva Rail North Limited's (Trading as Northern) Disabled People's Protection Policy (Condition 5 of the Station Licence and GB Passenger Statement of National Regulatory Conditions)

Thank you for submitting your draft Disabled People's Protection Policy (DPPP) for approval. A copy of your approved 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 Passenger Statement of National Regulatory Conditions (SNRP).

We welcome the following, which we believe are likely to be positive for passengers:

- Your commitment to participate in the Blue Assist card scheme;
- The provision of a step free map of the Northern network; and
- Your commitment to carry out post travel surveys for passengers who have booked assistance to ensure that the assistance was provided satisfactorily and to seek suggestions for further improvements.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance. We also sought views on your policies from Transport Focus and DPTAC.

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

- **Passenger assistance:** The guidance states that operators are not expected to require passengers to give more than 24 hours' notice for booking assistance. You do not ask for more than 24 hours' notice when booking assistance on your own services, and you have now clarified that passengers are not required to give more



than 24 hours' notice for assistance bookings involving connections with other train operators.

- **Booking assistance for travel on 27th December:** Your assisted travel booking service is closed 25th and 26th December, meaning that passengers wishing to book assistance for travel on 27th December must give more than 24 hours' notice. This does not meet the requirements of the guidance. You have amended your document to advise passengers to contact the National Rail Enquiries booking line in order to book assistance on 26th December for travel on 27th.
- **Methods for booking assistance:** The guidance states that operators are expected to provide a telephone number *and* an electronic means for passengers to use to book assistance. You have changed your passenger document to make clear that passengers can use the method that best suits their needs, and are not recommended to use the telephone booking service in preference to other booking methods.
- **Provision of assistance for passengers who have not booked in advance:** The guidance states that where reasonably practical operators are expected to provide assistance to disabled passengers who arrive at a station and require assistance to allow them to travel, but assistance has not been arranged in advance. You have now clarified that where staff are available they will always help passengers requiring assistance, whether this has been booked or not. If assistance cannot be provided operators would be expected to provide clear and reasonable justification as to why.
- **Assistance at final destination:** The guidance states that operators are expected to ensure that where assistance has been arranged in advance, they assist passengers off a train at its final destination as quickly as possible, and within a maximum of 5 minutes. You have now included this commitment in your document.
- **Alternative accessible transport:** The guidance states that operators must commit to providing alternative accessible transport, without extra charge, to the nearest or most convenient station. In addition ORR expects that the reasonable needs of disabled passengers will be taken into account. You have now clarified your policy and included the commitment to discuss each passenger's individual needs in order to provide suitable alternative transport.
- **Tickets and fares:** The guidance states that operators must commit to ensuring that, where disabled passengers are unable to buy a ticket at a station before their journey, they are able to buy a ticket without penalty on the train or at their destination. You have clarified that if passengers are unable to buy a ticket before they board, they are able to buy a ticket on the train or at their destination without penalty and still receive any applicable discounts, including railcard discounts.
- **Audio and visual information:** The guidance states that operators should give details in their DPPP of their policies for the provision of audio and visual information at stations, including a commitment to providing, wherever possible, clear and consistent audio and visual information of train departures and other relevant messages. You have clarified that you are working to improve and extend the provision of information and that by April 2020 all stations over 3000 footfall will be fitted with Help Points with induction loops, Customer Information Screens and



Public Address systems. You have also stated that live running information for your services can currently be found on your website and app.

- **Mobility scooter policy:** The guidance states that operators must state their policy regarding the carriage of scooters for mobility-impaired people on their trains and give clear reasoning behind their policy. In your document, you have clarified that you currently only carry small and folding mobility scooters as trains in your fleet do not have suitable access, egress and turning room. However you have committed to reviewing your policy within 6 months of the start of your franchise and working with ORR to produce a new scooter policy.
- **Management Arrangements:** The guidance states that operators are expected to allocate overall responsibility for the DPPP to a director of the licence holder's company. You have clarified that your Communities and Sustainability Director has overall responsibility for your DPPP and for consulting with accessibility groups and charities.
- **Customer feedback:** The guidance states that operators are required to monitor and evaluate their performance in meeting the standards and commitments in their DPPP. You have provided details on what information you collect and key performance indicators you monitor against in order to evaluate your performance in meeting the commitments in your DPPP.

Next steps

You have informed us that for the start of the franchise, you will continue to use the existing Northern webpage on assisted travel with a link to the DPPP documents and adding the new step free access map. You will continue to build on this webpage after the start of the franchise. You have stated that the webpage will be available to view before the start of the franchise. Please could you inform us when it is available to view and in any case no later than 1st April 2016.

We understand that there may be difficulties for a new franchisee in providing some details or specific information. This will be overcome by practical experience of running the franchise. You have committed to reviewing your policies and providing an updated version of your DPPP for review within 6 months of the beginning of your franchise in order to include more details of your planned initiatives and improvements. This review should also include a full review of train and stations information and should be submitted to ORR by no later than 1st October 2016.

Yours sincerely



Annette Egginton



Making Rail Accessible

helping older and
disabled passengers



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Introduction

Arriva is the new operator for Northern. We will work to improve the accessibility of our services to all passengers, particularly those with disabilities or 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 of disabled and other passengers
- continuously improving the quality and awareness of the assistance available

Our Franchise commitments

We will continue to operate and support the services and facilities introduced by previous franchisees and commit to continuously improving the customer offer through a substantial investment programme to enhance accessibility to our stations and trains.

As part of the new franchise, 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 2019 all passengers will be able to access free on-board WiFi.

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

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

- improving information through 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 comply with the “Design standards for accessible railway stations (March 2015)”
- installing 19 “Harrington humps” to reduce the stepping distances from station 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 the stations, for example by providing additional signage, handrails, tactile paving, seating, marking disabled parking bays and removing steps and thresholds.

We will also work with Network Rail to support the delivery and development of more major Access for All schemes at stations such as Hebden Bridge, Garforth, Headingley and Mills Hill to install lifts or deliver step free access.

We will update the step free map and the facilities matrix by October 2016 and then annually. We will ensure that the stations information on the National Rail stations pages (http://www.nationalrail.co.uk/stations_destinations/default.aspx) is kept up to date.

Our commitment to helping all our passengers and particularly older and disabled passengers to travel more easily includes offering the following services to our customers:

- 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 where appropriate to reduce the cost of the journey for disabled people and an accompanying passenger
- removing thresholds and steps from the entrances to booking halls or platforms

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

Policy summary

This document has been designed to provide 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 www.northernrailway.co.uk.

If you already travel with us, we hope you find it useful and if you haven’t travelled with us before, we hope the information here gives you the confidence to use our services. This leaflet will be reviewed regularly and updated at least every year 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 any improvements. If you’d like to get in touch our contact details are shown on the rear cover.

Travel assistance for passengers

We participate in a system called Passenger Assist which older and disabled customers can use to arrange assistance. This is an industry-wide system used to book assistance at stations for passengers during their journey and to reserve seats and wheelchair spaces on trains where available.

Passenger Assist allows you to:

- book 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
- book 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
- book seat reservations, including the booking of dedicated wheelchair spaces
- make onward travel reservations on services operated by other train companies where reservation is available
- arrange assistance to and from connecting services
- purchase travel tickets
- check the accessibility and facilities on both our rolling stock and at our stations
- request any other assistance that might be needed during your journey

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 the times that trains are scheduled to serve a station will be included on the National Rail Enquiries station pages. 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 24 hours' notice for us to arrange assistance. Don't worry if you are not able to book assistance in advance. If staff are available, they'll always help you, although priority will be given to those who have booked.

As we are not open on Christmas Day or Boxing Day, if you'd like to book assistance on 25 or 26 December for travel on 27 December, we'd recommend contacting National Rail Enquiries. We will, of course, try to provide assistance if you haven't managed to book.

To book assistance please call our dedicated freephone number (also free to mobiles), 0800 138 5560. Lines are open 24 hours a day, every day that 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).

Alternatively you can book through:

- email to assistance@northernrailway.co.uk or
- the online form available from www.northernrailway.co.uk

We use the text relay service 18001 (<http://ngts.org.uk>) where a text relay assistant will relay the phone conversation between you and us.

If you want to contact us using a textphone, please ring 18001 followed by the number that you want to ring (0800 200 6060 for enquiries, 0800 138 5560 for assistance). Our operators have been trained to work with the text relay service.

Many of our stations are staffed (shown on the step free map and in the station facilities table) and all our trains have conductors. They are all there to help you so if you need a bit of extra help, please don't hesitate to ask them. 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 provided we will send a post travel survey email to those who have booked assistance asking whether the assistance was provided satisfactorily and seeking suggestions for further improvements.

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 (where stations are staffed).

If you have booked assistance on a train and we know there to be disruption to the service we will try to contact you by email or phone to explain the changes to the booked service, and, if necessary, suggest alternative trains or routes.

Our Communities and Sustainability Director is responsible for consulting with disabled customers on priorities for improvements, promoting disability awareness and co-ordinating investment in accessibility schemes.

Our new Travel Integration and Accessibility Manager will be 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.

The National Rail Enquiries Stations pages www.nationalrail.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 wayfinding, 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:

- any physical constraints preventing disabled customers from using the station
- station improvement works
- any significant temporary work affecting station accessibility
- any changes to stations that would make them temporarily inaccessible (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 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 reasonable 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. We simply ask that you 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
- our Customer Experience Centre will update information within 24 hours of receiving notification of any changes
- 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 on 0800 200 6060. 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 at a station before your journey because our facilities are inaccessible or unavailable you may buy a ticket 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 **www.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.

It is worth noting that 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 blind or 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. www.senior-railcard.co.uk.

At the station

Northern runs 476 stations - the facilities at these stations at the start of this franchise 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're committed to maintaining 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. Where station improvements require the temporary closure of an entrance, we'll ensure the needs of disabled people are considered and that suitable alternative arrangements are made.

From time to time we may need to temporarily restrict access to stations. If this happens we 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're also working to improve and extend the provision of information. By April 2020 all stations over 3,000 footfall will be fitted with Help points with induction loops, Customer Information Screens and Public Address systems.

Our website www.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 currently present at each station. During train service disruption we will update all aural and visual displays in line with our Passenger Information During Disruption procedure.

Information points and displays

At larger manned stations on our routes such as Manchester Piccadilly, Newcastle, Sheffield, York and Leeds there are staffed information points that provide a range of services, including up to date information on disruption. In addition, assistance bookings can be confirmed here too.

At these bigger stations there are clearly marked designated meeting points, where people who have booked assistance can meet station staff.

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

Ticket machines

At stations where we provide self-service ticket machines, they 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 in each gateline. 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 to man them the ticket gates will be locked open.

Luggage

Luggage can be difficult to manage for many disabled or older people. 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, assistance can be given in taking customers and luggage from train to station entrances (and vice versa) and transferring between trains. There is no charge for assisting customers with their luggage.

Left luggage - Northern does not provide left luggage facilities at any of its stations. Network Rail provides left luggage facilities at Manchester Piccadilly, Leeds and Liverpool Lime Street. Virgin East Coast provides left luggage facilities at York and Newcastle.

Ramps

Suitable ramps are available at larger manned stations and on all our trains. Where the ramp is based at the station, our station colleagues will position it between the train and the platform when required. Our conductors will fit the on-train ramps at unmanned stations.

Facilities provided by third parties - As far as reasonably practical we will ensure that third party facilities at our stations, such as retail units, are as accessible as possible. Station retailers have their own responsibilities to consider the needs of disabled people but we will make every effort to ensure that any services and facilities provided by others at our stations are accessible to disabled passengers. We will work with tenants and community providers at the stations to ensure they consider the needs of disabled and older people. This condition will be written into any new rental agreements. We will also manage tenants to ensure that their services and facilities are not located where they will cause an obstruction.

On the train

Aural and visual information - All of our trains have aural information provision (they are fitted with public address systems). Conductors on board the trains 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 staff will have a smart device from August 2016 and will be 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 hard of hearing people, as well as those with reduced mobility.

From February 2020 all our trains will have a public address system integrated with real-time dot-matrix passenger information screens. The system will connect via WiFi to external sources of real-time information such as Darwin and display relevant information to passengers. An LCD screen in each carriage connected via WiFi to external sources of real-time information will also show

- 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 (shown in the facilities table below). The whole train fleet will have priority seats from December 2019.

Priority seats are clearly labelled and other passengers are asked to give up the seat if an elderly or disabled person needs it.

By 2017 we will introduce a Priority Seat Card, available by contacting the Customer Experience Centre. This will be available to people who cannot stand safely for their journey and are elderly, pregnant, travelling with children under three, or have a disability. The card can be shown to fellow passengers who are sitting in a priority seat. 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.

Mobility scooters - We can currently carry small, folding scooters 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.

We do not currently carry any larger mobility scooters as many of the old trains inherited in our fleet do not have suitable entry, exit and turning space. However, we are working with disabled groups to devise a policy that allows people to take scooters of certain dimensions on trains and gives guidance on acceptable scooter characteristics. We plan to introduce a scooter card system and will update this DPPP within 6 months of franchise start to include our new scooter policy.

Information on train types and facilities

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

| 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"> • One wheelchair accessible toilet, colour contrast for visually-impaired passengers, plus grab handles • 18 priority seats |
| Passenger information | Aural announcements given |

| Class 150/2 Two Coach Diesel Multiple Unit | |
|--|--|
| 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"> • One wheelchair accessible toilet • Colour contrast for visually-impaired passengers, plus grab handles • 14 priority seats on some trains |
| Passenger information | Aural announcements given |
| Ongoing updates to facilities for disabled passengers for PRM compliance | <ul style="list-style-type: none"> • Two wheelchair designated spaces • One wheelchair accessible toilet • Audio alerts for visually-impaired passengers, plus colour contrast for grab handles in modified areas. • Compliant ramp • 14 priority seats |

| Class 153 One Coach Diesel Multiple Unit | |
|--|--|
| 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 |

| Class 155 Two Coach Diesel Multiple Unit | |
|--|--|
| 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"> • Wheelchair accessible toilet – not fully RVAR compliant • Colour contrast for visually-impaired passengers, plus grab handles |
| Passenger information | Aural announcements given |

| Class 156 Two Coach Diesel Multiple Unit | |
|--|--|
| 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"> • Wheelchair accessible toilet – not fully RVAR compliant. • Colour contrast for visually-impaired passengers, plus grab handles • 14 priority seats |
| Passenger information | Aural announcements given |
| Ongoing updates to facilities for disabled passengers for PRM compliance | <ul style="list-style-type: none"> • Two wheelchair designated spaces • One wheelchair accessible toilet • Audio alerts for visually-impaired passengers • Compliant ramp |

| Class 158 Two and Three Coach Diesel Multiple Unit | |
|---|---------------------|
| Built | 1989/92 |
| 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"> • Wheelchair accessible toilet – not fully RVAR compliant • Colour contrast for visually-impaired passengers, plus grab handles • Priority seating on some vehicles |
| Passenger information | Aural announcements given |

| Class 319 Four Coach Electric Multiple Unit | |
|--|---|
| Built | 1991 |
| Number of units in service | 20 |
| Routes operated | Liverpool to Manchester and Preston |
| 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"> • Colour contrast and audio alerts for visually-impaired passengers, plus grab handles • 32 priority seats |
| Passenger information | Fully compliant auto PIS system |

| Class 321 Four Coach Electric Multiple Unit | |
|--|---|
| 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"> • Wheelchair accessible toilet, colour contrast and audio alerts for visually-impaired passengers, plus grab handles, compliant ramp • 28 priority seats • Fully compliant with PRM TSI |
| Passenger information | Fully compliant auto PIS system |

| Class 322 Four Coach Electric Multiple Unit | |
|--|---|
| 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"> • Wheelchair accessible toilet, colour contrast and audio alerts for visually-impaired passengers, plus grab handles, compliant ramp • 32 priority seats • Fully compliant with PRM TSI |
| Passenger information | Fully compliant auto PIS system |

| Class 323 Three Coach Electric Multiple Unit | |
|---|--|
| 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"> • Colour contrast for visually-impaired passengers, plus grab handles • Priority seating |
| Passenger information | Aural announcements given |

| Class 333 Four Coach Electric Multiple Unit | |
|--|---|
| 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"> • Aural announcements given • Electronic information screens |

Train accessibility information

We will update this DPPP with details of the accessibility of each type of train when we have carried out a full survey and embarked on the refurbishment programme.

Making connections

We are happy to provide assistance to customers 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 and there is a useful information poster displayed at the station giving local and general information.

At stations with a taxi rank, we work with local taxi companies to make sure that accessible vehicles are available. Information about which stations have accessible taxis is available from the Customer Experience Centre and can also be found on www.traintaxi.co.uk.

We recommend that customers requiring assistance to make their connections contact our Customer Experience Centre on 0800 138 5560 24 hours in advance to book their assistance and allow a little extra time to make their connections.

Disruption to facilities and services

During service disruption, we will make regular announcements and ensure that our information screens are updated regularly to keep you informed.

Where assistance has been booked in advance and there is a disruption to the booked service, we will make every effort to contact you to make alternative arrangements. The Customer Experience Centre will try to call three times and send an email if they cannot contact you.

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

During times of 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 customers can use Help Points, where they are provided, to find further information. We will also publicise the Customer Experience Centre number to call to get information on alternative travel options.

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 customers should evacuation of the train be necessary. If a controlled evacuation is required, then wheelchair passengers or those who would find it difficult to detrain will be evacuated in the presence of the emergency services where practicable.

At our manned 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

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.

Write to: Freepost NORTHERN RAILWAY

Phone: **0800 200 6060** (available 24 hours a day, seven days a week on days when services are running).

Email: enquiries@northernrailway.co.uk
Website: www.northernrailway.co.uk

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

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 changes to the station portfolio and 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.

We are investing heavily in our stations and trains and are making improvements to facilities on an ongoing basis.



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| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|----------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Accrington | yes | full | 4 | yes | yes | yes | yes | yes | yes | | no |
| Acklington | no | full | 0 | yes | no | no | no | no | | | no |
| Adlington (Cheshire) | no | full | 0 | yes | no | no | no | no | | | no |
| Adlington (Lancs) | yes | full | 0 | no | no | yes | yes | yes | | | no |
| Adwick | no | full | 10 | yes | yes | yes | yes | yes | | | no |
| Alderley Edge | yes | full | 2 | yes | no | no | yes | yes | | yes | no |
| Allens West | no | full | 0 | no | no | no | yes | yes | | | no |
| Alnmouth | yes | partial | 4 | yes | yes | yes | yes | yes | | yes | no |
| Althorpe | no | partial | 0 | yes | no | no | no | no | | | no |
| Altrincham | yes | full | 2 | yes | no | no | yes | yes | | | no |
| Ansdell & Fairhaven | no | full | 0 | no | no | no | no | yes | | | no |
| Apperley Bridge | no | full | 10 | yes | no | yes | yes | no | | | no |
| Appleby | yes | full | 2 | no | yes | no | yes | no | yes | | no |
| Appley Bridge | no | full | 0 | yes | no | yes | yes | yes | | | no |
| Ardwick | no | none | 0 | yes | no | no | no | no | | | no |
| Armathwaite | no | partial | 1 | yes | no | no | no | no | | | no |
| Arnside | no | full | 0 | yes | no | no | yes | yes | | yes | no |
| Arram | no | full | 0 | yes | no | no | no | yes | | | no |
| Ashburys | no | none | 0 | yes | no | no | yes | no | | | no |
| Ashley | no | full | 1 | no | no | no | no | no | | | no |
| Ashton-under-Lyne | yes | full | 3 | yes | yes | yes | yes | yes | | yes | no |
| Askam | no | full | 0 | yes | no | no | yes | no | | | no |
| Aspatria | no | full | 0 | yes | no | no | no | no | | | no |
| Atherton | yes | partial | 1 | yes | no | yes | yes | yes | | | no |
| Baildon | no | full | 1 | yes | no | no | yes | yes | | | no |
| Bamber Bridge | no | full | 2 | no | no | no | yes | yes | | | no |
| Bamford | no | full | 0 | yes | no | no | no | yes | | | no |
| Bardon Mill | no | full | 0 | no | no | no | yes | no | | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|--------------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Bare Lane | no | full | 0 | yes | no | no | yes | 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 |
| Barrow in Furness | yes | full | 3 | yes | yes | yes | yes | yes | | | no |
| Barton-on-Humber | no | full | 0 | yes | no | no | no | no | | | no |
| Batley | no | partial | 4 | yes | no | yes | yes | yes | | | no |
| Battersby | no | full | 0 | no | no | no | yes | no | | | no |
| Belle Vue | no | none | 0 | yes | no | no | no | yes | | | no |
| Bempton | no | full | 0 | yes | no | no | no | no | | | no |
| Ben Rhydding | no | full | 1 | yes | no | yes | yes | yes | | | no |
| Bentham | no | full | 0 | yes | no | no | yes | no | | | no |
| Bentley (South Yorks) | no | full | 1 | yes | no | no | yes | yes | | | no |
| Berry Brow | no | full | 0 | no | no | no | yes | yes | | | no |
| Bescar Lane | no | full | 0 | yes | no | no | no | no | | | no |
| Beverley | yes | full | 2 | yes | yes | no | yes | yes | yes | | no |
| Billingham | no | none | 0 | yes | no | no | yes | no | | | no |
| Bingley | yes | full | 2 | yes | no | yes | yes | yes | | | no |
| Birchwood | yes | partial | 0 | yes | yes | yes | yes | yes | | | no |
| Bishop Auckland | no | full | 2 | yes | no | no | yes | no | yes | | 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 | | yes | no |
| Blackpool South | no | full | 0 | yes | no | no | yes | yes | | | no |
| Blackrod | no | full | 0 | yes | no | yes | no | no | | | no |
| Blaydon | no | partial | 0 | yes | no | no | yes | no | | | no |
| Bolton | yes | full | 5 | yes | yes | yes | yes | yes | | | no |
| Bolton-upon-Dearne | no | full | 1 | no | no | no | yes | yes | | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|-------------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Bootle (Cumbria) | no | full | 0 | yes | no | no | no | no | | | No |
| Bradford Forster Square | yes | full | 4 | yes | yes | yes | yes | yes | | | No |
| Bradford Interchange | yes | full | 0 | yes | yes | yes | yes | yes | Yes | | no |
| Bramhall | yes | partial | 0 | yes | yes | no | yes | yes | | | no |
| Bramley | no | full | 2 | yes | no | yes | yes | no | | | no |
| Brampton | no | partial | 0 | no | no | no | no | no | | | no |
| Braystones | no | full | 0 | yes | no | no | no | no | | | no |
| Bredbury | yes | none | 4 | yes | no | yes | yes | yes | | | no |
| Bridlington | yes | partial | 3 | yes | yes | no | yes | yes | Yes | | no |
| Brierfield | no | full | 2 | no | no | no | no | yes | | | no |
| Brigg | no | none | 0 | yes | no | no | no | no | | | no |
| Brighouse | no | full | 4 | no | no | no | yes | yes | | | no |
| Brinnington | yes | none | 0 | yes | no | yes | yes | yes | | | no |
| Broad Green | yes | full | 8 | yes | no | yes | yes | yes | | | no |
| Broadbottom | yes | partial | 3 | yes | no | Yes | Yes | Yes | | | no |
| Brockholes | no | full | 0 | no | no | no | yes | yes | | | no |
| Bromley Cross | yes | full | 2 | yes | no | yes | yes | yes | | | no |
| Broomfleet | no | full | 0 | no | no | no | no | yes | | | no |
| Bryn | no | partial | 0 | yes | no | no | no | yes | | | no |
| Buckshaw Parkway | yes | full | 14 | yes | yes | yes | yes | yes | | | no |
| Burley Park | no | full | 1 | yes | no | yes | yes | yes | | | no |
| Burley-in-Wharfedale | no | full | 2 | yes | no | yes | yes | yes | | | no |
| Burnage | yes | full | 0 | yes | no | no | yes | yes | | yes | no |
| Burneside | no | full | 0 | yes | no | no | yes | yes | | yes | no |
| Burnley Barracks | no | full | 0 | yes | no | no | no | yes | | | no |
| Burnley Central | yes | full | 0 | yes | no | no | yes | yes | | | no |
| Burnley Manchester Road | yes | full | 3 | yes | yes | yes | yes | yes | | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|------------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Burscough Bridge | yes | full | 6 | yes | no | no | yes | yes | | | no |
| Burscough Junction | no | full | 0 | yes | no | no | no | no | | | no |
| Buxton | yes | full | 3 | yes | yes | yes | yes | yes | | yes | no |
| Cark-in-Cartmel | no | full | 0 | yes | no | no | yes | no | | | no |
| Carnforth | yes | full | 5 | yes | no | yes | yes | yes | | | no |
| Castleford | no | full | 1 | yes | no | yes | yes | yes | | | no |
| Castleton | no | full | 1 | yes | no | yes | yes | yes | | | no |
| Castleton Moor | no | full | 0 | yes | no | no | yes | no | | | no |
| Cattal | no | full | 0 | yes | no | no | no | no | | | no |
| Chapel-en-le-Frith | no | partial | 2 | yes | no | no | yes | yes | | yes | no |
| Chapeltown | no | full | 0 | yes | no | yes | yes | yes | | | no |
| Chassen Road | yes | full | 0 | no | no | no | no | no | | | no |
| Chathill | no | full | 0 | yes | no | no | yes | yes | | | no |
| Cheadle Hulme | yes | partial | 3 | yes | no | no | yes | Yes | | yes | no |
| Chelford | no | full | 2 | yes | no | no | no | no | | | no |
| Cherry Tree | no | full | 0 | no | no | no | no | yes | | | no |
| Chester-le-Street | yes | full | 2 | no | yes | no | yes | yes | | | no |
| Chinley | no | none | 2 | yes | no | no | yes | yes | | | no |
| Chorley | yes | full | 2 | yes | yes | yes | yes | yes | | yes | no |
| Church & Oswaldtwistle | no | partial | 0 | no | no | no | no | yes | | | no |
| Church Fenton | no | full | 2 | yes | no | no | yes | yes | yes | | no |
| Clapham | no | partial | 0 | yes | no | no | no | no | | | no |
| Clifton | no | full | 0 | yes | no | no | no | no | | | no |
| Clitheroe | yes | full | 3 | yes | yes | no | yes | no | | | no |
| Colne | no | full | 2 | no | no | yes | yes | yes | | | no |
| Commondale | no | none | 0 | yes | no | no | yes | no | | | no |
| Congleton | yes | full | 2 | yes | yes | yes | no | no | | yes | no |
| Conisbrough | no | full | 1 | yes | no | no | yes | yes | | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|-------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Cononley | no | full | 1 | yes | no | yes | yes | yes | | | no |
| Corbridge | no | partial | 0 | yes | no | no | yes | no | | | no |
| Corkickle | no | full | 0 | no | no | no | yes | no | | | no |
| Cottingham | no | full | 2 | yes | no | yes | no | yes | | | no |
| Cottingley | no | full | 0 | yes | no | no | yes | yes | | | no |
| Cramlington | no | full | 4 | yes | no | no | yes | no | | | no |
| Cross Gates | yes | full | 2 | yes | no | no | yes | yes | | | no |
| Crossflatts | no | full | 6 | yes | no | yes | yes | yes | | | no |
| Croston | no | full | 2 | no | no | no | no | no | | | no |
| Crowle | no | full | 0 | yes | no | no | no | no | | | no |
| Cuddington | no | partial | 0 | no | no | no | yes | yes | | | no |
| Daisy Hill | yes | none | 4 | yes | no | yes | yes | yes | | | no |
| Dalston | no | full | 0 | yes | no | no | no | no | | | no |
| Dalton-in-Furness | no | full | 0 | yes | no | no | yes | no | | | no |
| Danby | no | full | 0 | yes | no | no | yes | no | | | no |
| Darnall | no | full | 1 | yes | no | no | yes | yes | | | no |
| Darton | no | full | 4 | no | no | no | yes | yes | | | no |
| Darwen | no | full | 0 | yes | no | no | no | yes | | | no |
| Davenport | yes | none | 2 | yes | no | Yes | yes | yes | | | no |
| Deansgate | yes | full | 0 | yes | yes | yes | yes | yes | | | no |
| Deighton | no | full | 0 | no | no | no | yes | yes | | | no |
| Delamere | no | full | 0 | no | no | no | yes | yes | | | no |
| Denby Dale | no | full | 2 | no | no | no | yes | yes | | | no |
| Dent | no | full | 0 | yes | no | no | no | no | | | no |
| Denton | no | none | 0 | yes | no | no | no | no | | | no |
| Dinsdale | no | full | 0 | yes | no | no | yes | no | | | no |
| Dinting | yes | full | 2 | yes | no | yes | yes | yes | | | no |
| Disley | yes | full | 2 | yes | no | no | Yes | yes | | | no |
| Dodworth | no | full | 2 | yes | no | no | yes | yes | | | no |
| Dore & Totley | no | full | 4 | yes | no | yes | yes | yes | | yes | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|---------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Dove Holes | no | full | 2 | yes | no | no | no | yes | | | no |
| Driffield | yes | full | 2 | yes | no | no | no | yes | yes | | no |
| Drigg | no | full | 0 | no | no | no | no | no | | | no |
| Dronfield | no | full | 1 | no | no | no | yes | yes | | | no |
| Dunston | no | full | 0 | yes | no | no | yes | no | | | no |
| Eaglescliffe | no | full | 6 | yes | no | no | yes | no | | yes | no |
| Earlestown | yes | partial | 0 | yes | no | yes | yes | yes | | | no |
| East Didsbury | yes | full | 2 | yes | no | yes | yes | yes | | yes | no |
| East Garforth | no | full | 0 | yes | no | yes | yes | yes | | | no |
| Eastrington | no | full | 0 | yes | no | no | no | no | | | no |
| Eccles | yes | none | 0 | yes | no | yes | yes | yes | | | no |
| Eccleston Park | yes | full | 0 | yes | no | yes | yes | yes | | | no |
| Edale | no | full | 0 | yes | no | no | no | yes | | | no |
| Edge Hill | yes | partial | 0 | yes | no | no | no | yes | | | no |
| Egton | no | none | 0 | no | no | no | no | no | | | no |
| Elsecar | no | full | 2 | yes | no | no | yes | yes | | | no |
| Entwistle | no | none | 0 | no | no | no | no | no | | | no |
| Euxton Balshaw Lane | no | full | 2 | yes | no | no | no | no | | | no |
| Fairfield | no | none | 0 | yes | no | no | no | no | | | no |
| Farnworth | yes | full | 0 | yes | no | no | yes | yes | | | no |
| Featherstone | no | full | 0 | yes | no | no | yes | yes | | | no |
| Ferriby | no | full | 0 | no | no | no | no | yes | | | no |
| Filey | no | full | 0 | yes | yes | no | yes | yes | | | no |
| Fitzwilliam | no | full | 2 | Yes | no | yes | yes | yes | | | no |
| Flimby | no | full | 0 | no | no | no | no | no | | | no |
| Flixton | yes | full | 0 | no | no | no | yes | yes | | | no |
| Flowery Field | no | none | 0 | yes | no | no | yes | no | | | no |
| Foxfield | no | full | 0 | no | no | no | no | no | | | no |
| Frizinghall | no | full | 1 | yes | no | yes | yes | yes | | yes | no |
| Furness Vale | no | full | 0 | yes | no | no | yes | yes | | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|----------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Gainsborough Central | no | full | 0 | no | no | no | no | no | | | no |
| Garforth | yes | partial | 5 | yes | no | yes | yes | yes | | | no |
| Gargrave | no | partial | 0 | yes | no | no | no | no | | | no |
| Garsdale | no | none | 0 | yes | yes | no | no | no | | | no |
| Garswood | yes | partial | 0 | yes | yes | yes | yes | yes | | | no |
| Gathurst | no | full | 2 | yes | no | no | yes | yes | | | no |
| Gatley | yes | full | 3 | yes | no | no | yes | yes | | | no |
| Giggleswick | no | full | 2 | yes | no | no | no | no | | | no |
| Gilberdyke | no | none | 0 | yes | no | no | no | yes | | | no |
| Glaisdale | no | full | 0 | yes | yes | no | yes | no | | | no |
| Glasshoughton | no | full | 6 | yes | no | no | yes | yes | | | no |
| Glazebrook | yes | full | 2 | no | no | no | no | yes | | | no |
| Glossop | yes | full | 3 | yes | yes | yes | yes | no | | | no |
| Godley | no | none | 0 | yes | no | no | yes | yes | | | no |
| Goldthorpe | no | full | 1 | yes | no | no | yes | yes | | | no |
| Goole | yes | full | 3 | yes | no | no | yes | yes | | | no |
| Goostrey | no | full | 0 | yes | no | no | no | no | | | no |
| Gorton | yes | partial | 0 | yes | no | yes | yes | yes | | | no |
| Goxhill | no | full | 0 | yes | no | no | no | no | | | no |
| Grange over Sands | yes | full | 2 | yes | no | yes | yes | yes | | | no |
| Great Ayton | no | full | 0 | no | no | no | no | no | | | no |
| Great Coates | no | full | 0 | yes | no | no | no | no | | | no |
| Green Road | no | full | 0 | yes | no | no | no | no | | | no |
| Greenbank | no | full | 0 | no | no | yes | yes | yes | | | no |
| Greenfield | yes | partial | 1 | yes | yes | yes | yes | yes | | | no |
| Grimsby Docks | no | full | 0 | no | no | no | no | no | | | no |
| Grindleford | no | full | 0 | yes | no | no | yes | yes | yes | | no |
| Grosmont | no | full | 0 | yes | no | no | yes | no | | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|-----------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Guide Bridge | yes | full | 7 | yes | no | Yes | yes | no | | yes | no |
| Guiseley | yes | full | 3 | yes | yes | yes | yes | yes | | | no |
| Gypsy Lane | no | full | 1 | yes | no | no | yes | no | | | no |
| Habrough | no | full | 0 | yes | no | no | yes | no | | | no |
| Hadfield | yes | full | 2 | yes | no | yes | yes | no | | | no |
| Hag Fold | yes | full | 0 | yes | no | yes | yes | yes | | | no |
| Hale | yes | full | 0 | no | no | no | yes | no | | | no |
| Halewood | yes | full | 0 | yes | no | no | yes | yes | | yes | no |
| Halifax | yes | full | 4 | yes | yes | yes | yes | yes | yes | | no |
| Hall l' Th' Wood | no | full | 0 | yes | no | no | no | no | | | no |
| Haltwhistle | no | full | 2 | yes | no | yes | yes | no | | | no |
| Hammerton | no | full | 0 | yes | no | no | yes | no | | | no |
| Handforth | yes | none | 0 | yes | no | yes | no | Yes | | | no |
| Hapton | no | full | 0 | no | no | no | no | no | | | no |
| Harrington | no | partial | 0 | no | no | no | no | no | | | no |
| Harrogate | yes | full | 6 | yes | yes | yes | yes | yes | yes | | no |
| Hartlepool | yes | full | 7 | yes | yes | yes | yes | yes | yes | | no |
| Hatfield & Stainforth | no | full | 1 | yes | no | no | yes | yes | | | no |
| Hathersage | no | partial | 1 | yes | no | no | no | yes | | | no |
| Hattersley | yes | none | 0 | yes | no | no | yes | Yes | | | no |
| Haydon Bridge | no | full | 2 | yes | no | no | yes | yes | | | no |
| Hazel Grove | yes | full | 22 | yes | yes | yes | yes | yes | yes | | no |
| Headingley | no | partial | 1 | yes | no | yes | yes | no | | | no |
| Heald Green | yes | full | 2 | yes | no | yes | yes | yes | | | no |
| Healing | no | full | 0 | no | no | no | yes | no | | | no |
| Heaton Chapel | yes | partial | 0 | yes | no | Yes | yes | yes | | | no |
| Hebden Bridge | yes | partial | 3 | no | yes | no | Yes | yes | yes | | no |
| Heighington | no | full | 0 | yes | no | no | yes | no | yes | | no |
| Hellifield | no | full | 0 | yes | no | no | no | no | | | no |
| Hensall | no | full | 0 | yes | no | no | no | no | | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|-----------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Hessle | no | full | 0 | no | no | no | no | yes | | | no |
| Heworth | no | full | 0 | no | no | no | yes | yes | yes | | no |
| Hexham | yes | partial | 2 | yes | yes | yes | yes | yes | yes | yes | no |
| Heysham Port | no | full | 0 | yes | yes | no | no | no | | | no |
| Hindley | yes | none | 0 | yes | no | yes | yes | yes | | | no |
| Holmes Chapel | yes | full | 2 | yes | no | no | yes | Yes | | | no |
| Honley | no | none | 0 | yes | no | no | yes | yes | | | no |
| Hope (Derbyshire) | no | partial | 0 | yes | no | no | no | yes | | | no |
| Hornbeam Park | no | full | 0 | yes | no | yes | yes | no | | | no |
| Horsforth | yes | full | 3 | yes | yes | yes | yes | yes | | | no |
| Horton in Ribblesdale | no | none | 0 | yes | no | no | no | no | | | no |
| Horwich Parkway | yes | full | 11 | yes | yes | yes | yes | yes | | yes | no |
| Hoscar | no | full | 0 | yes | | no | no | no | | | no |
| Hough Green | yes | partial | 0 | yes | no | yes | yes | yes | | | no |
| Howden | no | full | 0 | no | no | no | Yes | yes | | | no |
| Humphrey Park | no | full | 0 | no | no | no | no | no | | | no |
| Huncoat | no | full | 0 | no | no | no | no | no | | | no |
| Hunmanby | no | full | 0 | yes | no | no | no | no | | | no |
| Hutton Cranswick | no | full | 0 | yes | no | no | no | yes | | | no |
| Huyton | yes | full | 1 | yes | yes | yes | yes | yes | | | no |
| Hyde Central | no | none | 0 | yes | no | no | no | no | | | no |
| Hyde North | no | none | 2 | yes | no | no | no | no | | | no |
| Ilkley | yes | full | 2 | yes | no | yes | yes | yes | yes | | no |
| Ince | no | none | 0 | yes | no | no | yes | yes | | | no |
| Ince & Elton | no | full | 0 | yes | no | no | no | no | | | no |
| Irlam | no | partial | 2 | no | no | yes | yes | yes | yes | | no |
| James Cook | no | full | 0 | yes | no | no | yes | no | | | no |
| Kearsley | no | full | 0 | yes | no | no | no | no | | | no |
| Keighley | yes | full | 2 | yes | no | yes | yes | yes | yes | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|----------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Kendal | no | full | 0 | yes | no | no | yes | yes | | yes | no |
| Kents Bank | no | full | 0 | yes | no | no | no | no | | | no |
| Kildale | no | full | 0 | no | yes | no | yes | no | | | no |
| Kirk Sandall | no | full | 2 | yes | no | no | yes | yes | | | no |
| Kirkby Stephen | no | partial | 0 | yes | no | no | no | no | | | no |
| Kirkby-in-Furness | no | full | 0 | no | no | no | no | no | | | no |
| Kirkham & Wesham | yes | none | 0 | no | yes | yes | yes | yes | | | no |
| Kirton Lindsey | no | full | 0 | yes | no | no | no | no | | | no |
| Kiveton Bridge | no | full | 0 | yes | no | no | yes | yes | | | no |
| Kiveton Park | no | full | 2 | yes | no | no | yes | yes | | | no |
| Knaresborough | no | full | 1 | yes | no | yes | yes | no | yes | | no |
| Knottingley | no | partial | 2 | yes | no | no | yes | yes | | | no |
| Knutsford | yes | full | 2 | no | no | yes | yes | no | | yes | no |
| Langho | no | none | 0 | yes | no | no | yes | yes | | | no |
| Langwathby | no | full | 0 | yes | no | no | no | no | | | no |
| Layton | no | full | 0 | yes | no | no | no | yes | | | no |
| Lazonby & Kirkoswald | no | full | 0 | yes | no | no | no | no | | | no |
| Lea Green | yes | full | 12 | yes | no | yes | no | yes | | yes | no |
| Leaholm | no | full | 0 | yes | no | no | yes | no | | | no |
| Levenshulme | yes | none | 0 | yes | no | no | yes | yes | | | no |
| Leyland | yes | partial | 3 | no | no | yes | yes | yes | | | no |
| Littleborough | yes | full | 3 | yes | no | yes | yes | yes | | yes | no |
| Lockwood | no | full | 1 | no | no | no | yes | yes | | | no |
| Long Preston | no | full | 0 | yes | no | no | no | no | | | no |
| Longbeck | no | full | 0 | yes | no | no | yes | no | | | no |
| Lostock (Parkway) | yes | full | 13 | yes | no | yes | yes | yes | | | no |
| Lostock Gralam | no | partial | 0 | yes | no | no | yes | yes | | | no |
| Lostock Hall | no | full | 0 | no | no | no | no | no | | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|------------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Lytham | no | full | 0 | yes | no | no | yes | yes | | | no |
| Manchester Oxford Road | yes | partial | 2 | no | no | no | yes | yes | yes | yes | no |
| Manchester United Halt | no | none | 0 | no | no | no | no | no | | | no |
| Manchester Victoria | yes | full | 0 | yes | yes | yes | yes | yes | yes | | no |
| Manors | no | none | 0 | yes | no | no | yes | no | | | no |
| Marple | yes | full | 0 | yes | no | yes | yes | yes | | yes | no |
| Marsden | no | none | 2 | yes | no | no | Yes | yes | | | no |
| Marske | no | full | 0 | yes | no | no | yes | no | | | no |
| Marton | no | full | 0 | yes | no | no | yes | no | | | no |
| Maryport | no | full | 1 | yes | no | yes | yes | no | | | no |
| Mauldeth Road | yes | full | 0 | yes | no | no | yes | yes | | yes | no |
| Meadowhall | yes | full | 18 | yes | yes | yes | yes | yes | yes | yes | no |
| Menston | yes | full | 6 | yes | no | yes | yes | yes | | | no |
| Meols Cop | no | none | 0 | yes | no | no | yes | yes | | | no |
| Metrocentre | no | full | 0 | yes | no | no | yes | no | | | no |
| Mexborough | yes | full | 3 | yes | yes | yes | yes | yes | | | no |
| Micklefield | no | full | 2 | yes | no | no | yes | yes | | | no |
| Middlewood | no | none | 0 | yes | no | no | no | yes | | | no |
| Mill Hill | no | none | 0 | no | no | no | yes | no | | | no |
| Millom | no | full | 1 | yes | no | no | yes | no | | | no |
| Mills Hill | no | partial | 0 | yes | no | yes | yes | yes | | | no |
| Mirfield | no | partial | 4 | yes | no | no | yes | no | | | no |
| Mobberley | no | full | 0 | no | no | no | no | no | | | no |
| Moorside | yes | none | 0 | yes | no | no | no | no | | | no |
| Moorthorpe | no | full | 1 | yes | no | yes | no | yes | yes | | no |
| Morecambe | yes | full | 0 | yes | no | yes | yes | no | | | no |
| Morley | no | partial | 1 | yes | no | no | yes | no | | | no |
| Morpeth | yes | partial | 2 | yes | yes | no | yes | yes | | yes | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|-------------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Moses Gate | no | full | 0 | yes | no | no | yes | yes | | | no |
| Moss Side | no | full | 0 | no | no | no | no | yes | | | no |
| Mossley | yes | partial | 2 | yes | no | yes | yes | yes | | yes | no |
| Mossley Hill | yes | none | 1 | yes | no | no | yes | yes | | | no |
| Moston | no | full | 0 | yes | no | no | yes | yes | | | no |
| Mouldsworth | no | partial | 0 | no | no | no | no | no | | | no |
| Mytholmroyd | no | full | 1 | no | no | no | yes | yes | | | no |
| Nafferton | no | full | 0 | yes | no | no | no | no | | | no |
| Navigation Road | no | full | 0 | yes | no | no | yes | no | | | no |
| Nelson | yes | full | 2 | yes | yes | no | yes | yes | | | no |
| Nethertown | no | full | 0 | no | no | no | no | no | | | no |
| New Clew | no | full | 0 | yes | no | no | no | no | | | no |
| New Holland | no | full | 0 | yes | no | no | no | no | | | no |
| New Lane | no | full | 0 | yes | no | no | no | no | | | no |
| New Mills Central | yes | partial | 0 | yes | yes | yes | yes | yes | | yes | no |
| New Mills Newtown | yes | full | 2 | yes | no | no | yes | yes | | | no |
| New Pudsey | yes | full | 13 | yes | yes | no | yes | yes | | yes | no |
| Newton Aycliffe | no | partial | 0 | yes | no | no | yes | no | | | no |
| Newton for Hyde | yes | none | 1 | yes | no | yes | yes | no | | | no |
| Newton-le-Willows | yes | none | 5 | yes | no | yes | yes | yes | | yes | no |
| Normanton | no | full | 3 | yes | no | yes | yes | yes | | | no |
| North Road (Darlington) | no | none | 0 | yes | no | no | yes | no | | | no |
| Northwich | yes | partial | 0 | no | no | yes | yes | no | | | no |
| Nunthorpe | no | full | 0 | yes | no | no | yes | no | | | no |
| Orrell | no | none | 0 | yes | no | no | yes | Yes | | | no |
| Outwood | no | full | 5 | no | no | no | Yes | yes | | | no |
| Padgate | no | full | 2 | yes | no | no | yes | yes | | | no |
| Pannal | no | none | 3 | yes | no | yes | yes | no | yes | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|------------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Parbold | yes | full | 4 | yes | yes | yes | yes | yes | | | no |
| Parton | no | none | 0 | yes | no | no | no | no | | | no |
| Patricroft | no | none | 0 | no | no | no | yes | yes | | | no |
| Pegswood | no | full | 0 | yes | no | no | yes | no | | | no |
| Pemberton | no | full | 0 | yes | no | no | yes | yes | | | no |
| Penistone | no | full | 2 | yes | no | no | yes | yes | | | no |
| Pleasington | no | full | 0 | no | no | no | no | yes | | | no |
| Plumley | no | full | 0 | no | no | no | no | no | | | no |
| Pontefract Baghill | no | full | 1 | yes | no | no | no | yes | | | no |
| Pontefract Monkhill | no | partial | 1 | yes | no | no | yes | yes | | | no |
| Pontefract Tanshelf | no | full | 2 | yes | no | no | no | yes | | | no |
| Poppleton | no | full | 0 | yes | no | no | yes | no | | | no |
| Poulton-le-Fylde | yes | partial | 0 | yes | yes | yes | yes | yes | yes | | no |
| Poynton | yes | full | 2 | yes | no | no | Yes | Yes | | yes | no |
| Prescot | yes | full | 3 | yes | no | yes | yes | yes | | | no |
| Prestbury | no | partial | 0 | yes | no | no | no | no | | | no |
| Prudhoe | no | full | 0 | yes | no | yes | yes | yes | | | no |
| Rainford | no | full | 0 | yes | no | no | no | no | | | no |
| Rainhill | yes | full | 2 | yes | no | no | no | yes | | | no |
| Ramsgreave & Wilpshire | no | none | 1 | yes | no | no | yes | no | | | no |
| Ravenglass for Eskdale | no | full | 0 | yes | no | no | no | no | | | no |
| Ravensthorpe | no | partial | 0 | yes | no | no | no | yes | | | no |
| Rawcliffe | no | full | 0 | no | no | no | no | no | | | no |
| Redcar British Steel | no | partial | 0 | no | no | no | no | yes | | | no |
| Redcar Central | yes | full | 5 | no | yes | no | yes | yes | | | no |
| Redcar East | no | full | 0 | yes | no | no | yes | no | | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|-------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Reddish North | yes | none | 0 | yes | yes | no | yes | yes | | yes | no |
| Reddish South | no | none | 0 | yes | no | no | no | no | | | no |
| Ribblehead | no | full | 0 | yes | no | no | no | no | | | no |
| Riding Mill | no | full | 2 | yes | no | no | yes | no | | | no |
| Rishton | no | partial | 2 | no | no | no | yes | yes | | | no |
| Roby | yes | full | 0 | yes | no | no | yes | yes | | | no |
| Rochdale | yes | full | 0 | yes | yes | yes | yes | yes | yes | yes | no |
| Romiley | yes | partial | 4 | yes | no | no | yes | yes | | yes | no |
| Roose | no | full | 0 | no | no | no | no | no | | | no |
| Rose Grove | no | none | 0 | yes | no | yes | yes | yes | | | no |
| Rose Hill | yes | full | 4 | yes | no | yes | yes | yes | | | no |
| Rotherham Central | yes | full | 3 | yes | yes | yes | yes | yes | yes | yes | no |
| Rufford | no | full | 2 | no | no | no | no | no | | | no |
| Ruswarp | no | full | 0 | yes | no | no | yes | no | | | no |
| Ryder Brow | no | full | 0 | yes | no | no | no | yes | | | no |
| Salford Central | yes | full | 0 | yes | yes | yes | yes | yes | | | no |
| Salford Crescent | yes | full | 0 | yes | yes | yes | yes | yes | | yes | no |
| Saltaire | no | full | 0 | yes | no | yes | yes | yes | | | no |
| Saltburn | no | full | 0 | yes | no | no | yes | no | | | no |
| Saltmarshe | no | full | 0 | no | no | no | no | no | | | no |
| Salwick | no | none | 0 | no | no | no | no | yes | | | no |
| Sandal & Agbrigg | no | full | 5 | no | no | no | no | yes | | | no |
| Sandbach | yes | partial | 2 | yes | no | no | yes | Yes | | yes | no |
| Sankey | yes | full | 0 | yes | no | no | yes | yes | | | no |
| Seaham | no | full | 2 | yes | no | yes | yes | no | | | no |
| Seascale | no | full | 0 | yes | no | no | yes | no | | | no |
| Seaton Carew | no | full | 0 | yes | no | no | yes | no | | yes | no |
| Sellafeld | no | partial | 0 | yes | yes | no | yes | no | | | no |
| Settle | yes | full | 2 | yes | yes | yes | yes | no | yes | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|---------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Shepley | no | partial | 0 | no | no | no | Yes | yes | | | no |
| Sherburn-in-Elmet | no | full | 0 | yes | no | no | yes | no | | | no |
| Sildon | no | full | 0 | yes | no | no | yes | no | | | no |
| Shipley | yes | full | 7 | yes | no | yes | yes | yes | yes | | no |
| Shireoaks | no | full | 0 | yes | no | no | no | no | | | no |
| Silecroft | no | full | 0 | no | no | no | no | no | | | no |
| Silkstone Common | no | full | 1 | yes | no | no | yes | yes | | | no |
| Silverdale | no | full | 0 | yes | no | no | yes | no | | | no |
| Skipton | yes | full | 4 | yes | yes | yes | yes | yes | yes | | no |
| Slaitwaite | no | full | 2 | no | no | Yes | yes | yes | | | no |
| Sleights | no | full | 0 | yes | no | no | yes | no | | | no |
| Smithy Bridge | no | full | 0 | yes | no | yes | yes | yes | | | no |
| Snaith | no | full | 0 | no | no | no | no | no | | | no |
| South Bank | no | partial | 0 | yes | no | no | yes | no | | | no |
| South Elmsall | no | full | 2 | no | no | yes | yes | yes | | | no |
| South Milford | no | full | 1 | yes | no | no | yes | no | | | no |
| Sowerby Bridge | no | full | 5 | no | no | no | yes | yes | | | no |
| Squires Gate | no | none | 0 | no | no | no | no | yes | | | no |
| St Annes-on-the-Sea | yes | full | 2 | yes | no | yes | yes | yes | | | no |
| St Bees | no | full | 0 | yes | no | no | yes | no | | | no |
| St Helens Central | yes | full | 7 | yes | yes | yes | yes | yes | | | no |
| St Helens Junction | yes | full | 4 | yes | no | yes | yes | yes | | | no |
| Stallingborough | no | full | 0 | no | no | no | Yes | no | | | no |
| Stanlow & Thornton | no | none | 0 | yes | no | no | no | no | | | no |
| Starbeck | no | full | 0 | yes | no | yes | yes | no | | | no |
| Staveley | no | none | 0 | yes | no | no | yes | yes | | yes | no |
| Steeton & Silsden | no | full | 3 | yes | no | yes | yes | yes | | | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|---------------------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Stocksfield | no | full | 2 | yes | no | no | yes | no | | | no |
| Stocksmoor | no | full | 1 | no | no | no | yes | yes | | | no |
| Stockton | no | full | 0 | no | no | no | yes | no | | yes | no |
| Streethouse | no | full | 1 | yes | no | no | no | yes | | | no |
| Strines | no | full | 0 | yes | no | no | yes | yes | | | no |
| Styal | no | full | 0 | yes | no | no | no | no | | | no |
| Sunderland | yes | full | 0 | no | no | no | yes | yes | yes | | no |
| Swinton (Gtr. Manchester) | yes | none | 0 | yes | no | yes | yes | no | | | no |
| Swinton (South Yorks) | yes | full | 10 | yes | yes | no | yes | yes | | | no |
| Tees-side Airport | no | partial | 0 | no | no | no | no | yes | | | no |
| Thatto Heath | yes | full | 2 | yes | no | yes | yes | yes | | | no |
| Thorne North | yes | partial | 2 | yes | yes | yes | yes | yes | | | no |
| Thorne South | no | full | 0 | yes | no | no | Yes | yes | | | no |
| Thornton Abbey | no | full | 0 | yes | no | no | no | no | | | no |
| Thurnscoe | no | full | 0 | yes | no | no | no | yes | | | no |
| Todmorden | yes | partial | 4 | yes | no | yes | yes | yes | | yes | no |
| Trafford Park | no | full | 0 | no | no | no | no | no | | | no |
| Ulceby | no | full | 0 | no | no | no | no | no | | | no |
| Ulleskelf | no | full | 0 | yes | no | no | Yes | no | | | no |
| Ulverston | yes | partial | 2 | yes | no | yes | yes | yes | | | no |
| Upholland | no | partial | 0 | yes | no | no | no | no | | | no |
| Urmston | yes | full | 0 | no | no | yes | yes | yes | | | no |
| Wakefield Kirkgate | no | full | 4 | yes | no | no | yes | yes | | | no |
| Walkden | yes | none | 0 | yes | no | yes | yes | yes | | | no |
| Walsden | no | full | 0 | yes | no | no | yes | yes | | | no |
| Warrington Central | yes | full | 3 | yes | yes | yes | yes | yes | | | no |
| Wavertree Technology Park | yes | full | 2 | yes | yes | no | yes | yes | | yes | no |

| Station | Staffed station | Step-free access | Disabled parking spaces | Seating | Toilets | Easy-access ticket sales | Customer information screens | Public address system | Shop or Café | Secure Station | Meeting point |
|----------------|-----------------|------------------|-------------------------|---------|---------|--------------------------|------------------------------|-----------------------|--------------|----------------|---------------|
| Weeton | no | partial | 0 | yes | no | no | yes | no | | | no |
| Wennington | no | partial | 0 | yes | no | no | no | no | | | no |
| West Allerton | yes | none | 0 | yes | no | no | no | yes | | | no |
| Westhoughton | no | partial | 6 | yes | no | yes | yes | yes | | | no |
| Wetheral | no | full | 0 | yes | no | no | yes | no | | | no |
| Whaley Bridge | yes | full | 0 | yes | no | yes | Yes | yes | | | no |
| Whalley | no | partial | 0 | yes | no | no | yes | yes | | | no |
| Whiston | yes | full | 3 | yes | no | no | yes | yes | | | no |
| Whitby | yes | full | 4 | yes | no | no | yes | no | yes | | no |
| Whitehaven | yes | full | 2 | yes | yes | yes | yes | no | | | no |
| Whitley Bridge | no | full | 0 | no | no | no | no | no | | | no |
| Widdrington | no | full | 0 | no | no | no | no | no | | | no |
| Widnes | yes | full | 5 | yes | no | yes | yes | yes | | | no |
| Wigan Wallgate | yes | full | 0 | yes | yes | yes | yes | yes | | | no |
| Wigton | no | full | 0 | yes | no | no | no | yes | | | no |
| Wilmslow | yes | full | 4 | yes | yes | No | yes | yes | | yes | no |
| Windermere | yes | full | 0 | yes | yes | yes | yes | yes | | | no |
| Wombwell | no | full | 4 | yes | no | yes | yes | yes | | | no |
| Woodhouse | no | full | 0 | yes | no | no | yes | yes | | | no |
| Woodlesford | no | full | 3 | yes | no | yes | yes | yes | | | no |
| Woodley | no | none | 0 | yes | no | no | no | no | | | no |
| Woodsmoor | yes | none | 0 | yes | no | no | Yes | yes | | | no |
| Workington | yes | partial | 0 | yes | yes | yes | yes | yes | | | no |
| Worksop | yes | full | 2 | yes | yes | yes | yes | yes | yes | | no |
| Wressle | no | full | 0 | yes | no | no | no | no | | | no |
| Wylam | no | full | 2 | yes | no | no | yes | no | | | no |



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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 19 stations including Barnsley Interchange, Blackburn, Blackpool North, Goole, Harrogate, Shipley, Sunderland, Whitehaven, Wigan Wallgate and Wilmslow
- 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:

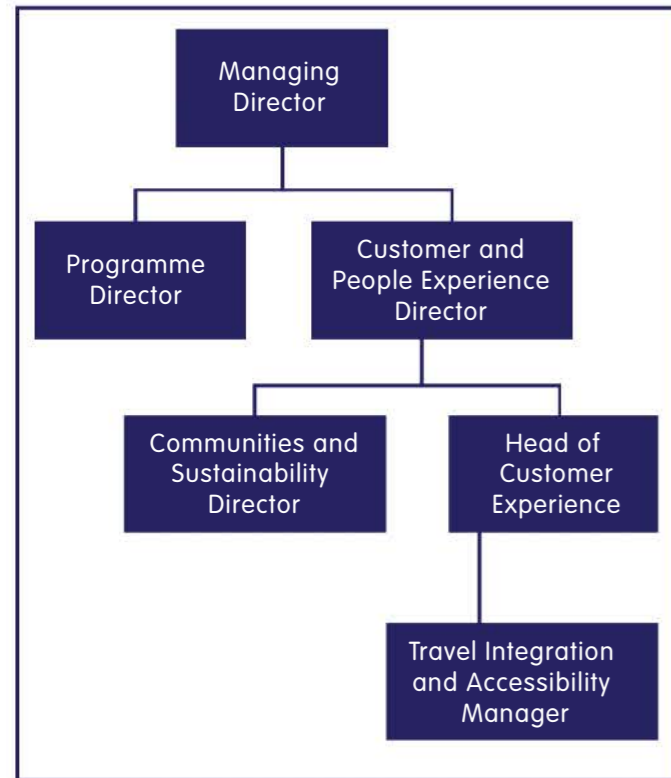
- investing over £40m in station improvements
- maintaining an annual fund for minor accessibility improvements, and
- working with Network Rail to support the delivery and development of Access for All schemes.

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 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.

The Communities and Sustainability Director 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 Communities and Sustainability Director 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 Communities and Sustainability Director 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 Communities and Sustainability Director 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) is carrying out 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 following table shows the KPIs we are committed to recording -

| 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 |

Access improvements Working with others

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.

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, Disability Design Reference Group, Manchester Disabled People's Access Group, Eyewish Access and BlueAssist. The relationship with these groups is owned by the Travel Integration and Accessibility Manager and is very much on a working level.

At National level we liaise with other bodies such as Age UK, Scope and RNIB via our trade body the Association of Train Operators (ATOC).

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 all 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.



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