



NORTHERN

Making Rail Accessible

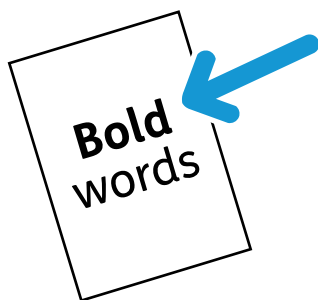
How we help older and
disabled passengers



Easy
Read

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In this Easy Read document, hard words are in **bold**. We explain what these words mean in the sentence after we have used them.



Some words are [blue and underlined](#).

These are links that will go to another website which has more information.

Introduction



Northern is a train company, running trains and stations. We mostly run trains in the North of England.



We want to help everyone to use trains and stations.



This guide explains how we help older and disabled people to use our trains.

Assistance



Assistance is the help that we give people who need some extra support to use a train or station.

Our staff at stations and on the trains have been trained to assist you.



All of our trains have **conductors**.

A **conductor** is a member of railway staff on the train.



Many of our stations have staff.



If the station has no staff, you will be able to see the train conductor on the platform when the train arrives.

Before you travel

Before you travel we will:

- Help you plan your journey.



- Tell you if a station or train is **accessible** to you.

Accessible means it is easy to use and suitable for people with different needs.



- Give you the chance to book tickets at the same time as you book assistance.



If you will use a train run by another company on your journey, we can reserve a seat on their train for you.



We don't reserve seats on Northern trains.



At the station



At every station we will:

- Help you to get on and off the train.



- Get on and off the train with your wheelchair or mobility scooter.



- Help you find where to go, if you are looking for a bus, tram or taxi.



At larger stations which have staff, we will help you:

- With your luggage.



- Get through the station.



Stations with staff have a meeting point. This is where you can meet the member of staff who is going to help you.



You can get a map which shows which of our stations are accessible to disabled people from:

www.northernrail.co.uk/accessibility-hub



You can get full information about each station from:

www.northernrailway.co.uk/stations

On the train



You can get full information about the train that you will be on from:

www.northernrailway.co.uk/trains



You can't reserve a seat on any Northern train but our conductors will help you find a seat.



Some seats have more space near the doors.



There are spaces for wheelchairs on all our trains.



Assistance Dogs are welcome on all our trains, for free. They can travel on any part of the train.



There are ramps on all our trains and at stations that have staff. The ramps will help people in wheelchairs get on and off the trains.



If you have not booked assistance, please speak to one of our staff if you need a ramp.

Information

You can get all the information you need from our Customer Information Centre:

Phone: 0800 200 6060



You can get information about each station at:

www.northernrailway.co.uk/stations



You can find out if a train is accessible to you at:

www.northernrail.co.uk/accessibility-hub



If you ask, we will give you the information you need in another way - like large print or Easy Read.

Passenger Assist



Passenger Assist is a way of booking help when you use the train.

All train companies use Passenger Assist.

With Passenger Assist, you can:



- Arrange for someone to meet and help you at a station.

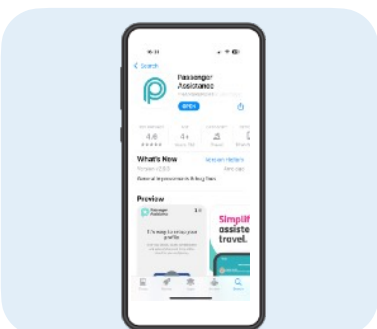


- Book someone to help you get on or off the train.

Booking Passenger Assist

There is a Passenger Assist app that you can get on your phone.

You can book help using the app.





If you do not have the app you can still contact our Passenger Assist Team any time of day or night.



Phone for free: 0800 138 5560



Text Relay: 18001 0800 138 5560



Email:
assistance@northernrailway.co.uk



Online: www.northernrailway.co.uk/accessibletravel



We will answer your:

- Phone call within 30 seconds.



- Email within 2 hours.



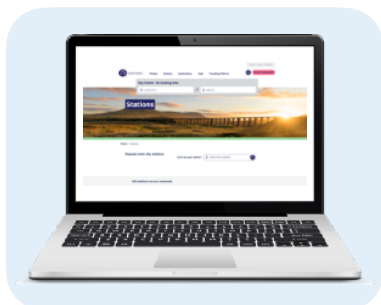
We will send you an email with information about your booking.

Changing train



You can get help for your whole journey when you contact Passenger Assist, even if you need to change to a train that is not run by Northern.

Accessible stations



You can find out if a station is accessible on our website:

www.northernrailway.co.uk/stations

If the station is not accessible



If the station that you want is not accessible to you, we will find you another way to travel for no extra charge.



For example, a station may not be accessible to you because the platform you need is up some steps.



So we would arrange another way for you to travel instead, like a taxi.

Buying tickets

There are different ways that you can buy a ticket:

Online

Go to: www.northernrailway.co.uk



You can get your tickets:

- On your phone.
- By First Class Post.
- From a ticket machine at a station.



On an app



An **app** is a computer programme for your phone, tablet or computer.

You can get the Northern app for free.



You can use the app to buy your tickets. The ticket will be on your phone.



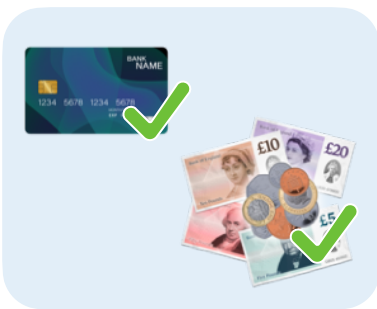
You can show your ticket on your phone to the conductor or staff at the station.

Ticket machines at stations



There are ticket machines at most Northern stations.

At a machine, you can buy a ticket to use that day.



You can pay with a credit card, bank card or cash.

Ticket offices at the station



You can buy any ticket you need at the ticket office.



You can pay with a credit card, bank card or cash.

On trains



If you can't buy your ticket at the station, you can buy it from the conductor on the train.



You can get a cheaper ticket if you have a Disabled Persons Railcard.

Cheaper tickets

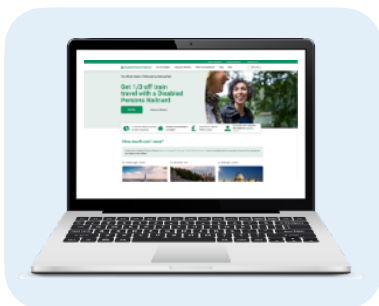
Disabled Persons Railcard



If you have a Disabled Persons Railcard you will pay only 2 thirds of the usual price of the ticket.



The adult travelling with you will also only pay 2 thirds the price of the ticket.



You can find out how to get a Disabled Persons Railcard at:

Website:

www.disabledpersons-railcard.co.uk



Email:

disability@raildeliverygroup.com



Phone: 0345 605 0525



Textphone: 0345 601 0132

If you are blind

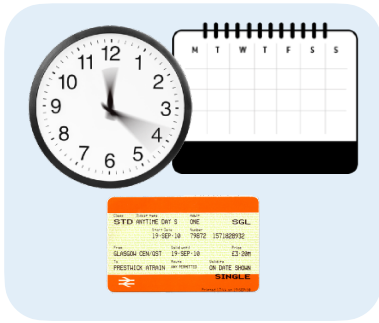
You can get a cheaper ticket if:



- You are blind or have very poor eyesight.



- You are travelling with someone who is helping you.



You only have to pay 2 thirds the usual price of a ticket for:

- A one way or a return ticket that you can use anytime.



- A one way ticket for a particular day.



You only have to pay half the usual fare for a return ticket for a particular day.



If you buy a season ticket, you can use it for both yourself and the person who is travelling with you.



You can get these cheaper tickets even if you don't have a railcard.

You need to prove that you are disabled by showing a letter or card from:



- The government.



- Your local council.



- Guide dogs - this is an organisation that gives dogs to people who are blind.

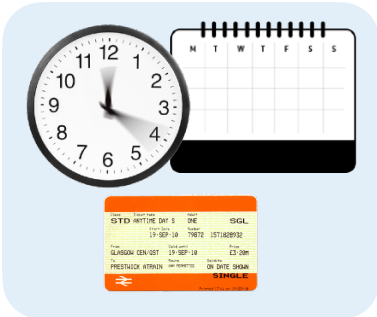


- The Royal National Institute for the Blind (RNIB).

If you use a wheelchair

If you stay in your wheelchair for the whole journey and you do not have a railcard, you only have to pay 2 thirds the usual price of a ticket for:

- A one way or a return ticket that you can use anytime.



- A one way ticket for a particular day.



You only have to pay half the usual price for a return ticket for a particular day.



The person travelling with you will pay the same as you.

Senior Railcard



Anyone over age 60 can get a Senior Railcard.



This railcard lets you buy tickets at 2 thirds the usual price.



You can get more information from:

Website: www.senior-railcard.co.uk



Email:
railcardhelp@railcards-online.co.uk



Phone: 0345 300 0250

Wheelchairs and scooters

Wheelchairs



All Northern trains have space for a regular size wheelchair.

If you have a large wheelchair you should contact our Passenger Assist Team:



- Phone for free: 0800 138 5560



- Text Relay: 18001 0800 138 5560



- Email:
assistance@northernrailway.co.uk



- Online: www.northernrailway.co.uk/accessibletravel

Mobility Scooters



We have space for mobility scooters on some of our trains and some of our stations.



You need a **permit** from us to be able to take your mobility scooter on the train.

A **permit** is a document that shows you are allowed to do something.



You can ask us for a permit through our website:

www.northernrailway.co.uk/mobilityscooter



For more information, you can go to the same website or phone our Customer Experience Centre on 0800 200 6060.

If things do not go as planned



If your journey is delayed, we will give you as much information as we can about what is happening.



We will give you this information on trains and at the stations:

- By announcements through the speakers.



- On the electronic screens.



Our conductors will come through the train to see if anyone needs any help finding another way to travel.



If you have booked beforehand, we will contact you and try to find another way you can travel.



Our mobile phone app will show the times that trains will be running. It will also give you a link to our Customer Service Team, who will be able to help you find another way to travel.

Rail replacement buses



Rail replacement buses are buses or coaches that will take you to where you want to go, if the trains can't run.



We will try to arrange coaches or buses that are accessible to people with disabilities.

If things go wrong



We want you to tell us if things go wrong.

We will listen to what you tell us and learn how to make our service better in the future.



Please contact our Customer Experience Centre by:

Phone for free: 0800 200 6060



Text Relay: 18001 0800 200 6060



Email:
enquiries@northernrailway.co.uk



Webpage:
www.northernrailway.co.uk/help



You can also contact us by:

- Twitter: @northernassist
- Facebook: @northernassist
- Instagram: @northernrailway

Complaints



If you want to make a complaint, you can contact our Customer Experience Centre or email us at: complaints@northernrailway.co.uk

The Rail Ombudsman



If you are unhappy about the way we have dealt with your complaint, you can contact the **Rail Ombudsman**.

The **Rail Ombudsman** is a free government service for dealing with complaints about the railways.



You can contact the Rail Ombudsman
by:

Phone: 0330 094 0362



Textphone: 0330 094 0363



Email: info@railombudsman.org



By Post:

FREEPOST – RAIL OMBUDSMAN

*That's all you need to put on the
envelope. You don't need a stamp.*



Website:

www.railombudsman.org

For more information



You can look at our website here:
www.northernrailway.force.com

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