

Factsheet

Accessibility

In the past few years the rail network has become far easier for everyone to use.

Nearly all our trains now have visual and audio information telling passengers where the train is going.

This means people who can't see or hear very well know where they are and are more confident to travel by train.

There are also spaces for wheelchair users within the main accommodation.

Where toilets are fitted, there will be one that is fully accessible for wheelchair users - and it will include a baby-changing table.

We have also improved access to many stations, for example replacing steps with ramps and installing more lifts. This makes it easier for wheelchair users, parents with buggies and people with lots of luggage or who have difficulty walking to get onto our platforms.

We also provide assistance getting on and off our trains, including the use of a ramp from the platform onto the train if required.

Our staff are trained to make sure they know how to help.

These changes mean that many more people can use the train to get access to jobs or leisure activities.

